UNHCR
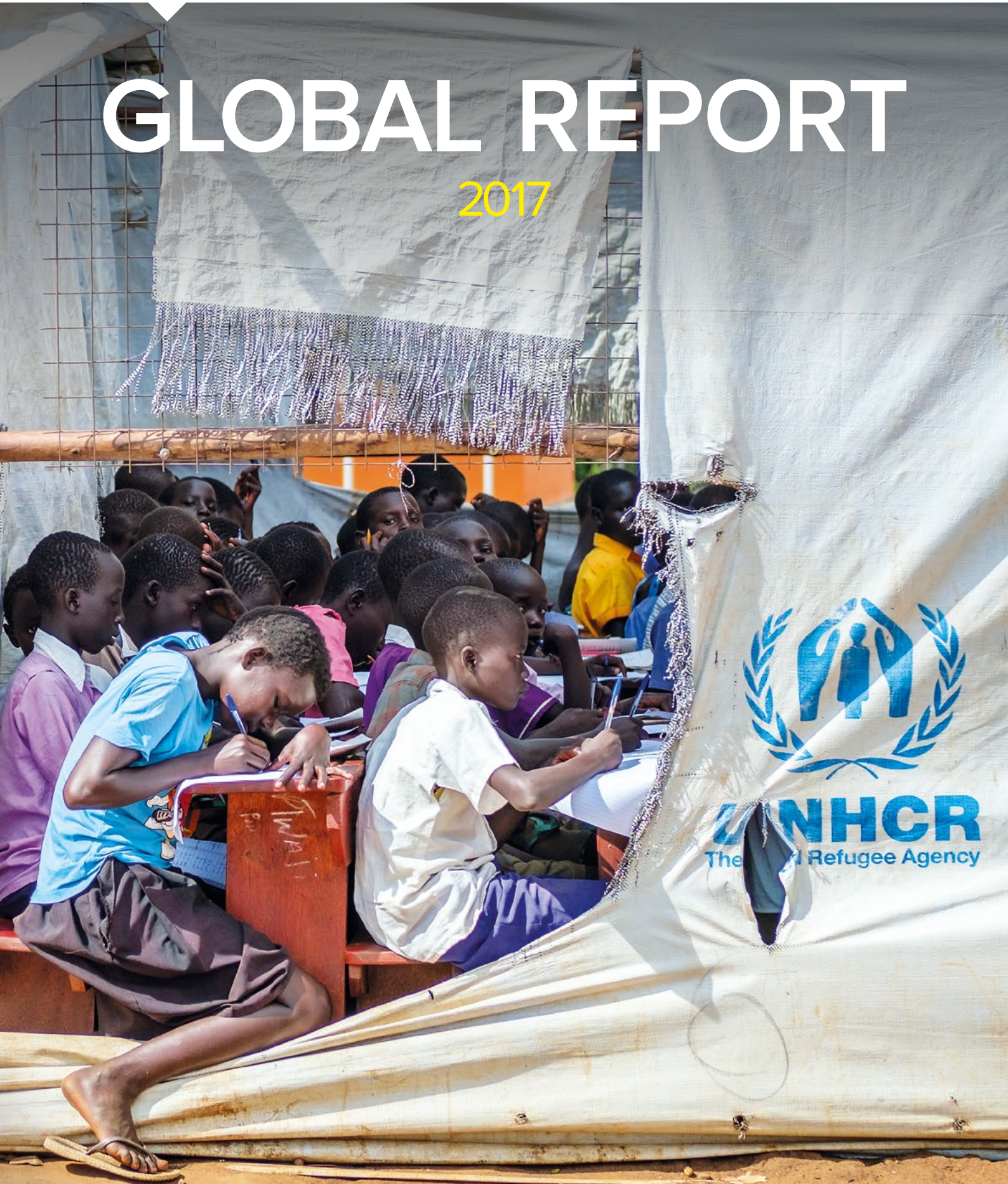## The UN Refugee Agency

GLOBAL REPORT
2017

GLOBAL REPORT 2017

The Global Report presents the work carried out by UNHCR in 2017 to protect and improve the lives of tens of millions of forcibly displaced people: refugees, internally displaced people, returnees, stateless persons and others of concern. It highlights the year's achievements, as well as challenges faced by the Office and its partners, in attempting to respond to multiple life-threatening crises and ever-growing humanitarian needs.

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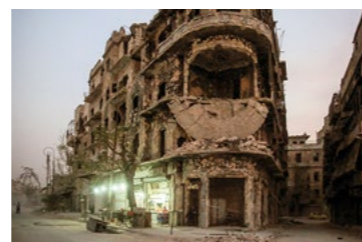
The Global Focus website–http://reporting.unhcr.org–is UNHCR's main operational reporting platform for donors. Regularly updated, it complements and augments information in the Global Report with greater detail on UNHCR operations, data on key operational themes and objectives, and in-depth information on UNHCR's budgets, funding and expenditure.

Global Focus website audience in 2017

125,500 *users from 195 countries (+99%)*

47% *visits from the top 10 donor countries to UNHCR*

38,000 *page views per month (+65%)*

9,200 *documents downloaded per month (+170%)*

UNHCR IN 2017
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 2017), 148 States are parties to the 1951 Convention relating to the Status of Refugees and/or 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 (101 member States as of October 2017) 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 persons who are stateless or whose nationality is disputed. To date (December 2017), 89 States are parties to the 1954 Convention relating to the Status of Stateless Persons and 70 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 organizations, and international and non-governmental organizations. It is committed to the principle of participation, believing that refugees and others who benefit from the Office's activities should be consulted over decisions which affect their lives.
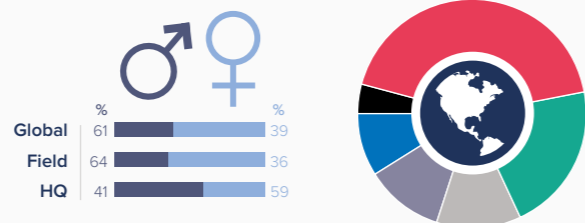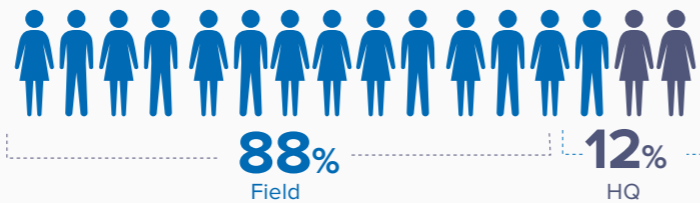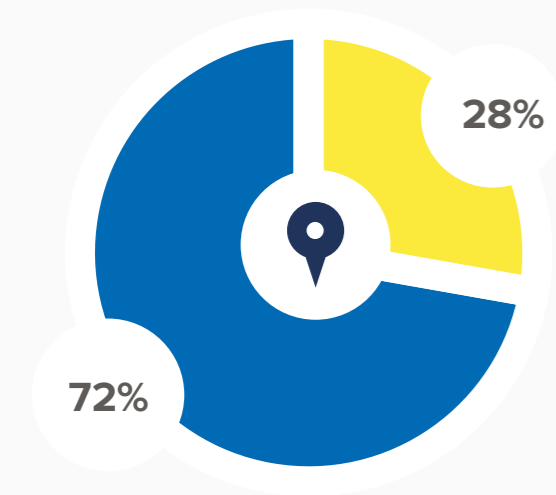
GLOBAL PRESENCE

UNHCR IS PRESENT IN 130 COUNTRIES WITH 478 LOCATIONS

15,273 GLOBAL WORKFORCE

11,423 STAFF MEMBERS

3,850 AFFILIATE WORKFORCE MEMBERS*

STAFF MEMBERS

- International
- National

28%

72%

88% Field

12% HQ

	%		%
Global	61		39
Field	64		36
HQ	41		59

Staff by region

- 43% Africa
- 21% Middle East and North Africa
- 12% Headquarters
- 11% Asia & Pacific
- 9% Europe
- 4% Americas

* UNVs, individual contractors and consultants hired through UNOPS or directly, deployees, secondees, and interns, of whom 47% are male and 53% female

JANUARY

Developing countries hosted 84 per cent of the world's refugees under UNHCR's mandate. The least developed countries provided asylum to more than 4.2 million refugees or about 26 per cent of the global total.

70 60 50 40 30 20 10 0

67.7M
People of concern to UNHCR worldwide
During 2016, UNHCR made 162,500 resettlement submissions and some 125,600 refugees departed for resettlement.

36.6M
IDPs protected and assisted by UNHCR

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

17.2M
Refugees, including 12.3 million assisted by UNHCR

3.2M
Stateless persons, with 60,800 acquiring or confirming nationality in 2016

2017
PEOPLE OF CONCERN INCREASED BY 5.4%

UNHCR needed $7.9 billion to respond
The funding gap was 43%

TOP 10 REFUGEE-HOSTING COUNTRIES

31%
Of the world's refugees are hosted in three countries

- Turkey
- Lebanon
- Bangladesh
- Jordan
- Pakistan
- Iran (Islamic Rep. of)
- Sudan
- All other countries
- Uganda
- Germany
- Ethiopia

UNHCR EXPENDITURE

$4.1 billion
Total expenditure

- Pillar 1 Refugees 83%
- Pillar 2 Stateless 1%
- Pillar 3 Returnees 2%
- Pillar 4 IDPs 14%

TOP 10 DONORS

$3.9 billion
Voluntary contributions $400 million from the private sector

- USA
- Japan
- Norway
- Netherlands
- Germany
- UK
- Canada
- European Union
- Sweden
- Private donors in Spain

DECEMBER

The vast majority of refugees—some 85%—under UNHCR's mandate remain in low and middle-income countries, close to conflict.

70 60 50 40 30 20 10 0

71.4M
People of concern to UNHCR worldwide
Over half of the world's refugees came from three countries: the Syrian Arab Republic, Afghanistan and South Sudan. Bangladesh kept its borders open to nearly **655,500** refugees fleeing violence in Myanmar. More than **1.2 million refugees** were in need of resettlement. In 2017, some 75,200 resettlement places were made available and some 65,100 refugees departed to third resettlement countries.

667,380 returned refugees, including 518,600 assisted by UNHCR

IDPs protected and assisted by UNHCR
39.1M

Refugees, including 11.9 million assisted by UNHCR
19.9M

Stateless persons, with 56,500 acquiring or confirming nationality in 2017
3.9M

A world in turmoil

As of the end of 2017, there were some 71.4 million people of concern to UNHCR around the world—asylum-seekers, refugees, returnees, the internally displaced and stateless. Millions were newly displaced during the year, fleeing war, violence and persecution in countries including the Central African Republic, the Democratic Republic of the Congo (DRC), Iraq, Myanmar, South Sudan and the Syrian Arab Republic (Syria). As a result, UNHCR was called on to address a succession of new or recurring or deepening displacement crises, some shifting in new and complicated directions.

Torn from their homes and propelled across borders, there could be no illusion that they were moving voluntarily, in search of a better life. Fleeing for their lives, their movement was often chaotic and improvised, their assets left behind. Almost two thirds remained internally displaced within their own countries, often unable to reach safety abroad as borders closed and restrictive admissions policies prevailed. At the same time, protracted crises remained entrenched. Refugees fled Afghanistan almost 40 years ago, but some two million are still hosted in the Islamic Republics of Iran and Pakistan, and hundreds of thousands more across the world.

Marjan, 60, and her granddaughter Jannat Ara, 7, (in red) stand among other Rohingya refugees to receive aid at Kutupalong camp in Bangladesh. They fled their home in Myanmar two months ago with four other family members.

©UNHCR/Andrew McConnell

As a result, UNHCR was called upon to respond, together with States, to a series of new and recurring emergencies in the course of 2017. Standby capacities including emergency funding mechanisms, personnel deployments, airlifts of relief items, and standby partnerships were activated through UNHCR emergency declarations for displacement related to crises in the DRC, Libya and Myanmar. Emergency capacities were maintained at regional and country level to respond to new displacement and returns in relation to Iraq, South Sudan, Syria, Yemen and elsewhere.

Efforts to address complex mixed movements, by trying to secure protection and solutions for refugees moving along dangerous routes such as through sub-Saharan Africa to the central Mediterranean and beyond, and across northern Central America, were also a growing priority, seeing UNHCR deepen its partnerships with the International Organization for Migration and others.

Growing weaknesses in international cooperation and in the ability of political leaders to prevent, mitigate, and resolve conflict remained prominent. Among the millions of people uprooted, just a small number were able to return home following effective international conflict resolution or progress towards stability. Those refugees or IDPs who did return often did so under less than ideal circumstances, returning to situations of hardship, destruction and ongoing risk. At the same time, weaknesses in international cooperation and solidarity undermined the global response to refugee flows, and state-by-state responses often prevailed amidst an ongoing politicization of the refugee issue at domestic, regional and international levels.

As this bleak series of events unfolded, host countries and communities continued to extend protection and assistance,

often despite significant pressure on their infrastructure and services, and despite waning international support. The majority of countries next to conflict zones kept their borders open and continued to receive refugees in a very practical expression of their commitment to international protection standards and humanitarian values.

Further afield, the picture was more mixed. In many parts of the world, genuine public concerns related to security, the economy, and identity have been distorted, and misperceptions of the nature, composition and impact of refugee flows have been fueled by irresponsible politicians. Refugee rights have been eroded and protection undermined—sometimes by States that have traditionally been champions of refugee protection.

An emerging model for change

And yet, despite—or perhaps because of—these many challenges, a powerful momentum emerged around the principles and approaches set out in the Comprehensive Refugee Response Framework (CRRF), adopted as part of the New York Declaration for Refugees and Migrants. Now being applied in 13 countries and in two regional models, and described in more detail in this Global Report, it is driving more sustained attention to the role of host countries and communities, with the international community increasingly recognizing the need to do more to support them. The global compact on refugees, to be adopted by the General Assembly later in 2018, will underpin the CRRF with a programme of action to steer its application.

Notable progress has already been made through the application of the CRRF. The policy and legislative reforms, inclusive and open practices, and measures to expand refugee access to national health and education systems are described in

more detail particularly in the chapter on *Expanding partnerships*. With an emphasis on building resilience and self-reliance, by connecting refugees to opportunities and fostering their inclusion in host societies and economies, the new comprehensive response model is driving real change. The number of host countries adopting policies and practices consistent with the vision of the New York Declaration is lengthening— and this generosity and openness must be supported.

UNHCR also made significant strides in establishing closer links between humanitarian and development partners and other bilateral agencies, aimed at supporting host countries and communities and strengthening the resilience of refugees, and in making progress on solutions, even in the absence of wider progress in resolving conflicts. These efforts are also aligned with the reforms to the UN development system and peace and security architecture currently under way under the leadership of the Secretary-General.

The strong leadership of the World Bank continued to play a key role in driving change in 2017—in particular, through the IDA18 refugee sub-window for low-income countries and the Global Concessional Financing Facility for middle-income countries. A growing list of bilateral and multilateral institutions have also made important advances. The European Union's Directorate-General for International Cooperation and Development, for example, is making considerable investments to support the CRRF roll-out in the Horn of Africa and Central America, and to address forced displacement in Asia. Other bilateral development agencies, including those of Denmark, Germany, Japan, the Republic of Korea and the United Kingdom, are also already engaged.

As this Global Report describes, new ways of using resources to target the longer-term needs of refugees and hosts became more prominent in 2017, in relation to education, employment, and the environment. Working with a much broader range of actors than in the past, important steps were taken related to refugees' financial inclusion and access to jobs. These steps included policy changes, new financing mechanisms, and the increasing engagement of a wide range of NGOs, civil society entities, municipalities, faith organizations, and the involvement of the private sector.

UNHCR is working closely with development partners and governments to accelerate the application of the instruments and resources made available, but the impact of the comprehensive response model will take time to be felt. And even as tangible results begin to emerge, providing proof that this new approach can make a difference, humanitarian action will continue to be a central aspect of the response to forced displacement—particularly in the early stages of new crises.

Certain aspects of the model require greater investments and action if they are to be fully realized. The number of resettlement places fell significantly in 2017, to around 75,200—just 54 per cent of 2016 levels. Yet, resettlement remains an important solution, both for the people concerned and as a concrete expression of burden-and-responsibility-sharing. A number of countries are now working to expand their resettlement programmes, and to expand the pool of resettlement States by providing support to emerging resettlement countries. These efforts must be supported.

The scarcity of solutions in the context of today's proliferating conflicts is a matter of deep concern. The strong focus on solutions, notably voluntary repatriation, in the two regional applications of the CRRF

that have emerged—both in the Somalia context in the Horn of Africa, and in the Comprehensive Refugee Protection and Solutions Framework in the Americas—is therefore extremely welcome. The ongoing work to develop and implement the global compact on refugees will give further space for these efforts.

The #IBelong Campaign to End Statelessness remained a corporate priority in 2017. Significant progress in reducing statelessness took place in countries including the Philippines, the Russian Federation, Tajikistan and Thailand, and

legislative and policy reforms were also adopted in a number of States. Burkina Faso and Luxembourg both acceded to the 1961 Convention on the Reduction of Statelessness. This work has been given additional momentum by the Sustainable Development Goals (SDGs), and in particular SDG 5, which calls for the elimination of discrimination against women and girls everywhere, and SDG 16.9, which calls for legal identity for all, including birth registration.

UN High Commissioner for Refugees Filippo Grandi takes selfies with young Somali refugees who have been awarded scholarships by the World University Service of Canada at Dadaab camp, Kenya.

UNHCR: looking ahead

In January 2017, we issued UNHCR's Strategic Directions, setting out clear orientations for our work for the period until 2021, against the evolving context of deepening displacement crises and the important opportunities emerging in the lead up to the global compact and beyond. These include the core directions of protect, respond, include, empower and solve.

In the course of 2017, we took a number of steps to steer critical changes to enable us to

pursue these directions in a more effective, efficient, agile and accountable manner.

These reform initiatives included an independent review of the design, structure and processes of our Headquarters, which made a compelling case for change to ensure that we remain a dynamic and field-oriented organization. Its recommendations are being taken forward by a change team and have already resulted in the establishment of a new Division for Resilience and Solutions, changes to

the management and coordination of our engagement with new and traditional partners, and other measures.

We made important investments in strengthening the integrity of our operations, including through reforms to our oversight systems, and in pursuing our zero tolerance policy on sexual exploitation and abuse and sexual harassment. We developed "Risk Management 2.0"—an ambitious, new approach to managing risk, unearthing root causes of corruption and fraud, and improving programme delivery which is now being rolled out in key operations.

We undertook a significant reform of our human resources systems and, in August 2017, issued a new recruitment and assignments policy aimed at ensuring a flexible, highly-qualified workforce with the right profile, skills and expertise, with full attention to inclusion, diversity and gender equity.

We made a first set of investments to step up our capacity in relation to data on refugees and host communities, and reached an agreement on a new UNHCR-World Bank joint data centre, which will also work on data on statelessness.

We also worked to improve our engagement with IDPs, and began the redesign of our results-based management system, integrating it with a new Multi-Year, Multi-Partner approach.

Mobilizing resources and diversifying support

With growing needs, we saw encouragement from the solid level of funding that we were able to maintain in 2017, reaching over $3.9 billion in fresh contributions, just under what we received in 2016, albeit against a larger budget. The commitments made at our 2018 pledging conference in Geneva in December 2017, including multi-year commitments, came close to $1 billion for

the first time ever in an important expression of confidence in UNHCR and the course that we are pursuing.

We also, increasingly, noted the engagement of the private sector, including corporations, philanthropists and foundations—not just as donors but as active contributors that can bring important experience to bear including in terms of technology, employment, skills training, renewable energy and other areas. It is also particularly relevant to single out the interest and involvement of cities and mayors, who are often on the frontline of receiving refugees, but also integrating them, especially in industrialized countries. For instance, sport institutions such as the International Olympic Committee also have an important role helping to address refugee inclusion, giving hope and bridging gaps between communities.

Rising to the challenge

The comprehensive response model, and the global compact to come, are concrete, workable instruments of multilateralism in action, rooted in practical engagement that can be a rallying point for refugee protection and solutions, founded on the principles and standards of the international refugee regime. To work, they need resources, including funding, technical expertise, and political support.

Throughout 2017, there was a resolute and growing body of support for the new model, from a range of States with different capacities and characteristics, and from traditional and new donors. Sustaining and intensifying that support through 2018 and beyond will be critical, to translate the high level political commitments of the New York Declaration into real change in the lives of refugees and displaced people around the world.

The Special Envoy

This year marked a special moment in UNHCR's relationship with its Special Envoy, Angelina Jolie. Renewing her contract as Special Envoy during a visit to UNHCR Headquarters after 17 years with the Agency, she reaffirmed her commitment to refugees worldwide, and spoke of how proud she is to be with UNHCR. Referring to the many challenges facing the Office and the broader humanitarian community, she said to her UNHCR colleagues, "I am with you, not just for my contract, I am with you for life. You can't walk away once you've joined UNHCR."

While in Geneva, she delivered the annual lecture for the Sergio Vieira de Mello foundation. In her speech, "In Defence of Internationalism", she called on governments to renew their commitment to diplomacy and to the UN, saying that "there is no shortcut to peace and security, and no substitute for the long, painstaking effort to end conflicts, expand human rights and strengthen the rule of law." She warned of the dangers of "narrow nationalism masquerading as patriotism," and urged citizens to "keep alive the flame of internationalism," adding that "a world in which we turn our back on our global responsibilities will be a world that produces greater insecurity, violence and danger for us and for our children."

She also tackled issues of populism, poverty and racism in her address, urging the audience to stay true to the ideals and purposes of the United Nations: "I hope all of us can determine that we shall be a generation that renews its commitment to unite our strength to maintain international peace and security and to promote social progress and better standards of life in larger freedom." The Special Envoy called on individuals to play their part globally, to do good in their community and continue

UNHCR's Special Envoy Angelina Jolie and UN High Commissioner for Refugees Filippo Grandi meet in Geneva to sign Jolie's new contract.

UNHCR Special Envoy Angelina Jolie cuts a cake with young refugee women at the RefuSHE empowerment project in Nairobi, June 2017.

the progress started by Mr Vieira de Mello and other UN workers: "To do even a little of his good, to apply ourselves to the work he left unfinished, in whatever way we can, is a worthy task for any one of us."

It is in this spirit that the Special Envoy commemorated 2017 World Refugee Day in Kenya visiting with adolescent refugee girls in Nairobi who reside in a shelter run by RefuSHE, an NGO filling a crucial gap in care for girls and young women.

The girls fled extreme violence or persecution in Burundi, the Democratic Republic of the Congo, Rwanda, Somalia, and South Sudan. Almost all of them had suffered sexual and gender-based violence. With the option of resettlement scarce, RefuSHE focuses on helping refugees fully integrate within the Kenyan community. It was the Special Envoy's third visit to Kenya, home to hundreds of thousands of refugees from neighbouring countries.

"Over half of all refugees and displaced people worldwide are women and children. How we treat them is a measure of our humanity as nations."

—Angelina Jolie, UNHCR Special Envoy

Expanding partnerships

Young Rohingya refugees look out over Palong Khali refugee camp, a sprawling site located on a hilly area near the Myanmar border in south-east Bangladesh.

Since its creation in the 1950s, UNHCR has helped millions of people of concern—refugees, returnees, internally displaced people, and stateless persons—to rebuild their lives by safeguarding their rights and providing protection, lifesaving assistance and seeking solutions. None of this has been possible without partners, and without a strong and enduring sense of partnership.

As of the end of 2017, there were 71.4 million people of concern to UNHCR worldwide, more than half of whom were women and children. All had fled armed conflict, violence, insecurity, criminality, persecution, and human rights abuses. The vast majority of them (85 per cent) were in low- and middle-income countries, hosted or displaced in States and in communities that are themselves dealing with a range of social, political and economic challenges.

The multiplicity and gravity of crises around the world, increased human mobility, the growing effects of climate change, and complex, irregular movements have evolved the way UNHCR works to protect.

UNHCR's Strategic Directions, which the High Commissioner issued in January 2017, are aligned with the 2030 Sustainable Development Agenda, the Secretary-General's UN reform process, and the New York Declaration for Refugees and Migrants and its Annex 1, the Comprehensive Refugee Response Framework (CRRF).

The Strategic Directions have five core elements—protect, respond, include, empower and solve—which will guide the Office's work in the coming years. This work will include engaging across the entire spectrum of forced displacement and providing practical, concrete support to States to secure protection and solutions for refugees, IDPs and stateless persons through strong and diverse partnerships.

Addressing the protection needs of refugees and other displaced people and upholding their rights is critical to laying the foundations for greater stability and solutions, both for people of concern and for the communities hosting them. Throughout 2017, UNHCR committed to strengthening partnerships to support host countries and their communities, including with States as the principal actors providing protection and solutions to displacement and statelessness. The Office also committed to evolving the ways in which it protects all people of concern. This chapter summarizes and analyses those aspects, and serves as a guide to the in-depth regional and thematic chapters of this Global Report.

Supporting host countries and their communities

In line with the CRRF, partnerships are of pivotal importance to all aspects of UNHCR's work: from raising awareness of refugee problems, to preserving the character of asylum, to improving the delivery of humanitarian assistance, and to making life in long-term asylum viable and voluntary repatriation possible. Partnerships are also critical in strengthening the resilience capacity of host communities, refugees, other displaced people and returnees, and in finding solutions.

As the mandated organization for refugee protection, assistance and response, UNHCR works with States to find sustainable solutions—including from the outset of emergencies. Beyond States, the Office also worked with a broad range of actors from the humanitarian, development and private sector to tackle some of the entrenched issues people of concern face, such as access to work and employment opportunities, inclusion in public planning, administration and justice, and housing-land and property rights.

While the involvement of diverse actors is critical in effectively assisting people of concern, it is ultimately States that deliver sustainable solutions to displacement. Unfortunately, in 2017, large-scale displacement continued to demonstrate the need for strengthened international cooperation. Almost no situations of large-scale displacement have been brought to definitive conclusion by political solutions in the current decade, and between 2011 and 2017 the average number of refugees returning home globally each year was just short of 431,000.

Few long-term political solutions for the drivers of displacement mean new outflows—mostly falling disproportionally on the countries and the communities neighbouring conflict zones—and few durable solutions for the displaced and, indirectly, for their hosts. Although the hosting countries have largely kept their borders open to those fleeing, they have been left to manage the social, economic, and sometimes political implications of a large-scale refugee presence, alongside the other consequences of nearby conflict, without adequate resources—especially development aid not fully adapted to the situation.

Despite current high levels of displacement and a lack of political solutions, there was an important countervailing trend in 2017: a growing recognition grounded in values, but also in realism, that refugee flows would continue as long as conflicts were not solved, and that in hosting refugees the countries neighbouring those in crisis contribute to regional stability. However, these efforts can only be sustained through international support that includes, but also extends beyond, humanitarian funding.

The engagement of actors beyond those associated with the traditional humanitarian sphere is critical to mobilizing an effective response and pursuing solutions to displacement and statelessness today. States, development actors, the private sector, financial institutions, NGOs, academics, diasporas and civil society can all contribute to refugee responses by driving policy, influencing public opinion, or providing concrete support. The Office actively pursued these relationships in 2017, acknowledging they are foundational for sustainable and comprehensive responses. Because development projects for refugees

and host communities are long-term investments, they should be nurtured whilst also responding to the more immediate needs of people of concern are addressed.

Within the framework provided by the New York Declaration, UNHCR worked with governments and partners to deliver comprehensive responses for refugees and host communities. The Office championed collaborative and coordinated approaches to supporting refugees through its updated Policy on Emergency Response—which stresses the importance of partnerships—and in its response to large-scale emergencies, which is based on the Refugee Coordination Model (RCM). The Office equally strengthened coordination in refugee situations and enhanced its work with development actors to support early responses (see the thematic chapter on *Responding with lifesaving support*).

UNHCR helped ensure complementary efforts in assisting people of concern by working effectively with humanitarian, development and other actors, including from the very beginning of emergencies. For example, UNHCR concluded a number of emergency response agreements with NGOs. The Office also supported the coordinated efforts of various actors through its leadership in the cluster system both at the national and global level, and nationally through the various refugee, humanitarian or development plans.

Kelly T. Clements
@KellyTClements

A highlight of the year - chance for frank discussions with our closest partners. Tx to @ICVAnetwork @InterActionOrg #WithRefugees

Partnership and Coordination Service (PCS) @UNHCRPartners
The Annual Consultations with NGOs lead up to #WorldRefugeeDay on June 20th. #UNHCRNGOs #Refugees

13:18 - 14 juin 2017

12 Retweets 24 J'aime

○ 1   ⊔ 12   ♡ 24

The majority of UNHCR's programmes in 2017 continued to be implemented by local, national and international NGOs across UNHCR's 130 country operations worldwide. In line with its Grand Bargain commitments, UNHCR focused on engaging local and national partners and aimed to direct 25 per cent of programme funding to support the work of national partners—including national government institutions involved in refugee work—by 2020. For example, 21 per cent of the $1.5 billion disbursed to over 1,000 partners in 2017 was allocated to local and national partners for programmes providing protection and solutions to refugees and other people of concern. In addition, the Office continued to strengthen collaboration with local NGO partners in the fields of communications, capacity-building, joint planning, enhanced use of resources, operational delivery and the prevention of fraud and corruption.

Applying the Comprehensive Refugee Response Framework

The adoption by all United Nations Member States of the September 2016 New York Declaration demonstrated the collective political will to reshape and reinforce international engagement in refugee crises. It also reaffirmed the fundamental principles and values on which the refugee protection regime rests. The New York Declaration recognized the profound contribution of host countries and communities and the contribution refugees can make to host communities and countries with the right policies and support. The New York Declaration proposed a more inclusive model to refugee responses, one that encompasses a broad range of entities, such as development actors, civil society, international and regional peace and security actors and donors, the private sector and refugees themselves.

A key element of the New York Declaration was the outlining of an evolutionary approach to addressing refugee situations knows as the CRRF. The comprehensive response model—which draws heavily on approaches developed in the Middle East and North Africa region in responding to the Syrian refugee crisis, and on experiences in other regions over the decades—is generating a sea-change in international engagement with refugees and host communities. The Declaration brings together tried and tested solutions for improved refugee protection under a single framework.

As of end of 2017, the CRRF was being applied in 13 countries and across two regions, and will progressively be rolled out in other large-scale refugee situations. In parallel to the roll-out of the CRRF in these 13 countries, a number of other refugee hosting countries across different regions

and sub-regions were applying significant elements in line with the CRRF through their refugee policies and frameworks. The CRRF places equal emphasis on four key objectives and UNHCR is committed to working with partners to pursue each of them:

- Easing pressure on hosting countries.
- Enhancing refugee self-reliance.
- Expanding opportunities for resettlement in third countries as well as other complementary pathways.
- Supporting conditions in countries of origin that enable voluntary return.

While some results in the development sphere will take time to fully come to fruition, 2017 already saw some substantial advances. The CRRF was rolled out in Djibouti, Ethiopia, Kenya, Somalia, Uganda, the United Republic of Tanzania, and Zambia in Africa, and in Belize, Costa Rica, Guatemala, Honduras, Mexico, and Panama in the Americas. It also included two regional approaches: the situation facing Somali refugees across the East and the Horn of Africa, and in the North of Central America. In each of these countries or regions, the CRRF demonstrated how governments, UNHCR and partners are committed to pursuing solutions from the outset of a refugee emergency, including by working with national and local authorities—which are among the first responders to a refugee influx—and by promoting the inclusion of refugees in national systems.

To help refugees' access to services of host communities, several countries rolling out the CRRF began adopting new policies enabling refugees to benefit from essential social and other services on a par with nationals. This was the case in Djibouti where, in December 2017, refugees were

granted freedom of movement, access to legal employment, healthcare and education. In 2017, Ethiopia began fulfilling its pledge to increase the enrolment of refugee children in school alongside nationals. In line with a government commitment, over 52,700 additional refugee children were enrolled in Ethiopia as of end of 2017. Under a new refugee bill, currently under development in Ethiopia, tens of thousands of refugees would be able to qualify for work permits, allowing them to make a living and contribute to the local economy. Also in Ethiopia, a revision of government policy on encampment made in 2017 holds potential in allowing some 75,000 refugees of all nationalities to move freely to towns and cities in the future where they can undertake trade and commerce and interact with locals.

The application of the CRRF also helped to foster regional collaboration (for more details please see the regional summaries for *Africa* and the *Americas*). In Africa, Member States of the Intergovernmental Authority on Development (IGAD) adopted the Nairobi Declaration on "Durable solutions for Somali refugees and reintegration of returnees in Somalia" in March 2017. In September 2017, these Member States adopted a roadmap and results framework to implement the Declaration. The countries involved in this process—Djibouti, Ethiopia, Kenya, Somalia and Uganda—further delivered on the Nairobi Declaration's commitments by convening the first ever regional IGAD conference on education in Djibouti in December 2017. At this meeting, Member States committed to harmonizing education standards for refugees and host communities, and to integrate education for refugees and returnees into national development plans by 2020.

In October 2017, Belize, Costa Rica, Guatemala, Honduras, Mexico and Panama adopted the Comprehensive Refugee Protection and Solutions Framework (known as MIRPS—*Marco Integral Regional para la Protección y Soluciones*), the regional iteration of the CRRF. In doing so, they committed to collective action to strengthen protection of people on the move and to engage development and local actors in prevention, assistance and solutions. Prior to the adoption of this instrument, Costa Rica, El Salvador, Guatemala, Honduras, Panama and Mexico developed national action plans that, together with commitments from donors and cooperating states, formed the MIRPS.
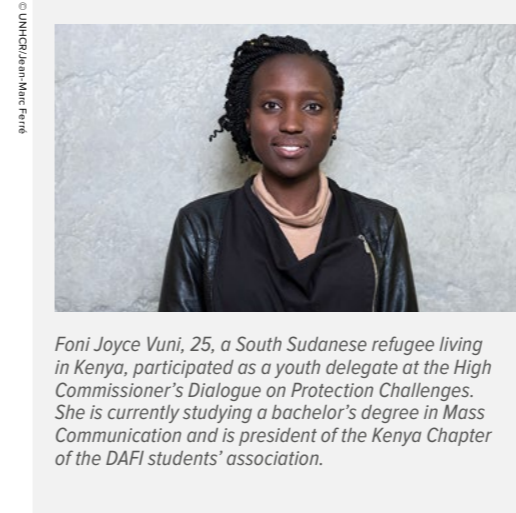
The roll-out of the CRRF generated increased support to refugees and their host communities, achieved to a large extent through the increased engagement of key development actors, such as the World Bank and other large bilateral development actors such as the European Commission's Directorate-General for International Development Cooperation (DEVCO) and the Japan International Cooperation Agency (JICA, on which more below) which started to scale-up their activities and their support in CRRF roll-out countries. The CRRF approach will need to further align with other key instruments for development and humanitarian support such as the SDGs, United Nations Development Assistance Frameworks

(UNDAFs) and national development plans (such as those in Djibouti and Uganda). For example, the CRRF has helped facilitate closer collaboration between UNHCR and UNDP.

To ensure that refugees had a voice in the processes shaping their lives, UNHCR and partners conducted consultations on the CRRF with refugees in six countries in 2017. This included consultations in four CRRF countries: Ethiopia, Djibouti, Uganda, and the United Republic of Tanzania. The perspective of refugee youth was heard through the Global Youth Advisory Council, which was created by the High Commissioner in December 2017 (see *Safeguarding fundamental rights* thematic chapter).

We are the future and the future is now

Foni, a refugee from South Sudan who graduated with first class honours from a university in Kenya, is among more than a dozen youth delegates from around the world who brought their experience of conflict and displacement to a high-level meeting in Geneva devoted to obtaining a new global response to record levels of displacement.

"When kids come and they don't get an education, we see a repeat of the war over and over again, because they don't understand the causes of it," says Foni, 25, who works on a mentoring programme for young refugees in Kenya. "We are the future and the future is now." The way Foni sees it, children caught up in conflicts will end up either as peacemakers or as peacebreakers. The difference is the opportunities they get in exile.

Foni Joyce Vuni, 25, a South Sudanese refugee living in Kenya, participated as a youth delegate at the High Commissioner's Dialogue on Protection Challenges. She is currently studying a bachelor's degree in Mass Communication and is president of the Kenya Chapter of the DAFI students' association.

A fundamental shift in the posture of development actors

The New York Declaration makes a strong call for humanitarian and development efforts to be complementary and mutually supportive. It supports the inclusion of refugees, IDPs and stateless persons in regular development planning with the support of the international community where needed, thereby enhancing efforts towards the 2030 Agenda for Sustainable Development. In 2017, UNHCR's search for durable solutions, including economic inclusion and greater means of resilience for people of concern, saw it expand partnerships with development actors— which are arguably better equipped to take on some of these long-term challenges (see *Safeguarding fundamental rights* and *Building better futures* thematic chapters).

UNHCR continued to enhance partnerships with key development actors—notably with UNDP and the World Bank—while engaging in policy and strategic reflections on avenues for humanitarian-development cooperation within the United Nations Development Group, OECD and the Inter-Agency Standing Committee.

The priority areas identified in the UNDP-UNHCR joint review includes SDG implementation as it relates to "leave no one behind", enhanced partnerships in rule of law, human rights, access to justice, community security and local governance to better respond to protection priorities and durable solutions; analysis on protracted displacement situations and root causes; targeted livelihoods programming; and investment in early warning and crisis preparedness.

In 2017, UNDP and UNHCR initiated joint programmes in these areas in at least 15 countries, including in Burundi, Ethiopia, Honduras, Myanmar, Pakistan, Somalia, Uganda and Zambia, covering refugees, IDPs, returnees and stateless persons. Strengthened collaboration under the CRRF has helped to include people of concern in national development frameworks and engage with UNCTs. In addition, UNDP opened-up its governance and rule-of-law expert rosters to support analytical work on issues around state budgeting mechanisms and State-provided legal aid, and public administration and justice.

Based on the findings of a joint review, UNDP and UNHCR issued a communication in October 2017 that sets out the broader parameters for future cooperation. Together, they developed a plan of action to coordinate their efforts and strengthen their collaboration at country level to help host countries better respond to refugee situations and to deliver improved long-term support and solutions for refugees.

SDG 16 recognizes the rule of law as fundamental to sustainable and inclusive development, and that governance and the rule of law can support or hinder comprehensive solutions. For these reasons, in October 2017, UNHCR joined the Global Alliance on SDG 16 on peaceful and inclusive society as a co-chair. As a member of the Secretariat together with UNDP, UNESCO and UNODC, the Office guided, advised and advocated for the inclusion of people of concern in all SDG 16 Global Alliance work and in the run-up to events such as the General Assembly High-Level Political Forums and Voluntary National Reviews on the SDGs.

UNHCR provided technical support to ILO during the drafting of an ILO recommendation on employment and decent work for peace and resilience, which was adopted in June 2017. The recommendation provides a guide to the steps needed to advance dignified work for refugees, and affirms the contribution of the world of work to prevention and to reconstruction after conflict. The ILO's commitment to this process, and to collaborating with UNHCR throughout the two-year review and drafting process, was an example of the types of collaboration needed to achieve outcomes in the interests of people of concern. In addition, UNHCR partnered with UNCDF to establish a joint, multi-year facility, working with financial service providers in ten countries to expand efforts in financial inclusion, meaning people of concern's access to banking, credit and other basic financial services (see the *Building better futures* thematic chapter).

Mahmoud learns the insurance business at Allianz

After fleeing war or persecution, the opportunity to work and earn a living is one of the best ways for refugees to rebuild their lives and integrate into their host communities. Refugees are skilled and resourceful—they have to be to survive. With the right supports, they can quickly become economically independent and reclaim their lives.

Mahmoud studied in Damascus, in the Syrian Arab Republic, before the war. Now living in Germany, he says, "Employment is very important to integrate refugees". His goal is to "succeed in training at Allianz and then get a job here. I really enjoy the work".

A Syrian refugee living in Germany succeeds in training and in getting a job.

© UNHCR/Marvel Redondo

Filippo Grandi @RefugeesChief

Met w/@JimYongKim & @WorldBank Executive Directors. Partnership w/#UNHCR strong & growing: a model for humanitarian/development cooperation.

THE WORLD BANK

16:52 - 3 mars 2017 depuis Washington, DC

UNHCR's engagement with the World Bank continued to evolve throughout 2017. The complementarity and comparative advantages of the two organizations were key factors in driving this relationship forwards in the past year. For example, some of the key achievements in 2017 were the launch of a Global Concessional Financing Facility for middle income countries (such as Jordan and Lebanon) and the completion of 11 missions as part of a new International Development Association (IDA) initiative to provide dedicated funding to low-income refugee hosting countries (see regional summaries). Together, UNHCR and the World Bank also agreed to establish a data centre on forced displacement, and continued to build understanding of each other's respective operating and business systems.

In addition, UNHCR strengthened its collaboration with the African Development Bank (AfDB), focusing on support to UNHCR projects in Cameroon, Niger and Zimbabwe. UNHCR and the AfDB also signed a new fiduciary principles agreement in December 2017, which provides an overall framework agreement that will apply to current and future contributions from AfDB to UNHCR.

UNHCR also worked closely with the Development Assistance Committee of the Organization for Economic Cooperation and Development (OECD-DAC) to support its work on forced displacement issues and to publish a report on addressing forced displacement through development planning. This report is aimed at informing donor strategies to support host countries through the inclusion of refugees in development programmes. Other development agencies, such as DEVCO and JICA have significantly increased their financial engagement to support refugee-hosting countries in particular in the East and Horn of Africa in 2017. For instance, DEVCO has played an important in the regional approach to the Somali refugee situation by being part of the IGAD Core Group, while JICA has taken significant steps to increase its support to refugees and host communities through an area-based approach in northern Uganda.

Multi-Year, Multi-Partner strategies: a progressive approach to protection and solutions

UNHCR's Multi-Year, Multi-Partner (MYMP) is a strategic planning approach that applies a longer-term vision to helping people of concern and their hosts. Strategic objectives are agreed with partners through an inclusive and consultative process. Strategies run for three to five years, focusing on finding longer-term solutions for people of concern to UNHCR, putting them at the centre of planning and priority setting in the areas they live, and providing support to national systems, institutions and civil society as outlined above.

In line with its Grand Bargain commitments and building on the lessons learned from the 2016 MYMP pilots that ran across six operations, the MYMP approach was applied in 2017 in an additional 16 operations: Algeria, Brazil, Cameroon, Chad, Colombia, Djibouti, Ethiopia, Kenya, Malawi, Mali, Mauritania, Mexico, Niger, Rwanda, the Regional Office for Northern Europe, and Ukraine. The 22 MYMP operations are currently translating their strategies into their 2018–2019 operational plans.

Due to their focus on helping improve long-term planning for solutions and protection in a more concerted effort with partners, MYMP strategies serve as a vehicle for the application of the CRRF. The lessons learnt from current MYMP operations as well as the roll-out of the CRRF will inform the future expansion and institutionalization of the MYMP approach.

In 2017, UNHCR committed to the full institutionalization of the MYMP approach. This commitment aligns with broader agency efforts to revise UNHCR's results-based management (RBM) system for 2022.

A "whole-of-society" engagement

"A "whole-of-society" engagement: a comprehensive refugee response should involve a multi-stakeholder approach, including national and local authorities, international organizations, international financial institutions, regional organizations, regional coordination and partnership mechanisms, civil society partners, including faith-based organizations and academia, the private sector, media and refugees themselves."

—*New York Declaration, Annex 1, paragraph 2*

In the last few years, there has been a growing global recognition that responses to global displacement must better meet the needs of refugees and their host communities alike. These developments showcase the growing importance of a "whole-of-society" engagement in responding to complex international issues—something which lies at the very heart of the CRRF. It is therefore not surprising that the government-led structures established in many CRRF countries brought together local authorities, humanitarian and development actors, civil society, refugees, host communities, and the private sector.

Initiatives such as the Global Partnership for Education, which is working with UNHCR to support refugee inclusion in multi-year national education sector planning, with international support, and Education Cannot Wait are injecting new energy and resources, and mobilizing a much broader range of actors than in the past. United Nations agencies and NGO partners were also increasingly engaged, along with a wide range of civil society entities, municipalities and faith organizations.

At a time when the number of people of concern is rising steadily and the gap in meeting their needs is growing, UNHCR has continued to look to the private sector—individuals, companies, foundations and philanthropists—for financial support, but also, increasingly, as a source of innovative

solutions to refugee challenges within the framework of the CRRF. Important steps were taken in relation to financial inclusion and access to jobs, including through policy changes, new financing mechanisms and the involvement of the private sector in developing jobs compacts in Jordan and Ethiopia.

Of key importance to UNHCR's work in 2017 were six National Partners—Australia for UNHCR, *España con ACNUR* (Spain), Japan for UNHCR, *Sverige för UNHCR* (Sweden), *UNO-Flüchtlingshilfe* (Germany) and USA for UNHCR. They were instrumental in raising funds (see the chapter on *Funding UNHCR's programmes*). With over 1.3 million committed supporters worldwide and a network of high profile advocates at both national and international level, the National Partners remained an integral and powerful link between UNHCR and the general public.

The year witnessed significant acts of solidarity rooted in civil society and including volunteers and activists, faith groups, mayors, business leaders, and influential figures in sports and the arts. UNHCR invested in building stronger ties with international and national organizations of all kinds, including humanitarian, development, human rights, faith-based and academic. The international character of refugee protection benefitted from interaction with collaborative networks of cities, civil society organizations, sports entities, and business associations.

Refugee-led organizations transform lives of people

Civil society plays an important role in advocating for constructive and human responses to forced displacement at all levels, from the local to the global. Through stronger engagement with refugee youth, several refugee-led organizations have been created. For example, the NGO COBURWAS (Burundi, the Republic of the Congo, Rwanda and Sudan) and International Youth Organization to Transform Africa (CIYOTA)—which were among the five runners-up for the 2017 UNHCR Nansen Refugee Award—founded by young refugees from different nationalities in Uganda, helped to transform the lives of young refugees, particularly girls, through education.

Greater support from supporters around the world, and the changes they can effect, was also visible across the range of campaigns and initiatives designed to demonstrate public solidarity with refugees and other people of concern. From the flagship campaigns such as #WithRefugees, and the #IBelong campaign, to campaigns run by UNHCR's National Partners, to other initiatives at regional, national and local levels, when considered as a whole, these many actions—of generosity, of solidarity, regardless of how small—were significant in showing that despite the often toxic narratives surrounding these issues, there was a constituency of millions who cared about refugees and other people of concern. By virtue of the fact these campaigns were successful in engaging diverse audiences, they also helped show that better responses to displacement were also often "whole-of-society" responses.

Mobilizing global public solidarity: #WithRefugees campaign

In 2017, the #WithRefugees campaign continued to showcase global public solidarity with refugees at a time of unprecedented numbers of people on the move and increasing levels of xenophobic sentiment. The campaign also continued

running at a time of growing global consensus that a fundamental change was needed in responses to refugee crises—that there was a need to do better by both refugees and the countries that host them.

The campaign continued to engage the community in two key ways:

- Individuals supportive of the cause signed the #WithRefugees petition.
- Organizations showed their support by joining the #WithRefugees coalition.

The campaign also engaged diverse communities through its #WithRefugees solidarity map. This interactive map is a visual representation of how refugees and communities all around the world are standing together.

By the end of 2017, the campaign had measured more than 15 million solidarity actions. This included 1.8 million signatures on the campaign petition, which asks leaders to ensure every refugee child has an education; every refugee family has somewhere safe to live; and every refugee can work or learn new skills to support their families. The total also included actions taken by supporters to share positive stories of refugees and communities working in solidarity.

The refugee entrepreneur who brought sushi to Rwanda

After fleeing violence, the right to work meant Gilbert was able to rebuild his seafood business. Now his company is a member of the #WithRefugees coalition.

In the 1990s, Gilbert and his family fled violence in the Democratic Republic of the Congo and sought sanctuary in Rwanda. They had to leave behind everything they owned, including their seafood business. Fortunately, he was able to obtain a work permit in Rwanda and, after two years of hard work, he saved enough to start a new seafood business. Today, Gilbert has a thriving seafood import business that employs many local Rwandans. Thanks to his efforts, you can also now order sushi in a restaurant in Kigali.

The #WithRefugees campaign celebrates his story in this video.

Congolese refugee helped bring sushi to Kigali.

By the end of 2017, the #WithRefugees coalition had nearly 300 members, including sporting associations, development and humanitarian actors, academic institutions and multinational corporations. The diversity of the coalition has helped UNHCR showcase the ingenuity and impact of non-traditional actors supporting refugees. For an example, see this video showcasing how coalition partners in Europe stepped up to employ and train refugees. In 2017, the campaign's coalition partners continued to be critical in breaking down the echo chamber and spreading the message of refugee solidarity to new audiences.

Taking it to the next level: towards a global compact on refugees

In addition to setting out a number of specific commitments and consolidating good practice in comprehensive refugee responses with the CRRF, the New York Declaration also established a process for the development of a global compact on refugees to consolidate, advance and embed a number of the encouraging trends outlined above. The High Commissioner will propose the text of the global compact on refugees for the consideration of the United Nations General Assembly in 2018.

In order to propose a global compact that represents the views of the international community and can be adopted by the General Assembly by consensus, UNHCR undertook an extensive process of dialogue with Member States and other relevant stakeholders. In 2017, this process included a series of five "thematic discussions" to canvass proposals for inclusion in the global compact on refugees, as well as a process of stocktaking during the annual High Commissioner's Dialogue on Protection Challenges in December. By the end of 2017, UNHCR was preparing the "zero draft" of the global compact on refugees for release in January 2018.

Harnessing citizens' goodwill can help solve the refugee crisis

A two-day meeting in Geneva in November 2017 was the latest in a series of thematic discussions convened by UNHCR, as part of a process to draw up a global compact on refugees, as the world grapples with record numbers of refugees.

UNHCR is seeking ways of sharing responsibility for refugees more fairly, which it wants to include in a programme of action as part of the compact, a process set in motion in last year's New York Declaration.

An important issue at the two-day meeting was how to increase solutions to the plight of refugees, which could include returning home voluntarily when conditions allow, finding ways to become self-reliant in the country of asylum, or expanding opportunities for refugees to move to third countries through traditional resettlement or via a range of complementary pathways.

"We need to work with refugees as an investment in the future of the countries of origin. If we do it well, whatever we do in the refugee response will be massive investment in peacebuilding," said UNHCR's Assistant High Commissioner for Protection, Volker Türk, adding that the voice of refugees was critical in this process.
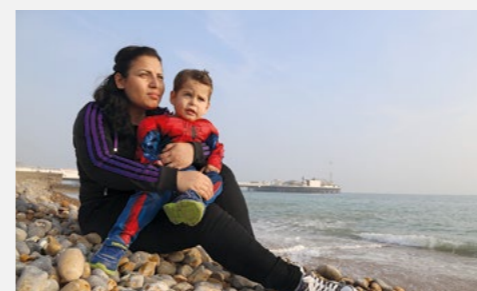
Merry Alaya and her son Joud, refugees from Aleppo, in the Syrian Arab Republic, moved to the United Kingdom in February 2017 under that country's resettlement scheme for vulnerable Syrians.

The successful adoption and implementation of the global compact on refugees will require the spirit of solidarity demonstrated by host governments and the communities that welcome refugees across the globe to be matched by timely and predictable support from the international community as a whole. The global compact on refugees gives a unique opportunity to consolidate the progress that has been made so far in the application of the CRRF, to embed the good practices that have been observed, and to ensure that the burden and responsibility for hosting large numbers of refugees is shared more equitably and predictably. The global compact on refugees will build upon the existing international legal system for refugees, including the 1951 Refugee Convention and its 1967 Protocol, and further operationalize the strong expression of political will in the New York Declaration.

GLOBAL STRATEGIC PRIORITIES 2016-2017

UNHCR's Global Strategic Priorities (GSPs) for the 2016-2017 biennium set out important areas in which UNHCR made targeted efforts at improving the protection and the well-being of people of concern, and in seeking solutions. The GSPs are divided into two categories: a set of operational priorities for field operations and a set of support and management priorities for core corporate functions.

The operational GSPs guided the development and implementation of UNHCR's overall strategy and annual operational plans and informed strategic discussions at field level with partners and national authorities for prioritization. Throughout the year, progress against the GSPs were closely monitored and corrective actions were undertaken when required. Improvements have been made to better

align a number of the GSPs with the Sustainable Development Goals (SDGs) covered by the 2030 Agenda for Sustainable Development, such as in the areas of gender equality, peace and justice, food security, health, education, livelihoods, and WASH. At the field level, UNHCR continued to take an active role in national SDG discussions to advocate the inclusion of people of concern in national plans.

Support and management GSPs provided direction to the work at UNHCR's Headquarters and regional offices engaged in providing oversight, policy development and operational support to field operations. In 2017, the support and management priorities included strengthening financial and programme management; providing support and policy guidance on protection matters; enhancing

UNHCR's emergency response; reinforcing UNHCR's capacity to ensure effective leadership and coordination of complex operation; and expanding staff development opportunities.

ACHIEVEMENTS

Focused efforts on core GSP areas yielded positive results in 2017, with many operations reporting improvements in the situation of people of concern. Sustained advocacy efforts and technical support led to positive changes in legislation and policies which directly impact the life of refugees, IDPs and stateless persons. To support these changes UNHCR built the capacity of key stakeholders, including governmental authorities and civil society organizations, and supported national authorities with law or policy development through provision of legal advice.

UNHCR continued to strengthen registration processes and quality data collection, including biometrics. The Office rolled out its biometric identity management system (BIMS) in an additional 17 operations, and a total of 4.4 million people of concern have now been biometrically enrolled in

48 operations. UNHCR and partners also continued to raise awareness of the importance of birth registration as critical to securing the rights of children.

Together with partners, UNHCR worked to prevent and respond to sexual and gender-based violence (SGBV), and used mass sensitization and awareness campaigns, alongside targeted trainings of community leaders and influential groups, including youth and men. The Office continued advocating for the inclusion of refugee children in national education systems and national child protection services.

UNHCR focused on reducing the cost and environmental footprint of water supply systems by installing solar powered water pumping systems. The expanded use of solar energy for water pumping in 19 operations reduced the associated cost of water supply by up to 80 per cent, mainly through fuel cost savings.

Progress was also achieved in improving relations between displaced populations and host communities. Working jointly with the peaceful coexistence committees, community support projects were implemented to enhance social cohesion

2017 PROGRESS AT A GLANCE | OPERATIONAL GSPs

FAVOURABLE PROTECTION ENVIRONMENT

- Legislative changes enhancing the protection of asylum-seekers and refugees were reported in 27 countries.
- Improvements in the national laws and policies on IDPs were reported in 10 countries.
- 12 countries amended their nationality laws to more effectively prevent statelessness or to protect the rights of stateless persons.
- A number of States took important steps to grant nationality to stateless persons, resulting in some 56,500 stateless persons who acquired or had their nationality confirmed.

FAIR PROTECTION PROCESSES AND DOCUMENTATION

- 64% of 53 situations maintained or increased the systematic issuance of birth certificates for newborn children.
- 81% of 96 situations maintained or increased the levels of individual registration.

SECURITY FROM VIOLENCE AND EXPLOITATION

- 85% of 104 situations maintained or improved the provision of support to known SGBV survivors.
- 79% of 70 situations reported increased community involvement in prevention and protection of SGBV survivors.
- 65% of 74 situations maintained or increased the number of unaccompanied or separated refugee children for whom a best interests procedure has been initiated or completed.
- 71% of 44 situations increased non-discriminatory access to national child protection and social services.

BASIC NEEDS AND SERVICES

- 62% of 98 surveyed camps or settlements met UNHCR's standard for global acute malnutrition (≤10 %).
- All of 135 monitored sites met UNHCR's standard for mortality among children under five years old (<1.5/1,000/month).
- 61% of 70 situations maintained or increased the percentage of households living in adequate dwellings.
- 85% of 46 situations maintained or increased levels of water supply at sites.

COMMUNITY EMPOWERMENT AND SELF-RELIANCE

- 53% of 58 situations maintained or increased the participation of women in leadership structures.
- 48% of 65 situations reported improvements in the relations between people of concern and local communities.
- 84% 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.
- 63% of 96 situations maintained or increased the enrolment rate of primary school-aged children.

DURABLE SOLUTIONS

- 55% of 42 situations reported some improvement in the local integration of refugees.
- 79% of 42 situations reported supporting refugees to repatriate voluntarily, in safety and dignity, where conditions permit.

and addressed the shared needs of local host communities and displaced people. Through these projects UNHCR used social, recreational, cultural, and livelihoods activities to bolster relationships between displaced and host community members, to enhance integration, and to increase self-reliance.

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. The overall increasing needs in most countries where UNHCR was present largely exceeded the availability of resources. Limited resources resulted in cuts to food and

nutritional assistance, and a rise in food insecurity. Approximately 3.3 million refugees received less than acceptable standards of food assistance (based on 2,100 kcal/person/day).

Despite important progress made in 2017, UNHCR continued to face challenges in promoting equality and achieving meaningful participation of women and girls in decision-making processes and leadership structures. In a number of UNHCR's operations, societal attitudes hampering women's and girls' participation in leadership structures were common. Progress towards overcoming this challenge is slow, as beliefs and engrained societal expectations often require incremental change. 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 that regard, operations faced challenges in the implementation of effective best interests procedures due to limited specialized services and lack of quality community-based alternative care options for unaccompanied or separated refugee children, in particular for adolescent boys.

While UNHCR made important progress in expanding refugees' financial inclusion and promoting refugees' right to work, existing legal frameworks or practical obstacles, such as high unemployment and poverty rates in many host countries, continued to impede access to safe and sustainable employment for people of concern. UNHCR continued to advocate with States for legal work rights for refugees, and strengthened partnerships including with development actors and the private sector to increase access to work opportunities for people of concern.

MORE INFORMATION

A summary of progress made against UNHCR's GSPs in 2017 is presented below. Additional examples are highlighted throughout this publication. Detailed reporting on UNHCR's achievements and challenges across all GSP areas in 2017 can be found in the progress report, which is available on the Global Focus website (see QR Code below). The report outlines 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.

2017 PROGRESS AT A GLANCE | SUPPORT AND MANAGEMENT GSPs

FINANCIAL MANAGEMENT

- UNHCR upgraded its enterprise resource planning system that adopts industry best practice and standards and will lead to improving overall effectiveness.

- The Office further strengthened its financial management capacity by issuing new guidance, tools and advanced learning opportunities.

- The financial statement for 2017 was prepared in compliance with IPSAS accounting standards.

INTERNATIONAL PROTECTION

- Legal advice, guidance and operational support on a range of protection issues was provided to field operations and States, including on legal obligations and individual rights of people of concern.

- In support of the #IBelong Campaign to end statelessness by 2024, UNHCR produced a number of new guidance materials, including a guide on programming for statelessness, a paper on good practices on birth registration for the prevention of statelessness, and a paper on the Sustainable Development Goals and addressing statelessness.

INFORMATION AND COMMUNICATIONS TECHNOLOGIES

- UNHCR enhanced security governance, implemented an information security programme, and strengthened cybersecurity, data protection and privacy controls, ensuring protection of data of people of concern.

- For the first time, UNHCR mobilized the Refugee Emergency Telecommunications Sector mechanism that, within the framework of the Refugee Coordination Model, coordinates the provision of internet connectivity and security communications services to the wider humanitarian community in refugee emergencies.

COORDINATION

- The three Global Clusters for Protection, Camp Coordination and Camp Management, and Shelter provided guidance and field support to cluster members and field coordinators in over 20 operations, including through the deployment of surge capacity staff and technical experts.

PROGRAMME MANAGEMENT

- UNHCR's Needs Assessment Handbook was issued, accompanied by a variety of actions to improve joint assessment analysis in the inter-agency context, as well as within UNHCR operations.

- Some 8 million people were assisted with cash in 94 countries. The Office provided technical support to 57 country operations and 5 regional offices in implementing cash-based intervention programmes.

EMERGENCY PREPAREDNESS AND RESPONSE

- Lifesaving assistance through core relief items was provided to 1.2 million displaced people in 2017.

- UNHCR trained 1,350 staff and partners on emergency preparedness and response, including through workshops on emergency management, senior emergency leadership programme, and situational emergency trainings, among others.

- A revised Policy on Emergency Preparedness and Response was issued. The policy improves and simplifies access to human, financial and material resources, and has an enhanced focus on partnerships and inclusivity.

- Over 62 security support missions were conducted including to emergency operations in Angola, Bangladesh, Iraq and Uganda.

MOBILIZATION OF SUPPORT

- The level of donor support received by UNHCR reached over $3.9 billion, with income from private sector fundraising of $400 million.

- UNHCR's #WithRefugees campaign, which aims to showcase global public solidarity with refugees, measured more than 15 million solidarity actions in favour of refugees. This included 1.8 million signatures on the campaign petition.

- The Executive Committee grew from 98 to 101 Members, reflecting the increasing global interest and support of the work of UNHCR.

HUMAN RESOURCES

- UNHCR continued the work on ensuring that the Office is benefiting from a diverse workforce and achieving gender parity.

- Launched several new certification programmes, including on programme management, human resources and supply chain management and offered 30 key learning programmes to over 4,000 UNHCR staff.

Funding UNHCR's Programmes

This chapter presents an overview of UNHCR's requirements, income and expenditure in 2017. More detailed information can be found on UNHCR's main operational reporting platform, Global Focus.

With the total population of concern to UNHCR growing to 71.4 million people, UNHCR's global needs based budget grew nearly nine per cent during the year.

This growth clearly reflected the increasing or worsening crises generating greater needs for more people in more places.

By the end of 2017, UNHCR's revised budget had grown from $7.309 billion to $7.963 billion. Eight supplementary budgets totalling $832.1 million were added during the year, and there was a budget reduction of $179 million. This meant a net increase in the final budget of $653 million from the beginning of the year.

Total funds available to UNHCR reached $4.510 billion, with flexible funding—unearmarked and softly earmarked funding—decreasing as a percentage of total funding. However, unearmarked funding from the private sector increased to $207 million, accounting for 35 per cent of UNHCR's unearmarked funding in 2017.

Expenditure totalled $4.1 billion, including $1.5 billion disbursed to partners. The implementation rate was 90.6 per cent. As a result of a significant increase in 2017 of the needs compared to 2016, taking into account funds available the funding gap increased from 41.3 per cent in 2016 to 43.3 per cent in 2017. This meant a higher percentage of the global needs of people of concern to UNHCR were unfunded when compared to 2016.

TABLE 1 | BUDGET AND EXPENDITURE | USD

REGION AND SUB-REGION		PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 3 Reintegration projects	PILLAR 4 IDP projects	TOTAL
AFRICA						
West Africa	Budget	182,697,844	8,419,440	64,581,448	53,530,843	309,229,576
	Expenditure	94,365,988	4,868,402	26,097,946	19,791,134	145,123,470
East and Horn of Africa	Budget	1,673,407,105	6,081,350	29,806,677	107,695,287	1,816,990,419
	Expenditure	799,646,839	2,665,885	17,823,404	47,851,756	867,987,884
Central Africa and the Great Lakes	Budget	527,971,356	3,104,477	62,632,419	91,903,478	685,611,730
	Expenditure	254,086,189	791,153	19,893,064	35,816,625	310,587,030
Southern Africa	Budget	111,888,477	1,479,829	-	-	113,368,306
	Expenditure	65,426,650	948,936	-	-	66,375,585
SUBTOTAL AFRICA	Budget	2,495,964,781	19,085,097	157,020,545	253,129,608	2,925,200,031
	Expenditure	1,213,525,666	9,274,374	63,814,415	103,459,516	1,390,073,970
MIDDLE EAST AND NORTH AFRICA						
Middle East	Budget	1,077,226,947	1,616,494	146,000,000	803,385,041	2,028,228,482
	Expenditure	714,994,398	962,580	4,841,298	368,163,372	1,088,961,648
North Africa	Budget	217,910,614	-	-	14,145,268	232,055,882
	Expenditure	116,298,449	-	-	10,965,047	127,263,496
SUBTOTAL NORTH AFRICA AND MIDDLE EAST	Budget	1,295,137,562	1,616,494	146,000,000	817,530,309	2,260,284,364
	Expenditure	831,292,847	962,580	4,841,298	379,128,419	1,216,225,144
ASIA AND THE PACIFIC						
South-West Asia	Budget	240,902,368	235,000	98,822,675	21,986,592	361,946,635
	Expenditure	111,961,995	139,759	27,886,202	18,357,881	158,345,837
Central Asia	Budget	6,518,234	2,434,971	-	-	8,953,206
	Expenditure	3,563,764	1,922,178	-	-	5,485,943
South Asia	Budget	27,912,951	847,055	-	-	28,760,006
	Expenditure	16,192,458	759,903	-	-	16,952,362
South-East Asia	Budget	149,944,782	10,917,602	-	25,278,749	186,141,132
	Expenditure	81,697,824	5,554,010	-	11,998,713	99,250,547
East Asia and the Pacific	Budget	12,395,498	435,354	-	-	12,830,852
	Expenditure	9,196,801	387,166	-	-	9,583,967
SUBTOTAL ASIA AND THE PACIFIC	Budget	437,673,832	14,869,983	98,822,675	47,265,341	598,631,831
	Expenditure	222,612,842	8,763,016	27,886,202	30,356,593	289,618,654
EUROPE						
Eastern Europe	Budget	392,981,355	2,112,774	-	34,555,929	429,650,058
	Expenditure	166,230,090	1,441,161	-	19,248,648	186,919,900
South-Eastern Europe	Budget	36,436,016	3,274,512	3,812,592	17,684,996	61,208,117
	Expenditure	24,173,828	2,406,665	1,899,693	6,955,167	35,435,353
Northern, Western, Central and Southern Europe	Budget	333,136,416	2,979,033	774,243	-	336,889,691
	Expenditure	270,971,832	2,472,248	679,460	-	274,123,540
SUBTOTAL EUROPE	Budget	762,553,787	8,366,319	4,586,836	52,240,925	827,747,866
	Expenditure	461,375,750	6,320,074	2,579,153	26,203,815	496,478,792
THE AMERICAS						
North America and the Caribbean	Budget	17,629,756	12,159,555	-	-	29,789,311
	Expenditure	9,295,155	6,205,793	-	-	15,500,948
Latin America	Budget	90,001,777	1,727,437	-	29,868,265	121,597,480
	Expenditure	55,025,058	1,147,981	-	14,363,253	70,536,292
SUBTOTAL AMERICAS	Budget	107,631,533	13,886,992	-	29,868,265	151,386,791
	Expenditure	64,320,212	7,353,774	-	14,363,253	86,037,240
SUBTOTAL FIELD	Budget	5,098,961,494	57,824,884	406,430,056	1,200,034,449	6,763,250,883
	Expenditure	2,793,127,318	32,673,820	99,121,067	553,511,596	3,478,433,801
Global Programmes	Budget	435,531,073	-	-	-	435,531,073
	Expenditure	366,082,944	-	-	-	366,082,944
Headquarters[1]	Budget	241,179,100	-	-	-	241,179,100
	Expenditure	231,161,109	-	-	-	231,161,109
SUBTOTAL PROGRAMMED ACTIVITIES	Budget	5,775,671,667	57,824,884	406,430,056	1,200,034,449	7,439,961,056
	Expenditure	3,390,371,371	32,673,820	99,121,067	553,511,596	4,075,677,854
Operational Reserve	Budget	490,896,196	-	-	-	490,896,196
NAM Reserve[2]	Budget	20,000,000	-	-	-	20,000,000
JPO	Budget	12,000,000	-	-	-	12,000,000
	Expenditure	7,674,047	-	-	-	7,674,047
SUBTOTAL PROGRAMMED ACTIVITIES	Budget	6,298,567,864	57,824,884	406,430,056	1,200,034,449	7,962,857,253
	Expenditure	3,398,045,418	32,673,820	99,121,067	553,511,596	4,083,351,901

[1] Includes allocations from the UN Regular Budget.
[2] "New or additional activities - mandate-related" (NAM) Reserve.

2017 BUDGET

The Executive Committee, at its 66th session in October 2015, approved an original global needs-based budget for 2017 of $6.408 billion. At its 67th session in October 2016, the Executive Committee approved a revised budget of $7.309 billion based on updated requirements. The final annual budget of $7.963 billion for 2017 represents the sum of the approved revised budget of $7.309 billion and the total additional needs identified during the course of the year (eight supplementary budgets totalling $832.1 million), and a budget reduction of $179 million. This meant a net increase in the final budget of $653 million from the beginning of the year, and overall budget growth of 9 per cent.

The final budget of $7.963 billion comprised programmed activities of $7.439 billion (including management and administration costs at Headquarters, which were covered in part by the United Nations Regular Budget contribution but which, at $43.3 million, accounted for barely 1 per cent of funds available in 2017); an operational reserve of $490.9 million; the "new or additional activities – mandate-related" reserve of $20 million; and $12 million for Junior Professional Officers.

The budget reflected UNHCR's priorities and capacities. Globally, Pillar 1 (refugee programmes) was the largest component of the final budget, at 79 per cent, and was also that portion of the budget that increased the most, by $440 million. Regionally, the largest budget was in Africa, at $2.925 billion, or 39 per cent of programmed activities. Within Africa, $1.816 billion, or 62 per cent of Africa's budget, was in the East and Horn of Africa, reflective of a series of protracted and overlapping crises.

There were other significant increases during the year which reflected changing needs and contexts. In South-East Asia, budgets for Pillar 1 and Pillar 2 (stateless programme) grew by 49 per cent and 68 per cent respectively as a result of the outflow of refugees from Myanmar. In the Middle East and North Africa region, $146 million was added to Pillar 3 (reintegration projects) for assistance in the Syrian Arab Republic (Syria).

The budget reduction of $179 million was mainly due to the realignment of the inter-agency Regional Refugee and Resilience Plan in response to the Syria crisis (3RP).

CHART 1 | **PROGRAMMED ACTIVITIES: REVISED AND FINAL BUDGETS BY REGION AND PILLAR** | 2017

Revised budget
$7.309 billion

Pillar 1   80% | $5.858 billion
Pillar 2   1% | $53 million
Pillar 3   3% | $246 million
Pillar 4   16% | $1.152 billion

Final budget
$7.963 billion

Pillar 1   79% | $6.298 billion
Pillar 2   1% | $57.8 million
Pillar 3   5% | $406.4 million
Pillar 4   15% | $1.200 billion

■ Revised budget
■ Final budget

PILLAR 1: REFUGEE PROGRAMME

PILLAR 2: STATELESS PROGRAMME

PILLAR 3: REINTEGRATION PROJECTS

PILLAR 4: IDP PROJECTS

SUPPLEMENTARY BUDGETS

With the priorities driving the increase in UNHCR's budget coming mostly from the need to respond to new or worsening crises, eight supplementary budgets, two of which were revised, were issued (see Chart 2). These were for emergencies ranging from South Sudan in January, to the outflows from the Democratic Republic of the Congo in June, to the Myanmar crisis in September. The financial requirements for these budgets came to 11 per cent of programmed activities.

CHART 2 | SUPPLEMENTARY BUDGETS | 2017

Syria situation | $146 million | 18%

Burundi situation | $33.3 million | 4%

Central Mediterranean route situation $56.7 million | 7%

DRC situation | $34.3 million | 4%

Myanmar situation | $53.6 million | 6%

Nigeria situation | $49.7 million | 6%

Somalia situation | $85 million | 10%

South Sudan situation | $373.5 million | 45%

Total supplementary budgets $832.1 million
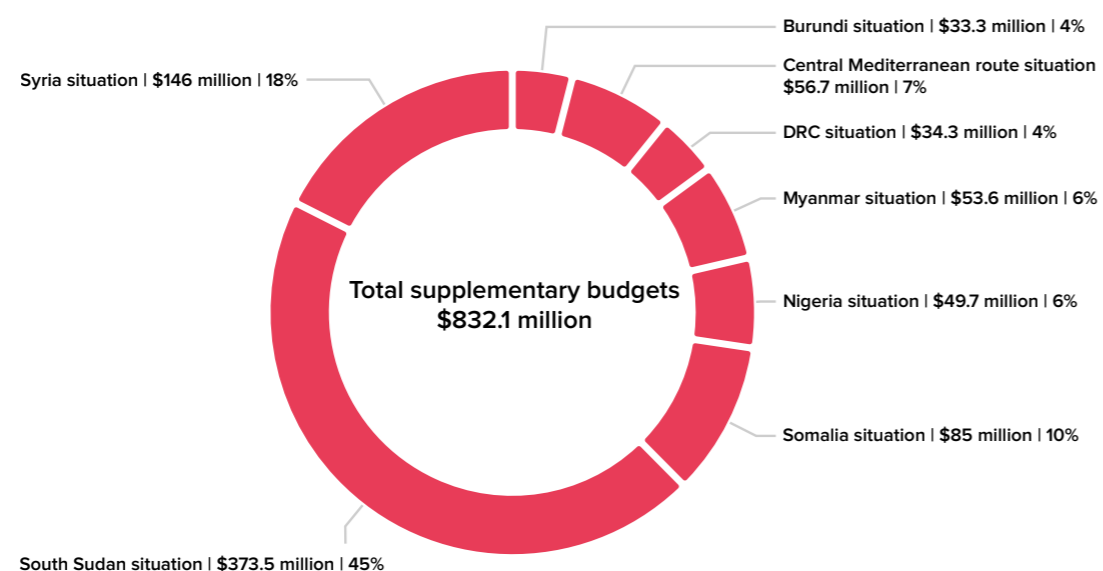
Refugee Response Plans

In line with the Refugee Coordination Model, 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). The RRPs provide a comprehensive picture of identified needs, impact on host communities, operational strategy and financial requirements. In 2017, five RRPs were in place with plans for the Syria and Yemen crises co-led, respectively with UNDP and IOM. The RRPs involved more than 540 partners, requested nearly $7.4 billion in funding to meet assessed needs, and reported $3.5 billion in contributions. The overall funding level of RRPs was 48 per cent (see table below).

Table 2	Refugee Response Plans	INTER-AGENCY BUDGET	INTER-AGENCY FUNDING RECEIVED	FUNDING LEVEL
Burundi RRP	429,309,626	88,998,521	21%
Europe RMRP	690,935,696	360,784,479	52%
Nigeria RRP	241,157,206	145,260,912	60%
South Sudan RRP	1,383,971,569	464,792,416	34%
Syria 3RP	4,633,255,733	2,484,154,016	54%
TOTAL	**7,378,629,830**	**3,543,990,344**	**48%**

2017 INCOME

CHART 3 | LEVELS OF EARMARKING | 2017

	Unearmarked	Softly earmarked	Earmarked	Tightly earmarked
2017	15	20	45	20
2012	20	32	20	28
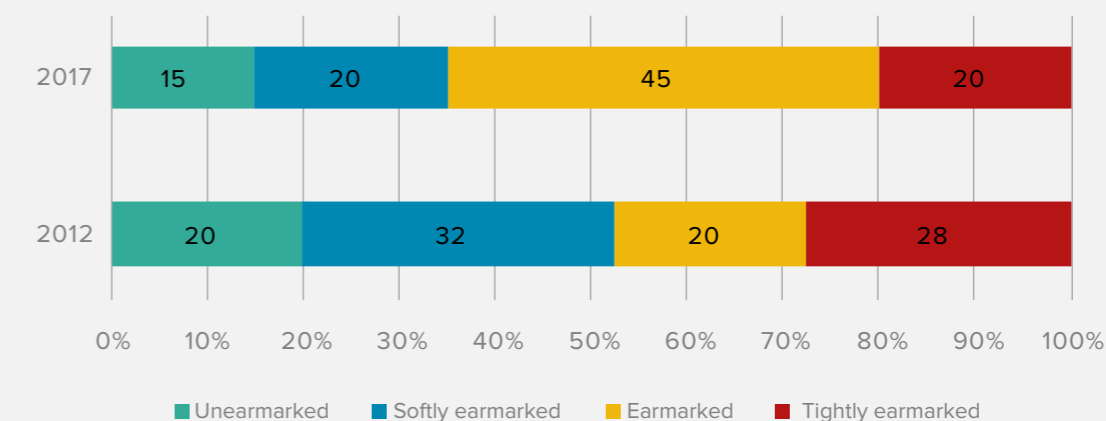
Trends in income (2012-2017)

- The share of flexible funding (unearmarked and softly earmarked) has reduced from 52% in 2012 to 35% in 2017. This meant that about two thirds of UNHCR's income in 2017 was earmarked at the country level and below.

- Although unearmarked funding has increased in absolute terms from $451 million in 2012 to $589 million in 2017, in percentage terms it reduced from 20 percent to 15 per cent between 2012 and 2017

- However, unearmarked funding from the private sector is rising, especially from National Partners.

- Despite some fluctuations, softly earmarked funding and earmarked funding remained at similar levels over the period in review.

- Earmarking has almost quadrupled in absolute terms, increasing from $457 million to almost $1.728 billion. Matching earmarked funding with prioritized activities can be at times very challenging.

- While earmarking at the country level provides some level of flexibility, it does not provide the flexibility of unearmarked or softly earmarked funding, and is a step away from commitments made by donors under the Grand Bargain.

CHART 4 | **SOURCES OF INCOME** | 2017

Governments and the European Union
$3.365 billion

87%

UN pooled funding and Intergovernmental donors
$75 million

Private donors $400 million | **10%** | **2%** | **1%**

UN Regular Budget
$43 million

Note: Contributions exclude $59 million for implementation in 2018.
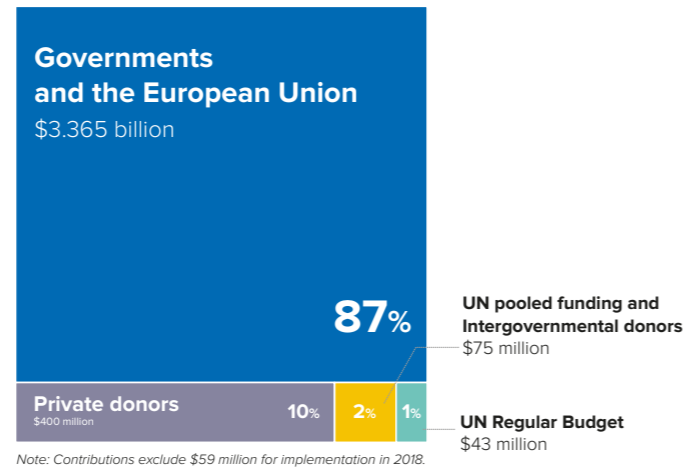
Sources and diversity of income

Despite rising needs, voluntary contributions in 2017 did not quite reach the levels of 2016. UNHCR's donor base remained stable, as did most of the trends regarding the sources and quality of funding.

UNHCR received voluntary contributions from 147 donors (146 in 2016), ranging from Member States to pooled funds to private individuals (see Table 5). The main source of diversity came from the private sector. Individual donors increased 22 per cent from 1.57 million in 2016 to 1.92 million in 2017.

The profiles of UNHCR's top donors was virtually unchanged, as was the percentage of income from the top ten (see Chart 5).

When taking the last five years, from 2012 to 2017, there have been notable increases in contributions from some donors, notably within the top three. The United States of America increased the most in absolute terms, from $793.4 million to $1.450 billion, an 82 per cent increase, with support for supplementary appeals staying strong. Germany increased in percentage terms very significantly by 590 per cent, from $69.2 million to $477 million. The European Union also increased from $167 million to $430 million, or 161 per cent. Regarding those donors giving over $20 million, the picture was generally one of fluctuations in contributions, with some notable increases such as Italy from $12.8 million to $51.4 million, France from $23.2 million to $39.7 million, and Belgium from $16.8 million to $23 million. The commitment to unearmarked funding remained strong from donors such as Sweden, the Netherlands, the United Kingdom and Norway. Some emerging donors also increased, such as China. In 2012, China contributed $474,630, but this had increased to $11.1 million in 2017, an increase of more than 2,000 per cent.

There was a significant decline in the income from pooled funding mechanisms, with contributions from the CERF declining nearly 50 per cent to $36.6 million, its lowest level since 2007. The primary reason for this was the prioritization by CERF of famine response in Africa, and its focus on a limited set of actors and sectors for that emergency response. Pooled funding in general declined quite significantly by 32 per cent compared to 2016.

UNHCR received $32.9 million in in-kind contributions, of which some 34 per cent was support for premises. Other in-kind support included provision of standby partners, and supply of non-food items.

The timing and the type of income received during the year point to two key features. Firstly, for most of the year, the timeliness of income lagged behind the rate in 2016 which, given UNHCR was faced with higher needs, was challenging. Only in the last quarter did receipt of contributions come close to the 2016 level. By that point, however, UNHCR's budget was $453 million higher than in 2016, and goes towards explaining why in 2017 the gap between the needs and resources (43 per cent) was larger than in 2016 (41 per cent).

Secondly, earmarked funding increased substantially to 65 per cent of UNHCR's voluntary contributions.

CHART 5 | **CONTRIBUTIONS FROM THE TOP TEN DONORS** | 2017

The top three donors provided 61 per cent of voluntary contributions, with the top ten overall—including *España con ACNUR*—providing 79 per cent

España con ACNUR
$80.7 million | 2%

Canada | $81.8 million | 2%

Norway | $98.9 million | 3%

Sweden | $111.9 million | 3%

United Kingdom
$136.2 million | 3%

Japan | $152.3 million | 4%

European Union
$436 million | 11%

Germany | $476.9 million | 12%

Netherlands | $75.7 million | 2%

United States of America
$1.450 billion | 37%

Contributions from the top ten donors came to $3.101 billion

CHART 6 | **TOP TEN SOURCES OF UNEARMARKED FUNDS** | 2017

Private donors in Italy | $21.2 million | 4%

Private donors in the USA | $22.6 million | 4%

Denmark | $22.8 million | 4%

Japan | $24.9 million | 4%

Private donors in the Republic of Korea $31.6 million | 5%

Norway | $40.9 million | 7%

United Kingdom | $45.3 million | 8%

Sweden | $76 million | 13%

España con ACNUR $70.8 million | 12%

Netherlands | $52.1 million | 9%

The top ten sources of unearmarked funding provided $408.3 million, or 69% of all unearmarked funding
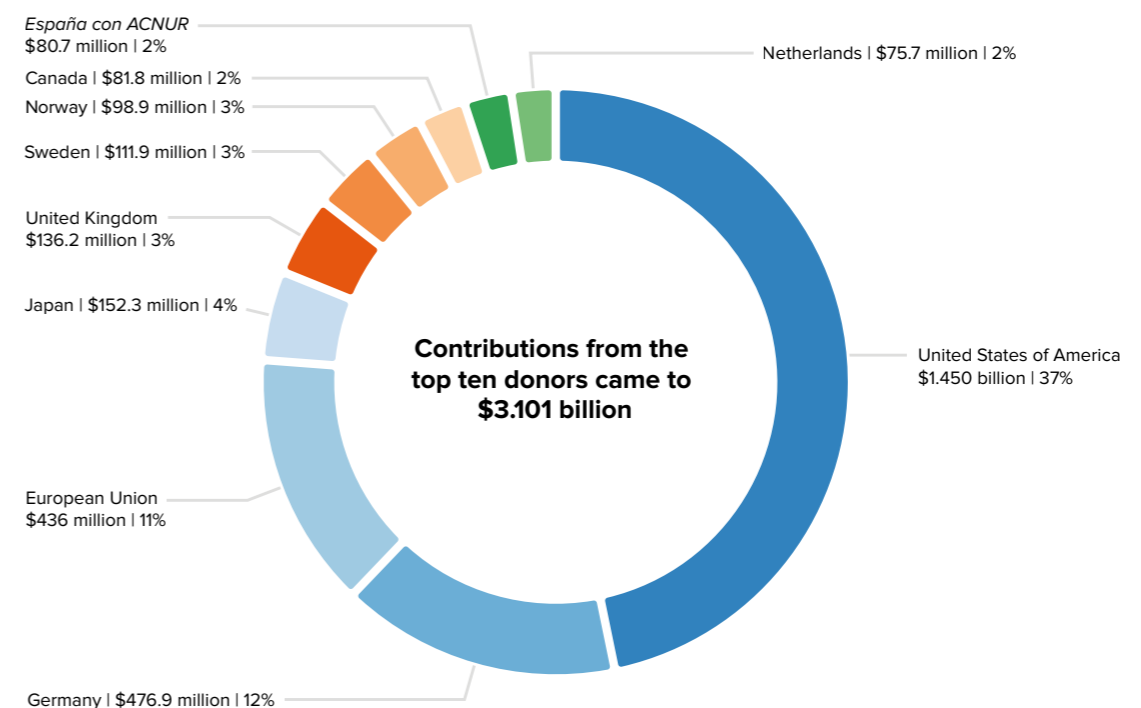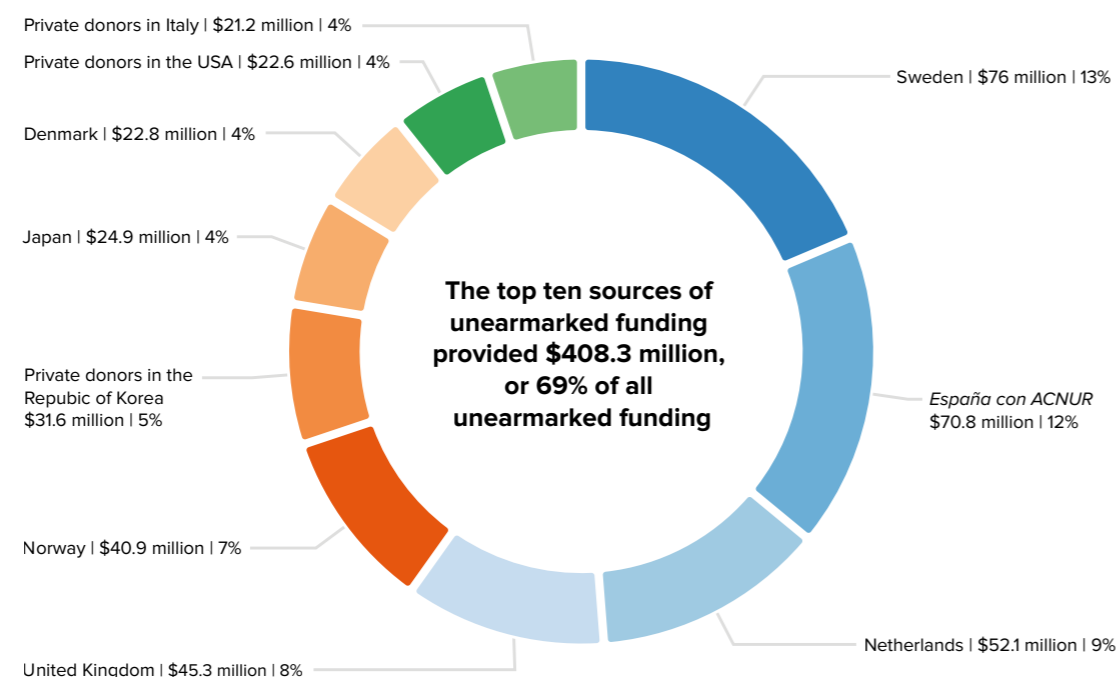
Flexibility of funding

UNHCR defines two main types of funding as flexible. Softly earmarked funding— which can be used across a given region or situation in accordance with the priorities and activities identified by UNHCR (see overleaf)—and the most valued, which is unearmarked funding.

Contributed without restrictions on its use, unearmarked funding allows UNHCR critical flexibility in how best to reach refugees and other populations of concern who are 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 funding in 2017 came to $588.7 million from 87 donors (Table 3). This was a 4.6 per cent increase on the $562.6 million received in 2016. Although an increase, it has to be set against the general decline in the overall percentage of unearmarked income against total income received underway since 2012. Critically, however, over 75 per cent of UNHCR's unearmarked funding was received in the first quarter of the year, a vital indication of timeliness and providing the Office with valuable flexibility.

The top three donors of unearmarked funding were Sweden with $76 million or 13 per cent of all unearmarked funding; private donors in Spain with $70.8 million or 12 per cent, all of which was channelled through the National Partner, *España con ACNUR*; and the Netherlands with

$52.1 million or 9 per cent. The Swedish and Dutch contributions each accounted for 68 per cent and 69 per cent respectively of contributions from those two governments (see Chart 6).

Six of the top ten sources of unearmarked funding were governments, which provided $262 million. This accounted for 64 per cent of funding from the top ten contributors of unearmarked funding, and 45 per cent of all unearmarked funding. Also within that top ten, there were four private sector donors—the National Partners in Spain and the United States of America, as well as funds from the private sector in Italy and the Republic of Korea—which contributed $146.1 million, or 36 per cent of unearmarked funding from the top ten donors. The contributions from those four private sector sources also accounted for just over 70 per cent of all unearmarked funding raised from the private sector.

UNHCR received $768 million in softly earmarked funding, the majority from the United States of America. Overall, this was a decline from 2016, when UNHCR received $786 million in softly earmarked funding. The top donors of softly earmarked funding were the United States of America, with $481.6 million or 63 per cent; Germany, with $143.5 million or 19 per cent; and Norway, with $16.5 million or 2 per cent. A range of other donors contributed the remaining $126.2 million, or 16 per cent.

In 2017, UNHCR recorded over $638 million in multi-year funding, defined as contributions for which the implementation period is over 24 months. However, nearly half of it— 49 per cent—was earmarked, with only 26 per cent unearmarked and 25 per cent softly earmarked. Although multi-year funding can be a valuable indicator of predictability and flexibility, this can be undercut if it comes with high levels of earmarking.

TABLE 3 | **DONORS CONTRIBUTING OVER $1 MILLION IN UNEARMARKED FUNDING** | 2017

DONOR	TOTAL	DONOR	TOTAL
Sweden	76,078,687	Canada	9,251,101
Private Donors in Spain	70,824,438	Belgium	8,503,401
Netherlands	52,154,195	Ireland	8,004,269
United Kingdom	45,278,137	Private Donors in China	7,939,358
Norway	40,887,850	Finland	7,430,998
Private Donors in the Republic of Korea	31,635,485	Private Donors worldwide	5,265,110
Japan	24,850,314	Private Donors in Canada	4,541,772
Denmark	22,831,050	New Zealand	4,008,016
Private Donors in the United States of America	22,566,691	Republic of Korea	3,413,449
Private Donors in Italy	21,170,763	Private Donors in the Netherlands	2,111,462
Private Donors in Japan	19,290,812	Luxembourg	1,857,749
Private Donors in Sweden	19,145,997	Morocco	1,000,000
Australia	18,670,650	Saudi Arabia	1,000,000
Switzerland	14,792,899	Kuwait	1,000,000
France	14,000,000	Donors giving over $1 million	581,856,254
Germany	12,273,212	All other donors	6,861,448
Italy	10,078,387	TOTAL UNEARMARKED FUNDING	588,717,703

FOCUS ON THE PRIVATE SECTOR

Since 2014, UNHCR has almost doubled its income from the private sector, reaching $400 million in 2017, or 10 per cent of voluntary contributions. Private individuals donated $276 million. Partnerships with companies, foundations and wealthy philanthropists provided the remaining $124 million. Just over 1.92 million individuals donated to UNHCR, with income from private individuals growing by $53 million. Such broad-based support from individuals and companies is an encouraging example of the "whole-of-society" approach that UNHCR's advocates for. Importantly, the cost ratio has been reduced to 32 per cent, meaning that for every dollar invested, three dollars are returned to fund UNHCR operations.

CHART 7 | **PSP CONTRIBUTIONS AND DONOR NUMBERS** | 2017
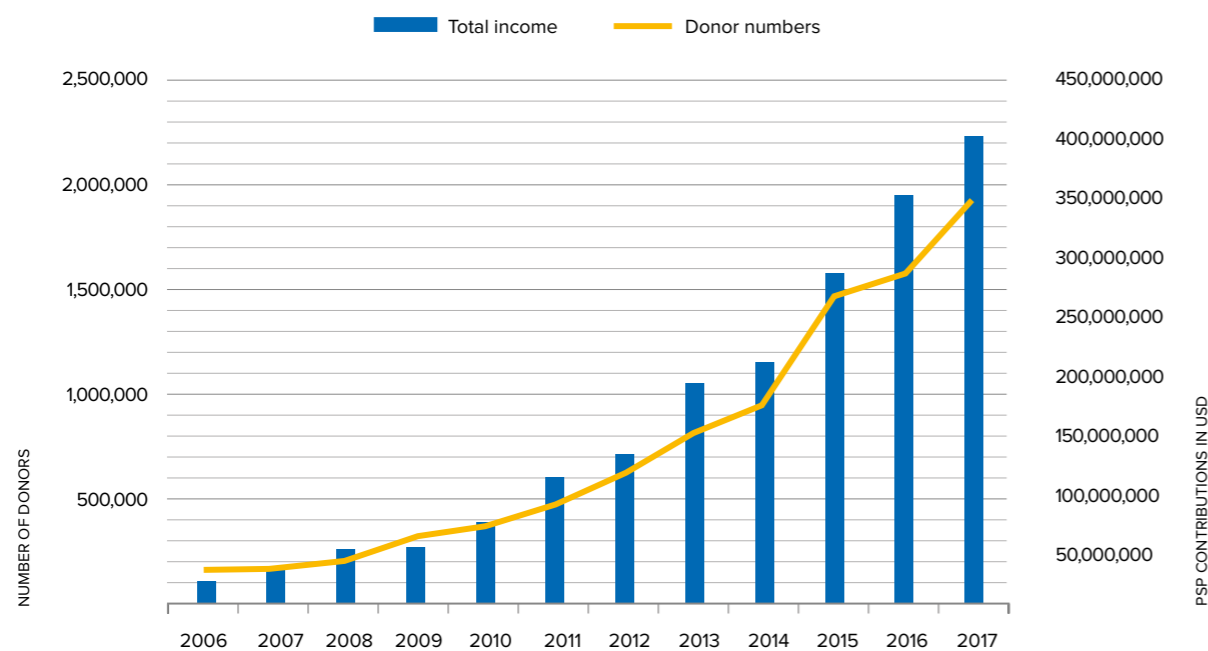
At $207 million, private sector unearmarked funding was UNHCR's largest single source of such funds, and accounted for 52 per cent of all private sector contributions. Softly earmarked funding came to $69 million, or 17 per cent of private sector contributions, and tightly earmarked funding was $124.1 million, or 31 per cent. The most significant contributions from private sector partnerships were from Educate A Child Programme ($19 million), IKEA Foundation ($18 million) and UNIQLO ($12 million, including the donation from UNIQLO's founder, Mr Tadeshi Yanai).

UNHCR's global network of private sector fundraising operations includes offices and National Partners in around 30 markets, with ten countries contributing 85 per cent of UNHCR's private sector income, a broadly similar breakdown to the top ten breakdown of the governmental donors.

More than half of all income in 2017 ($213.5 million) was raised by the six National Partners, with *España con ACNUR* raising $80.7 million, equivalent to 20 per cent of all private sector income.

Nearly half the income raised ($192 million) came from Europe, followed by 29 per cent ($115 million) from Asia, 13 per cent ($50 million) from the Americas and 10 per cent ($42 million) from the Middle East and North Africa. The emergency campaign for the Rohingya crisis raised over $30 million in the last quarter of the year with $12.6 million raised from the Middle East and North Africa. UNHCR also initiated fundraising operations in Africa with the objective of mobilizing the private sector and raising awareness of the refugee cause in the continent (see *Africa* regional summary).

UNHCR's National Partners

"The National Partners are vital to the success of UNHCR's mission. National Partners are critical to public engagement and the vision of a whole-of-society approach by raising awareness, conducting advocacy, driving innovation, diversifying support, and contributing financially to the activities of UNHCR around the world."

Filipo Grandi, United Nations High Commissioner for Refugees

UNHCR's National Partners are independent, non-governmental organizations, established in accordance with the laws of the country in which they operate. There are currently six UNHCR National Partners: Australia for UNHCR, *España con ACNUR* in Spain, Japan for UNHCR, *Sverige för UNHCR* in Sweden, USA for UNHCR, and *UNO-Flüchtlingshilfe* in Germany.

Instrumental not only in securing income—on average 93 per cent of private income from the six countries where National Partners are present is channelled through them—the National Partners raised awareness about refuges and UNHCR in their countries and engaged millions of people in support of the refugee cause.

With over 1.3 million committed supporters worldwide and a network of high profile advocates at both national and international level, the National Partners are an integral and powerful link between UNHCR and the general public.

Committed and passionate, and with wide and strong areas of partnership and collaboration, the National Partners used their strong presence on social media and a wide range of tools such as face to face fundraising, direct response television, digital outreach and marketing, and innovative awareness raising campaigns to help influence the general public and the private sector towards the cause of refugees and other people of concern. Expanding these partnerships further to leverage public support for the refugee cause is resulting in the development of dynamic methods of fundraising and communications which are unique to each market.

CHART 8 | **INCOME FROM NATIONAL PARTNERS** | 2017

Japan for UNHCR
$21.5 million | 10%
118,000 individual donors

Sverige för UNHCR
$21.8 million | 10%
132,000 individual donors

España con ACNUR
$80.7 million | 38%
500,000 individual donors

**Total
$213.5 million**

Australia for UNHCR
$24.3 million | 11%
90,000 individual donors

UNO-Flüchtlingshilfe
$28.5 million | 13%
196,000 individual donors

USA for UNHCR
$36.7 million | 17%
120,000 individual donors

Australia for UNHCR — Strong support was provided to emergency appeals including for food insecurity in Africa, and the Rohingya crisis response. The latter was Australia for UNHCR's most successful campaign ever, raising $5.6 million, including a $1.9 million matched funding grant from the Australian Government. Donors also supported livelihoods projects in Uganda, cash assistance in Jordan and child protection in Ethiopia. Advocacy grew by launching an Australian #WithRefugees platform, mobilising an integrated World Refugee Day campaign and supporting UNHCR's Regional Representation in Canberra. Social media grew 33 per cent to over 315,000 followers. Fundraising innovations included the launch of chatbots, and instant debits for face-to-face. A new website boosted online donor conversion and increased online revenue by 232 per cent.

***España con ACNUR* (Spain)** — 2017 saw continued and sustained growth and, in addition to what it raised from individual donors, *España con ACNUR* raised almost $4 million from decentralized public institutions. These spectacular figures are the result of an integrated awareness and communication strategy that has involved different fundraising channels such as face-to-face, digital, multichannel, and working in tandem with the biggest foundations and corporations in the country, such as La Caixa Banking Foundation. Hoping to replicate its success and pass on lessons learned, ECA began working with UNHCR to set up a new National Partner in Argentina.

Japan for UNHCR — Japanese audiences reacted positively to appeals for the Rohingya crisis, supporting this emergency in Asia with $2.2 million. In addition, a letter from the Executive Director featuring

the cash assistance programme for Syrian refugee families in Jordan triggered a remarkable reaction from middle-giving donors. The welcoming of Goodwill Ambassador Yusra Mardini to Tokyo and the appointment of MIYAVI as the first Goodwill Ambassador from Japan attracted broad attention from the Japanese media. The 12th Refugee Film Festival and Tokyo Marathon Charity continued to offer unique opportunities, through the power of culture and sports, to demonstrate solidarity with people forced to flee.

Sverige för UNHCR (Sweden) — Strong fundraising programmes together with successful public relations campaigns and activities helped the organization reach its goals. Nearly 17,000 new committed donors were acquired, and support from some 62,000 one-off donors was maintained. Income from strategic partnerships surpassed expectations thanks to larger donations from the Swedish Postcode Lottery, H&M Foundation, successful cause-related marketing campaigns with Lindex and in kind donations from Toyota Sweden. Public relations activities and campaigns were carried out together with influencers and celebrities and helped increase awareness and fundraising.

***UNO-Flüchtlingshilfe* (Germany)** — An integrated communication strategy across all channels formed the basis for successful fundraising, in particular a mailing programme which generated $8.4 million. In 2017, 41,151 new donors were acquired, 16,900 of whom through face-to-face outreach, and some 8,400 through digital. Particular focus was on supporting emergency response in East Africa, and winterization mainly in the Middle East.

USA for UNHCR — In addition to responding to crises including the Syria and the Rohingya emergencies, and supporting innovative programmes such as cash assistance, shelter, children at risk and winterization, USA for UNHCR focused on raising awareness and educating Americans on the refugee crisis and supporting US-based resettlement groups including Hello Neighbor and the Refugee Congress. USA for UNHCR also built and developed strong partnerships with some of the most well-known and influential corporations globally including Google, Facebook and UPS, developing tailored campaigns utilizing each company's strength to leverage a global community to enlist more people to support refugees.

PSP Rohingya Emergency Fundraising Campaign

Thirteen UNHCR Private Sector Partnership (PSP) Offices and all six National Partners raised $31 million in unearmarked and earmarked funding over the eight month-long Rohingya Emergency Fundraising Campaign. UNHCR led global private sector fundraising efforts, mobilizing support for the Rohingya refugees a full two weeks before any other humanitarian agency and raising triple the original goal set for the campaign.

During the initial phase of the campaign, there was a new donation every minute across UNHCR's global donation pages. Many were new donors turning to UNHCR as a humanitarian leader on the Rohingya crisis. In addition to generous donations from individuals, UNHCR received significant support from corporations and foundations, with funding and in-kind contributions such as flights, logistics support and lifesaving aid.

Private sector funding directly impacted media coverage and public sector funding. For example, the Australian Government set up a $1.9 million matching grant to respond to the outpouring of support by Australian citizens for UNHCR's appeal. This also benefitted from a full-scale media partnership with the Australian Broadcasting Corporation that both raised awareness about the Rohingya refugee crisis and funding to support UNHCR's response.

2017 EXPENDITURE

Expenditure by Region

The $116.3 million total increase in expenditure in 2017 compared to 2016, was not consistent across regions, global programmes and Headquarters.

Africa had the highest expenditure in 2017 at nearly $1.4 billion, which represented an almost 16 per cent increase compared to 2016. This was primarily due to the new and evolving needs in the region as borne out by the fact that almost 70 per cent of the total supplementary budgets issued in 2017 were for the Africa region. The increases in expenditure were primarily in Uganda, Somalia and Angola.

In contrast, expenditure in the Middle East and North Africa and the Asia and the Pacific regions decreased by $94.2 million (7 per cent) and $86 million (23 per cent), respectively. In the Middle East and North Africa the overall net decrease was due to decreases in Iraq and Syria and in spite of expanding operations in Libya. In Asia and the Pacific, a major decrease in Afghanistan spending was only partly offset by a significant increase in Bangladesh.

Expenditure in Europe increased by $48 million or 11 per cent mainly owing to operations in Greece and Turkey. Expenditure in the Americas increased by $12.8 million, which was the largest increase in percentage terms at 18 per cent due to increased activities in the North and Central America situation, the scale-up of operations in the Venezuela situation; and the reinforcement of the Regional Office in Washington for regional activities in the Caribbean.

Global programmes increased by $28.5 million or 8 per cent, mostly attributable to additional investment in Private Sector Partnerships and support for the Comprehensive Refugee Response Framework (CRRF). Headquarters increased by $9.6 million or 4 per cent primarily for investment in IT infrastructure and cyber security. However, the ratio of Headquarters expenditure to total expenditure remains stable compared to 2016.

Expenditure by Pillar

Expenditure under Pillar 1 (global refugee programme) increased by approximately $176 million or 6 per cent compared to 2016 and at 83 per cent of total expenditure accounted for the overwhelming majority of UNHCR expenditure. Globally, major Pillar 1 operations, as was the case in 2016, included Lebanon, Jordan and Turkey due to the Syria situation, Greece in Europe, and Uganda, Ethiopia and Kenya in Africa.

Pillar 2 (global stateless programme) remained stable compared to 2016. Pillar 3 (global reintegration projects) increased by approximately $31.6 million or 47 per cent mainly driven by operations in Afghanistan, Nigeria, Pakistan and Somalia. Pillar 4 (global IDP projects) decreased by $91.6 million to 14 per cent, with the bulk of the decrease attributable to the Iraq operation, where insecurity and deteriorating conditions created a challenging operational environment.

CHART 9 | EXPENDITURE BY REGION AND PILLAR | 2017

EXPENDITURE BY PILLAR | 2017

Pillar 4 (IDPs) 14% | $553.5 million
Pillar 3 (Returnees) 2% | $99.1 million
Pillar 2 (Stateless) 1% | $32.6 million
Implementation rate 90.6 %
Pillar 1 (Refugees) 83% | $3.398 billion

EXPENDITURE BY REGION | 2017

Middle East and North Africa 30% | $1.216 billion
Africa | 34% | $1,390 billion
Headquarters 6% | $231.1 million
Total expenditure $4.083 billion
Americas | 2% | $86 million
Asia and the Pacific | 7% | $289.6 million
Global programmes 9% | $366 million
Europe | 12% | $496.4 million

PILLAR 1 - REFUGEE PROGRAMME

PILLAR 3 - REINTEGRATION PROJECTS

PILLAR 2 - STATELESS PROGRAMME

PILLAR 4 - IDP PROJECTS

Expenditure by source of funding

Table 4 displays which sources of funding were used to cover its expenditure, and highlights how the unearmarked funding was allocated. Unearmarked income was allocated throughout the year in line with identified priorities and needs, and according to the overall objectives of kickstarting emergency operations, bolstering underfunded operations, and enabling programmes to be fully implemented.

Of UNHCR's voluntary contributions, 15 per cent was unearmarked. This was allocated according to need, priority, and availability of unearmarked funding. Including both the unearmarked carry-over and unearmarked voluntary contributions received in 2017, 68 per cent was allocated to the field and 32 per cent to global programmes.

Regarding the carry-over of unearmarked funding from 2016, UNHCR successfully optimized the use of its earmarked funds so as to close the year with an unearmarked balance. Given the late receipt of contributions in 2017, this was of particular improtance, and adheres to two of the three key priorities in how UNHCR uses unearmarked funding—bolstering underfunded operations, and enabling operations to implement as fully as possible. It also helped minimize disruption to operations, especially at the beginning of the year, and especially given the need to finalize agreements with partners around December-January.

Analysis of this table also shows that, true to its policy on the use of 7 per cent programme support costs levied on earmarked and softly earmarked funding, these funds were spent almost exclusively on Headquarters costs. UNHCR raised $198.9 million in programme support costs, with $177.8 million, or 89 per cent, spent on Headquarters. An end-of-year surplus of $21.1 million was allocated to operations in Africa. To underline as well, no unearmarked funding was used for Headquarters.

TABLE 4 | **2017 EXPENDITURE BY SOURCE OF FUNDING** | USD thousands

	SOURCE OF FUNDING									
	Carry-over from prior years		Voluntary cash contributions			Voluntary in-kind contributions	Programme support costs	United Nations Regular Budget	Other income b/	TOTAL
	Earmarked	Unearmarked	Earmarked	Softly earmarked a/	Unearmarked					
FIELD OPERATIONS										
Africa	139,060	157,875	785,673	218,610	35,073	11,120	21,192	-	21,470	**1,390,074**
Middle East and North Africa	65,282	-	848,233	233,272	52,103	1,980	-	-	15,356	**1,216,225**
Asia and the Pacific	16,893	-	151,003	80,527	38,904	1,818	-	-	473	**289,619**
Europe	39,082	-	342,743	53,743	49,068	1,998	-	-	9,845	**496,479**
The Americas	310	-	11,666	26,042	46,341	442	-	-	1,236	**86,037**
TOTAL FIELD OPERATIONS	**260,627**	**157,875**	**2,139,319**	**612,195**	**221,488**	**17,357**	**21,192**	**-**	**48,380**	**3,478,434**
Global programmes	19,473	-	40,320	39,477	180,281	10,819	-		75,714	**366,083**
Headquarters	3	-	664	-	-	4,745	177,801	43,326	4,622	**231,161**
Operational Reserve and new or additional activities - mandate-related reserve	-	-	-	-	-	-	-	-	-	**-**
Junior Professional Officers Scheme	-	-	7,674	-	-	-	-	-	-	**7,674**
TOTAL	**280,104**	**157,875**	**2,187,977**	**651,671**	**401,769**	**32,921**	**198,992**	**43,326**	**128,716**	**4,083,352**

Notes:
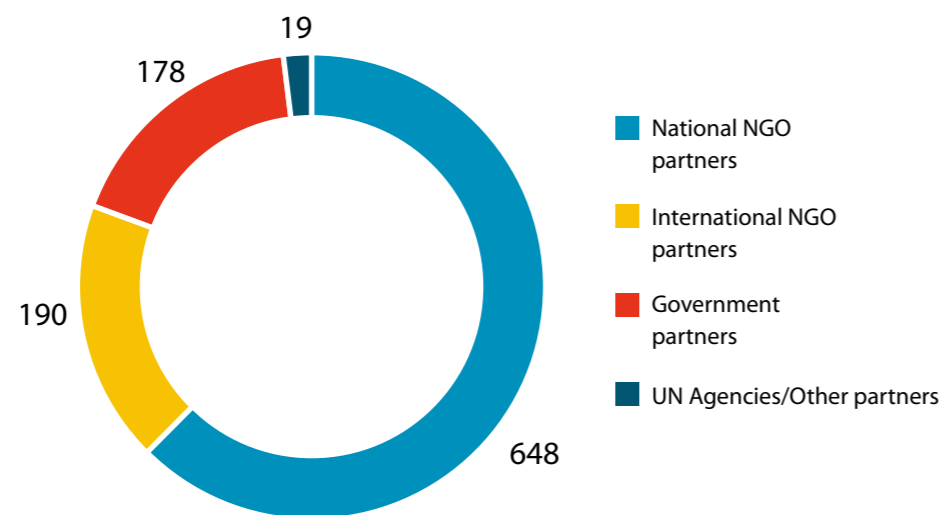a/ Includes contributions earmarked at the regional, sub-regional, situation or thematic level
b/ Includes miscellaneous income, prior year adjustments and cancellations and other internal transfers

Expenditure on partners

In 2017, $1.5 billion was provided to 1,035 non-governmental and non-profit partners, accounting for around 37 per cent of UNHCR's expenditure. Of this, $699 million ($670 million in 2016) was allocated to 826 local and national partners, including $524 million ($491 million in 2016) to 648 local or national NGOs. This was the highest number of local and national partners recorded as well as the highest funding allocations made by UNHCR to them. The majority of UNHCR's partners—795 organizations—implementing projects and activities were for Pillar 1.

CHART 10 | **UNHCR's PARTNERS AROUND THE WORLD** | 2017

- National NGO partners
- International NGO partners
- Government partners
- UN Agencies/Other partners

19
178
190
648

CONCLUSION

Contribution levels remained relatively high in 2017, and much of UNHCR's unearmarked funding came relatively early in the year, providing UNHCR with much needed flexibility. Contributions from the private sector, especially of unearmarked funding, increased.

Throughout the year, UNHCR maintained or intensified efforts to expand its donor base. Driven in large part by sustained investment and innovative engagement with individual donors, private sector funding rose to 10 per cent of income, up from 2 per cent ($22 million) in 2006, much of it unearmarked. UNHCR engaged more robustly with emerging donors, including in the Gulf region, and deepened cooperation with the World Bank and other international financial institutions, particularly within the framework of the CRRF.

However, there was continuing cause for concern. The overall picture was one of generous contributions, but still insufficient for needs. Worryingly, the trend in the amount of unearmarked and softly earmarked funding is still on an overall downward trajectory. Funding to UNHCR's situations was mostly earmarked and overall low, even for high-profile ones like Somalia (24 per cent funded) or South Sudan (37 per cent) with the Central African Republic the worse-funded situation at 13 per cent.

The 43 per cent funding gap in 2017 meant that, throughout the year, UNHCR had to face and handle challenges related to underfunding and how to prioritize activities for support. Prioritization was thus defined as a compromise between what was judged urgent and essential within the Office's activities, and what was possible given available resources and capacity. While the Office prioritized lifesaving assistance and core protection activities, this impacted activities such as education, more durable infrastructure, solutions, cash-based intervention 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.

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 resources alone. Such expansion also requires investment in time, capacity, staffing, and finances.

UNHCR offers its most heartfelt thanks for the generous support it received in 2017 from governments, from the private sector—citizens, National Partners, corporations, and foundations—from inter-governmental institutions, and from the many pooled funding mechanisms.

This table shows all voluntary contributions coming from all sources, including from governments and the private sector in countries supporting UNHCR's work, and from inter-governmental and pooled funding mechanism. As such, it is a way of reflecting the financial support to UNHCR from the "whole-of-society". A traditional donor ranking is available from the Global Focus website using the QR code opposite.

TABLE 5 | TOTAL CONTRIBUTIONS | 2017

USD

DONOR	GOVERNMENT	PRIVATE DONORS	INTER-GOVERNMENTAL BODIES	UN FUNDS	TOTAL
United States of America	1,450,360,238	39,463,883			1,489,824,121
Germany	476,918,668	28,644,926			505,563,594
European Union			436,036,986		436,036,986
Japan	152,359,773	33,200,049			185,559,822
United Kingdom	136,219,370	5,344,872			141,564,241
Sweden	111,958,945	21,761,459			133,720,404
Norway	98,941,956	1,879,000			100,820,956
Netherlands	75,711,468	21,307,797			97,019,265
Spain[1]	10,119,894	80,749,997			90,869,890
Canada	81,879,293	7,725,110			89,604,404
Italy	51,417,322	24,137,770			75,555,092
Australia[2]	39,715,089	24,504,634			64,219,723
Denmark	58,370,565	1,235,978			59,606,543
Republic of Korea	21,845,151	35,818,585			57,663,736
UN Regular Budget				43,399,500	43,399,500
France	39,733,899	971,584			40,705,483
Switzerland	35,402,490	2,316,129			37,718,618
Central Emergency Response Fund[3]				36,648,201	36,648,201
Qatar	200,000	26,884,578			27,084,578
Belgium	23,017,552	3,123			23,020,675
Finland	22,049,595				22,049,595
China	11,144,039	9,164,455			20,308,494
Saudi Arabia	18,065,880	496,352			18,562,232
Country-based pooled funds[4]				16,612,172	16,612,172
Ireland	14,641,654	1,095			14,642,749
United Arab Emirates	5,477,371	7,599,908			13,077,278
Private donors worldwide		12,120,424			12,120,424
Austria	9,368,387	26,162			9,394,549
Kuwait	8,619,490	604,426			9,223,916
Luxembourg	8,536,825				8,536,825
UN Office for Project Services				5,941,187	5,941,187
Thailand	20,000	4,488,693			4,508,693
UN Department of Political Affairs				4,273,511	4,273,511
Indonesia	60,000	4,001,487			4,061,487
New Zealand	4,008,016	109			4,008,125
UN Children's Fund				3,617,230	3,617,230
Hungary	2,823,613				2,823,613
UN Programme on HIV/AIDS				2,450,000	2,450,000
Czechia	2,419,034				2,419,034
The Global Fund			2,090,890		2,090,890
Russian Federation	2,000,000				2,000,000
International Organization for Migration				1,797,051	1,797,051
Singapore	60,000	1,441,885			1,501,885
UN Peacebuilding Fund[5]				1,403,511	1,403,511
UN Development Programme				1,394,426	1,394,426
UN Department of Economic and Social Affairs				1,380,483	1,380,483
Brazil	662,778	602,721			1,265,499
Egypt		1,241,082			1,241,082
Isle of Man	1,217,772				1,217,772
Morocco	1,023,629				1,023,629
Philippines	70,000	943,963			1,013,963
Intergovernmental Authority on Development			846,997		846,997
One UN Fund[6]				840,622	840,622
Iceland	825,000				825,000
Estonia	748,461				748,461
Mexico	80,000	633,452			713,452
Poland	667,377				667,377
OPEC Fund for International Development			400,000		400,000
Monaco	299,705	65,510			365,216
Portugal	301,020	46,458			347,478
Turkey	300,000	6,273			306,273
Oman		301,213			301,213
Malaysia	150,000	135,140			285,140
Liechtenstein	254,065				254,065
Council of Europe Development Bank			246,957		246,957
UN Darfur Fund[7]				242,761	242,761
World Food Programme				242,640	242,640
African Union			200,000		200,000
South Africa	147,382				147,382
UN Action Against Sexual Violence in Conflict[8]				140,213	140,213
Lebanon		132,747			132,747
UN Human Settlements Programme				115,000	115,000
Argentina	113,900	300			114,200
Bulgaria	112,361				112,361
Kazakhstan	111,963				111,963
Armenia	108,000				108,000
Lithuania	105,197				105,197
Romania	103,521				103,521
Malta	103,086	228			103,314
Israel	100,000				100,000
Algeria	100,000				100,000
Montenegro	82,745				82,745
Greece		82,464			82,464
Nigeria	63,735	17,270			81,005
Chile	70,000				70,000
Slovenia	68,897				68,897
UN Chief Executive Board for Coordination				67,000	67,000
Kyrgyzstan	60,256				60,256
Senegal		53,130			53,130
UN Population Fund				49,491	49,491
Cyprus	47,393				47,393
Azerbaijan	36,672				36,672
Serbia	35,380				35,380
Sri Lanka	35,000				35,000
Uruguay	30,000				30,000
Holy See	30,000				30,000
Croatia	24,957				24,957
Botswana	18,961				18,961
Ghana		15,072			15,072
Costa Rica	14,907				14,907
Slovakia	11,614				11,614
Zambia	10,081				10,081
Kenya		9,752			9,752
Uganda		5,370			5,370
India		3,816			3,816
Colombia		3,420			3,420
Bosnia and Herzegovina	3,000				3,000
Iran (Islamic Republic of)		2,745			2,745
Rwanda		1,000			1,000
Bermuda		1,000			1,000
Bangladesh		278			278
TOTAL *					**3,942,450,095**

[1] Includes $3,961,980 in contributions from other public sources channelled through *España con ACNUR*.
[2] Includes contributions channelled through Australia for UNHCR.
[3] The Central Emergency Response Fund is a multi-donor funding mechanism. For details, see https://www.unocha. org/cerf/donors/donorspage. The amount includes $631,000 for refund due to changes of needs in the field.
[4] Country-based pooled funds are multi-donor funding mechanisms. For details, see https://www.unocha.org/ourwork/humanitarian-financing/country-based-pooled-funds-cbpfs
[5] The United Nations Peacebuilding Fund is a multi-donor funding mechanism. For details, see http://www.unpbf.org/ and mptf.undp.org/factsheet/fund/PB
[6] The One UN Fund is a multi-donor funding mechanism. For details, see http://mptf.undp.org/
[7] The United Nations Darfur Fund is a multi-donor funding mechanism. For details, see http://mptf.undp.org/
[8] The United Nations Fund for Action Against Sexual Violence in Conflict is a multi-donor funding mechanism. For details see http://mptf.undp.org/factsheet/fund/UNA00
* Includes $59,277,807 for activities with implementation period covering 2018.

TABLE 6 | TRANSFERS FROM THE OPERATIONAL RESERVE | 2017

USD

1. OPERATIONAL RESERVE APPROVED BY THE EXECUTIVE COMMITTEE IN OCTOBER 2017		534,511,079
2. TRANSFERS FROM THE OPERATIONAL RESERVE		43,614,883

AFRICA
Congo (Republic of the)	Emergency response –shelter and non-food items for IDPs in the regions of Pool and Bouenza	798,710
Kenya	Somalia situation	777,378
Rwanda	Return and reintegration of Rwandan refugees	832,400
Somalia	Somalia situation	1,493,407
Zimbabwe	Protection and assistance for the Mozambican influx	4,361,644
	SUBTOTAL	8,263,539

MIDDLE EAST AND NORTH AFRICA
Libya	Protection needs for mixed movment flows into Libya	9,500,000
	SUBTOTAL	9,500,000

ASIA AND THE PACIFIC
Bangladesh	Cox's Bazar emergency response	530,370
	SUBTOTAL	530,370

THE AMERICAS
Argentina	Venezuela situation	69,500
Brazil	Venezuela situation	881,292
Colombia	Venezuela situation	1,099,228
Costa Rica	Venezuela situation	110,000
United States of America	Venezuela situation	615,868
Venezuela (Bolivarian Republic of)	Venezuela situation	563,483
Regional activities	Venezuela situation	463,552
	SUBTOTAL	3,802,923

GLOBAL PROGRAMMES
Executive direction and management	UNHCR investigation workforce support	472,512
Division of External Relations	Comprehensive Refugee Response Framework	6,768,473
	Support for the intergovernmental conference on international migration	198,199
	Global communications desk	715,807
Division of Programme and Support Management	Refugee housing unit deployment	1,150,000
	Strenthening preparedness in high-risk countries project	1,608,935
Division of Emergency, Security and Supply	Global fleet management vehicle insurance fund	2,243,038
	In-kind services for the deployment of experts	3,291,500
	SUBTOTAL	16,448,464

HEADQUARTERS
Executive direction and management	UNHCR investigation workforce support	139,582
	Support to rapid organizational assessment	141,131
	Support to change management	1,726,538
Division of International Protection	Humanitarian negotiation and protection analyst	199,037
Division of Emergency, Security and Supply	Procurement network project	62,616
Division of Human Resources Management	Support inclusion, gender and diversity activity	336,531
	Staff welfare requirements	163,397
Division of Financial and Administrative Management	Cash-based interventions	645,754
	MSRP upgrade project	1,655,000
	SUBTOTAL	5,069,586

3. BALANCE AFTER TRANSFERS		490,896,196

TABLE 7 | CONTRIBUTIONS TO THE JUNIOR PROFESSIONAL OFFICERS SCHEME | 2017

USD

DONORS	AMOUNT
Japan	1,665,808
United States of America	1,300,000
Netherlands	784,215
Denmark	684,431
Germany	667,540
Canada	495,167
France	490,575
Finland	461,918
Switzerland	434,876
Sweden	379,897
China	326,097
Norway	278,146
Australia	276,272
Republic of Korea	207,057
Italy	182,843
Luxembourg	71,351
TOTAL	8,706,193

TABLE 8 | IN-KIND CONTRIBUTIONS | 2017

USD

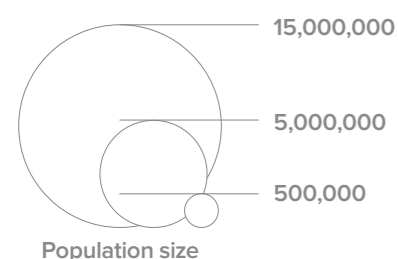| DONOR	DESCRIPTION	AMOUNT
Argentina	Premises for UNHCR office in Buenos Aires	113,900
Armenia	Premises for UNHCR office in Yerevan	98,000
Austria	Premises for UNHCR office in Vienna	33,760
Azerbaijan	Premises for UNHCR warehouse in Baku	6,672
Botswana	Premises for UNHCR office in Gabarone	18,961
China	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	2,207,356
Germany	Premises for UNHCR office in Nuremberg	30,954
Hungary	Premises for UNHCR offices in Budapest: Global Service Centre and Regional Representation for Central Europe	2,763,517
Ireland	Deployment of standby experts through Irish Aid and Contribution of NFIs to Uganda	558,976
Italy	Premises for UNHCR office in Rome	175,390
Kazakhstan	Premises for UNHCR office in Almaty	61,963
Kuwait	Premises for UNHCR office in Kuwait City	39,490
Kyrgyzstan	Premises for UNHCR office in Bishkek	60,256
Luxembourg	Premises for UNHCR office at University of Luxembourg	10,239
Montenegro	Premises for UNHCR office in Podgorica	82,745
Morocco	Premises for UNHCR office in Laayoune, Western Sahara	23,629
Nigeria	Premises for UNHCR office in Lagos	63,735
Poland	Premises for UNHCR office in Warsaw	65,000
Australia	Deployment of experts by RedR Australia to various UNHCR operations	211,500
Danish Refugee Council	Deployment of standby experts to various UNHCR operations	1,235,500
EUROtops Versand GmbH	Mens jackets to Ukraine	70,277
Fuji Optical	Optical package to UNHCR operation in Azerbaijan	180,926
Fast Retailing Co, Ltd, (UNIQLO)	New and used clothing for UNHCR operations in Afghanistan, Bangladesh, Botswana, Burkina Faso, Colombia, Dem. Rep. of the Congo, India, Malawi, Niger, Rwanda, Somalia, South Sudan, Tanzania, Ukraine, Zimbabwe	6,757,746
IKEA Foundation	NFIs for UNHCR operation in Syrian Arab Republic	1,906,304
International Judo Federation	Rubber mats and clothing in South Africa	20,777
Norwegian Refugee Council	Deployment of standby experts to various UNHCR operations	1,879,000
Sweden	Deployment of experts by the Swedish Rescue Services (MSB) to various UNHCR operations	50,600
International Olympic Committee	Mobile phones for Brazil	297,950
Save the Children	Deployment of standby experts to various UNHCR operations	100,500
Vodaphone	Instant Classrooms and IT Equipment	418,191
iMMAP	Deployment of standby experts to various UNHCR operations	45,500
LIXIL Water Technology, Americas	Toilet pans for Burkina Faso, Uganda, United Republic of Tanzania	68,496
MSC Mediterranean Shipping Company	Transportation services to UNHCR operations in Kenya and Turkey	12,405
TOMS Shoes LLC	Shoes for UNHCR operations in Burkina Faso, Uganda, United Republic of Tanzania	2,553,385
United Nations Foundation	Mosquito nets for UNHCR operations in Cameroon and Kenya	168,300
UPS	Transportation services to UNHCR operations in Angola, Bangladesh and Kenya	1,067,190
Romania	Premises for UNHCR office in Bucharest	103,521
Serbia	Premises for UNHCR office in Belgrade	30,380
South Africa	Premises for UNHCR office in Pretoria	147,382
Spain	Premises for UNHCR office in Madrid	325,000
Sweden	Deployment of experts by the Swedish Rescue Services (MSB) to various UNHCR operations	1,262,500
Switzerland	Deployment of standby experts to various UNHCR operations	2,761,500
United Arab Emirates	Premises for UNHCR warehouse in Dubai provided through the International Humanitarian City	3,727,014
United Kingdom	Deployment of standby experts to various UNHCR operations	8,500
United Nations Development Programme	Mosquito nets for UNHCR operations in Sudan	1,015,399
TOTAL		**32,921,287**

TABLE 9 | PRIVATE DONORS OVER $100,000 IN SUPPORT OF UNHCR | 2017

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

Lee Han Shih

Rahmatan Lil Alamin Foundation

RUSSING Group

Tadashi Yanai

Tahir Foundation

The JMCMRJ Sorrell Foundation

The Silent Foundation

UN Fund for International Partnerships

United Nations Foundation

THE AMERICAS

CANADA

Morneau Shepell

The Flanagan Foundation

MEXICO

AGRORESERVAS, S.C.

USA/USA FOR UNHCR

Google

The Church of Latter-day Saints

TOMS Shoes LLC

UPS Corporate

ASIA AND THE PACIFIC

JAPAN/JAPAN ASSOCIATION FOR UNHCR

Fuji Optical Co Limited

The Bank of Tokyo-Mitsubishi UFJ

THAILAND

Vimuttayalaya Institute

EUROPE

FRANCE

Fondation BNP Paribas

Fondation Sanofi Espoir

GERMANY

PUMA SE

ITALY

Fondazione Dieci Trust Onlus

Fondazione Prosolidar-Onlus

Intesa Sanpaolo

Missionarie del Sacro Cuore di Gesù

Nando Peretti Foundation

UNIPOL Gruppo Finanziario S.p.A

NETHERLANDS

Dutch Postcode Lottery

SPAIN/*ESPAÑA CON ACNUR*

Fundación la Caixa

SWEDEN/*SVERIGE FÖR UNHCR*

H&M Foundation

Lindex AB

Svenska Postkodlotteriet

SWITZERLAND

Krueger Foundation

UNITED KINGDOM

Asfari Foundation

Goldman Sachs Gives (GSG)

GSK

Said Foundation

The Hands Up Foundation

Vodafone Foundation

MIDDLE EAST AND NORTH AFRICA

KUWAIT

Alghanim Industries

QATAR

Jassim and Hamad Bin Jassim Charity Foundation

Qatar Charity

Sheikh Thani Bin Abdullah Foundation

SAUDI ARABIA

Al Dabbagh Group

International Islamic Relief Organization

Tamer Family Foundation

UNITED ARAB EMIRATES

Abu Dhabi Islamic Bank

Falcon Trading Group

HRH Princess Haya Bint Al Hussein

MBC Al Amal

The Big Heart Foundation

POPULATIONS OF CONCERN
TO UNHCR

*By the end of 2017, the **total population of concern to UNHCR stood at 71.4 million people.** This included people who have been forcibly displaced (refugees, asylum-seekers, and internally displaced people) and those who have found a durable solution (returnees), as well as stateless persons, most of whom have never been forcibly displaced. Therefore, this categorization is different from that of **forcibly displaced people worldwide,** and which is used in the Global Trends report. That figure includes refugees and other displaced people not covered by UNHCR's mandate, and excludes other categories such as returnees and non-displaced stateless persons.*

NORTHERN, WESTERN, CENTRAL AND SOUTHERN EUROPE

EASTERN EUROPE

CENTRAL ASIA

SOUTH-EASTERN EUROPE

MIDDLE EAST

SOUTH-WEST ASIA

EAST ASIA AND THE PACIFIC

NORTH AMERICA AND THE CARIBBEAN

NORTH AFRICA

SOUTH ASIA

WEST AFRICA

EAST AND HORN OF AFRICA

SOUTH-EAST ASIA

LATIN AMERICA

CENTRAL AFRICA AND THE GREAT LAKES

SOUTHERN AFRICA

15,000,000
5,000,000
500,000

Population size

- ● Refugees
- ● Asylum-seekers
- ● Returnees (refugees and IDPs)
- ● Stateless persons
- ● Internally displaced people (IDPs)
- ● Others of concern
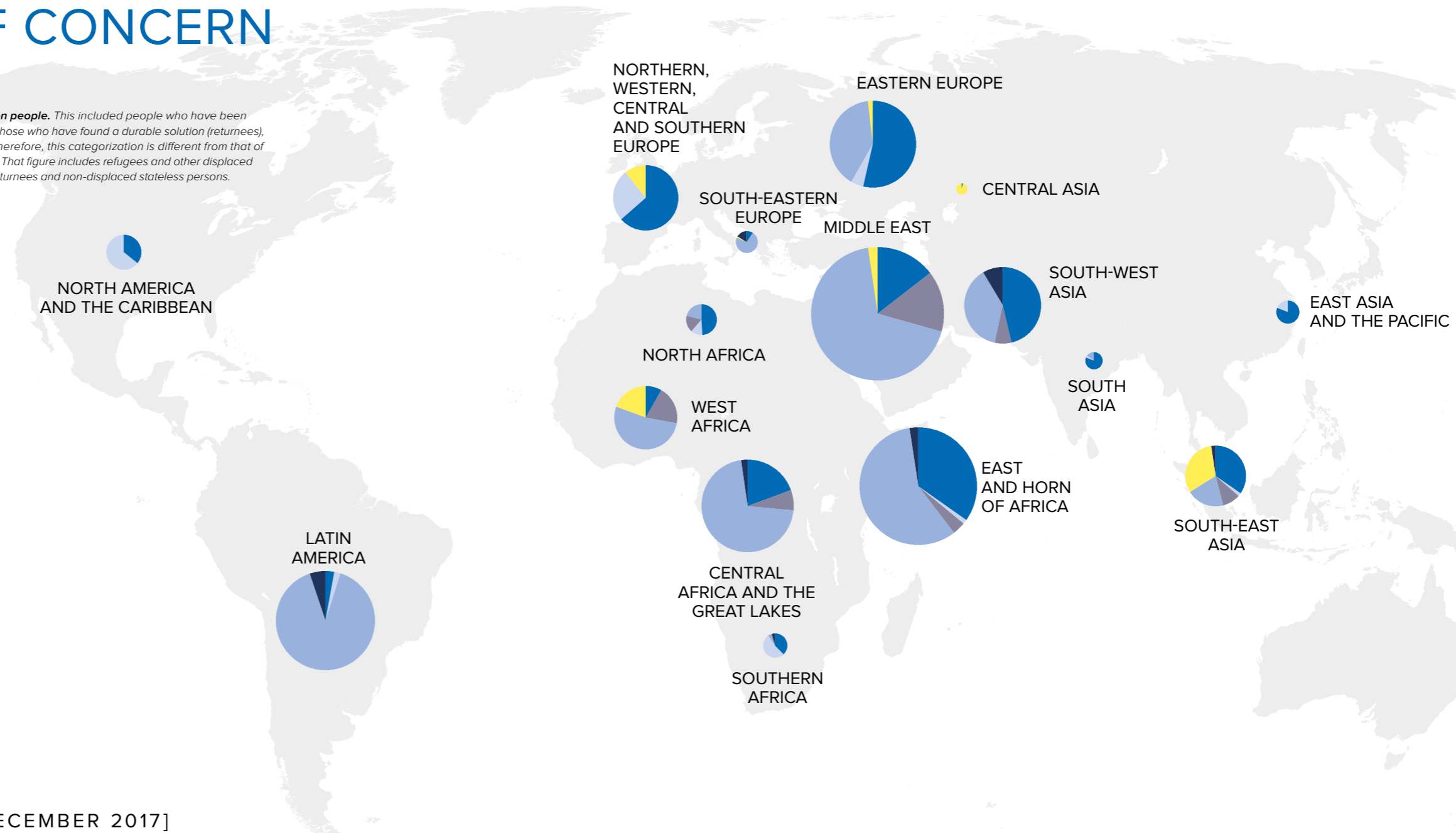
[AS OF END OF DECEMBER 2017]

Sub-region	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]	Returned IDPs [4]	Stateless persons	Various [5]	TOTAL POPULATION OF CONCERN
Central Africa and the Great Lakes	1,444,034	31,709	1,475,743	1,336,023	62,430	167,378	5,426,857	378,316	974	175,107	7,686,805
East and Horn of Africa	4,307,820	-	4,307,820	3,769,619	148,600	56,667	7,196,092	387,056	18,500	293,750	12,408,485
West Africa	286,919	-	286,919	286,676	15,798	296,189	1,873,617	410,887	692,115	15,362	3,590,887
Southern Africa	197,722	-	197,722	87,441	281,966	6,287	15,128	-	-	25,924	527,027
North Africa	393,122	26,000	419,122	345,117	101,474	-	180,937	149,883	-	1	851,417
Middle East	2,260,595	25,226	2,285,821	2,115,502	133,360	78,086	10,780,055	2 268,772	370,872	15,436	15,932,402
South-West Asia	2,448,506	-	2,448,506	1,515,387	3,798	60,568	2,011,433	314,289	-	448,032	5,286,626
Central Asia	3,518	-	3,518	3,382	754	1	-	-	108,899	2	113,174
South Asia	219,439	-	219,439	35,493	11,299	1,586	39,322	408	-	625	272,679
South-East Asia	1,099,895	51,159	1,151,054	1,095,607	54,042	2	665,051	319,167	2,102,950*	80,180	3,314,667
East Asia and the Pacific	382,633	4,581	387,214	699	90,026	-	-	-	851	5	478,096
Eastern Europe	3,618,198	15,187	3,633,385	1,210,787	318,385	13	2,690,888	-	133,080	-	6,775,751
South-Eastern Europe	34,868	4,415	39,283	16,451	1,061	399	316,027	193	10,288	71,348	438,599
Northern, Western, Central and Southern Europe	2,435,552	6,054	2,441,606	24,749	989,182	-	-	-	408,971	6,008	3,845,767
North America and the Caribbean	392,996	-	392,996	1,066	701,455	2	-	-	6,092	2,794	1,103,339
Latin America	91,265	159,934	251,199	49,502	177,268	203	7,923,109	-	391	461,615	8,813,785
TOTAL	**19,617,082**	**324,265**	**19,941,347**	**11,893,501**	**3,090,898**	**667,381**	**39,118,516**	**4,228,971**	**3,853,983***	**1,596,189**	**71,439,506**

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 2017, including statistical trends and changes of global displacement during the year, can be found in the "2017 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 2017. 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 2017.*

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

* The stateless population includes 932,204 Myanmar refugees in Bangladesh and 125,575 stateless IDPs in Myanmar who are also counted in refugee and IDP populations.

Africa

FOREWORD

Africa still hosts the largest number of displaced people worldwide. In 2017, some 24.2 million people in Africa were forced to flee as the result of conflict, persecution, other human rights abuses and food insecurity. Few political solutions were in sight.

The crisis in the Democratic Republic of the Congo (DRC) was of particular concern, with renewed unrest triggering displacement on an extraordinary scale. Conflicts in both the Central African Republic (CAR) and South Sudan entered their fifth year while Cameroon, Mali, and the border regions of Burkina Faso and Niger were wracked by fighting, pushing even more people away from their homes. Burundi remained volatile with continued outflows of people to Rwanda and the United Republic of Tanzania. Finding solutions and providing protection to refugees and asylum-seekers in mixed movements was a pressing priority.

Compounding these complex emergencies were challenges related to climate change, which threatened the food security of vulnerable refugees and their host communities across the continent; and increased reports of sexual and gender-based violence (SGBV), which highlighted the significant challenges faced by a particularly vulnerable sector of an already traumatized population. Urgently-needed humanitarian assistance and protection often could not be delivered sustainably and predictably because of constraints on access, insecurity and underfunding. Allegations of fraud, misconduct and exploitation surfaced in several operations in Africa, leading to thorough investigations and remedial actions by UNHCR and the countries involved. This was matched by measures to enhance accountability and transparency and to strengthen protection responses for people of concern.
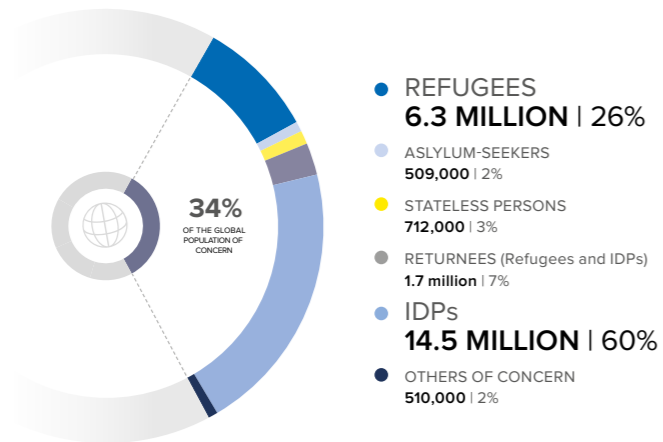
Burundian refugee schoolchildren study outside at Furaha Primary School in Nduta camp, United Republic of Tanzania. At Furaha there are no classrooms, the children study in groups under trees. Benches have only recently been built. Before, students sat on the ground.

© UNHCR/Georgina Goodwin

The number of people fleeing rose sharply and their needs were significant and widespread, but there were moments of hope. Several forward-looking African countries embraced the Comprehensive Refugee Response Framework (CRRF). UNHCR's advocacy helped advance crucial legislative reform to resolve statelessness, and to assist with the inclusion of refugees within national plans and systems in areas including education, health and labour market participation. UNHCR assisted voluntary repatriation to Somalia from Djibouti, Kenya and Yemen, and to Côte d'Ivoire from Liberia. A partnership with WFP and other agencies helped to address food insecurity—and although malnutrition, stunting and anaemia remain serious concerns—famine was averted in the three regions most at risk: northern Nigeria, Somalia and South Sudan.
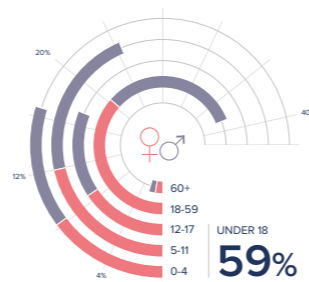
Major refugee-hosting countries in Africa, with support from the international community, led the way in providing aid and support to people of concern and their host communities. While maintaining its emergency assistance responsibilities, UNHCR spearheaded new approaches to housing, energy, long-distance education, lighting and access to global markets, all of which eased the hardships faced by refugees in the region. The Office worked with local and national governments, private sector partners, foundations, banks and international financial institutions to provide refugees and hosts with greater financial stability and freedom of choice through cash, loans, facilitating remittances, better internet access and telecommunications.

Valentin Tapsoba
Director of UNHCR's Regional Bureau for Africa

24.2 MILLION
PEOPLE OF CONCERN IN AFRICA

34% OF THE GLOBAL POPULATION OF CONCERN

- **REFUGEES** 6.3 MILLION | 26%
- **ASYLUM-SEEKERS** 509,000 | 2%
- **STATELESS PERSONS** 712,000 | 3%
- **RETURNEES (Refugees and IDPs)** 1.7 million | 7%
- **IDPs** 14.5 MILLION | 60%
- **OTHERS OF CONCERN** 510,000 | 2%

AGE AND GENDER BREAKDOWN
REFUGEES AND ASYLUM-SEEKERS

20%
12%
4%

40%

60+
18-59
12-17
5-11
0-4

59%

333 PARTNERS IN AFRICA

- **153** NATIONAL NGO PARTNERS
- **70** INTERNATIONAL NGO PARTNERS
- **107** GOVERNMENT PARTNERS
- **3** UN AGENCIES/OTHER PARTNERS

4,931 STAFF IN AFRICA

72% MALE → **28**% FEMALE

221 LOCATIONS → **62**% BASED IN HARDSHIP LOCATIONS

MALI SITUATION
130,000 REFUGEES sought protection mainly in Burkina Faso, Mauritania and Niger

38,000 IDPs by year's end

60,000 REFUGEE RETURNEES

CENTRAL AFRICAN REPUBLIC SITUATION
546,000 REFUGEES sought protection mainly in Cameroon, Chad and the DRC

688,000 IDPs by year's end

180,000 IDPs in 2017 alone

47,000 REFUGEE RETURNEES

SOUTH SUDAN SITUATION
2.4 million REFUGEES sought protection mainly in Ethiopia, Kenya, Sudan and Uganda

1 million REFUGEES were displaced in 2017 alone

2 million IDPs by year's end

NIGERIA SITUATION
218,000 REFUGEES sought protection mainly in Cameroon, Chad and Niger

2.4 million IDPs by year's end

SOMALIA SITUATION
900,000 REFUGEES sought protection mainly in Djibouti, Ethiopia, Kenya and Yemen

2.1 million IDPs by year's end

75,000 REFUGEE RETURNEES

THE DEMOCRATIC REPUBLIC OF THE CONGO SITUATION
685,000 REFUGEES sought protection in neighbouring countries

4.5 million IDPs by year's end

1.9 million IDPs in 2017 alone

BURUNDI SITUATION
430,000 REFUGEES sought protection mainly in the DRC, Rwanda, Uganda and the United Republic of Tanzania

175,000 IDPs by year's end

Map labels: MALI, NIGERIA, CENTRAL AFRICAN REPUBLIC, SOUTH SUDAN, ETHIOPIA, DJIBOUTI, SOMALIA, CONGO*, DEMOCRATIC REPUBLIC OF THE CONGO*, UGANDA, KENYA, BURUNDI, UNITED REPUBLIC OF TANZANIA, ANGOLA*, ZAMBIA*

SITUATIONS
- < 1.5 million People of concern
- 1.5 > 3 million People of concern
- 3 > 5.5 million People of concern

☐ CRRF Countries
* New Emergencies

MAJOR SITUATIONS

Burundi situation
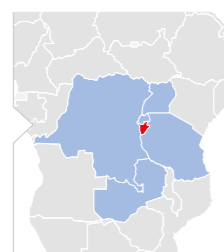
In Burundi, security incidents, political tension and rising food insecurity caused the humanitarian situation to deteriorate. In addition to more than 175,000 IDPs inside Burundi, there were approximately 430,000 Burundian refugees in the DRC, Rwanda, Uganda, the United Republic of Tanzania, and other countries in Southern Africa. The number of Burundians fleeing their homes more than doubled in 2017, compared to 2016.

The DRC, Uganda and the United Republic of Tanzania—which, with 230,000 Burundian refugees, hosted the largest number—lifted *prima facie* refugee status recognition for refugees and asylum-seekers from Burundi. The three countries called for the resumption of individual refugee status determination (RSD), sometimes leading to a restrictive approach to granting asylum or in congestion at reception centres. Rwanda hosted some 89,000 refugees from Burundi, granting them refugee status on a *prima facie* basis.

Chronic underfunding of the Burundi situation severely hampered the humanitarian response and the quality of assistance provided to the refugee population in asylum countries, particularly in the areas of reception and registration, child protection and education—more than 50 per cent of the Burundian refugees are children—measures to combat SGBV, shelter, and food security. In May 2017, the Office launched a supplementary appeal for $250 million, as well as a Regional Refugee Response Plan (RRRP) in January 2017 for

> The Burundi situation was one of the six most underfunded situations globally in 2017.

a total requirement of $429.3 million for the year. The Office led and coordinated the response to the Burundi refugee emergency in affected countries, in close collaboration with the relevant governments.

Central African Republic situation
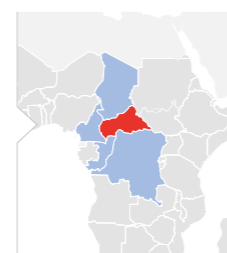
In 2017, more than 47,000 Central Africans voluntarily returned to the CAR, but the dire security situation in the country led to the highest level of internal displacement since the crisis escalated in 2013. Violent clashes among armed groups and intercommunal tensions increased sharply from May 2017, with conflict spreading to parts of the country previously unaffected. There were 546,000 refugees and more than 688,000 IDPs by year's end. Of these, some 180,000 were newly displaced in 2017. Nearly one in four families were forced from their homes. In the north-west of the country, a surge in violence sparked the movement of waves of refugees into Cameroon, Chad and the DRC, and humanitarian workers and United Nations peacekeepers were targeted by armed groups. CAR was among the most poorly-funded emergencies in the world in 2017, and this shortage of resources limited UNHCR's ability to provide protection, food and shelter to people of concern.

The Democratic Republic of the Congo situation
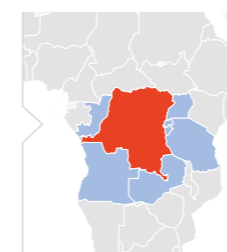
Intercommunal conflict in the Kasai region displaced thousands of people within the DRC and resulting in their movement to Angola. Consequently, UNHCR launched a supplementary appeal for $102 million in June 2017 to scale up its response for the year. A sharp deterioration in the situation in Kasai, South Kivu and Tanganyika provinces led to the declaration of an Inter-Agency Standing Committee system-wide Level-3 emergency in October 2017. By the end of 2017, some 4.5 million people were displaced internally—including 1.9 million displaced people in 2017 alone—and more than 685,000 Congolese refugees—the majority of them women and children—were seeking protection in neighbouring countries. Uganda and Zambia registered some 47,000 and 17,000 new arrivals respectively in 2017. UNHCR increased its presence in the DRC and neighbouring countries, focusing on protection and lifesaving assistance.

Mali situation
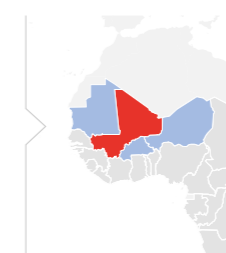
The volatile security situation in the northern and central parts of Mali, as well as insecurity in border areas, prompted neighbouring countries to introduce additional security measures. At the end of 2017, there were around 38,000 Malian IDPs, and more than 130,000 Malians were refugees in Burkina Faso, Mauritania and Niger. More than 60,000 Malian refugees returned home in 2017. UNHCR strengthened its efforts to ensure such spontaneous returns were sustainable.

Nigeria situation
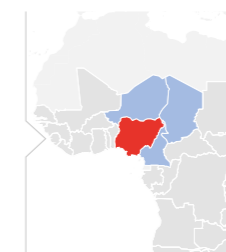
Five years into the crisis in north-eastern Nigeria, there were 218,000 Nigerian refugees in Cameroon, Chad and Niger. The conflict also resulted in the internal displacement of more than 2.4 million IDPs: most were in Nigeria, with others in Cameroon, Chad and Niger.

Hamzatu Amodu Buba is a widow with four children. Her husband was shot and killed by Boko Haram in 2013. She is now a member of the Future Prowess Widows Association.

Nigeria's Nansen Award winner offers lifeline to women widowed by Boko Haram conflict

Hamzatu Amodu Buba was expecting her brother-in-law's wedding to be a joyous occasion. Instead, it almost ruined her life. Insurgents from Boko Haram, who had brought turmoil to much of north-east Nigeria in recent years, had blocked the road between two villages. Her husband, Usman, a primary school teacher, was pulled out of the car. "They asked him for ID, but he did not have it, they just shot him dead. They took the car and drove off, leaving me and two wives of other brothers on the side of the road," she said. Hamzatu was four months pregnant. "It was baking hot, and we thought we might die."

> A tripartite agreement was signed by the Governments of Cameroon and Nigeria with UNHCR on the voluntary repatriation of Nigerian refugees.

In Nigeria, there were reports of significant self-organized returns in 2017. UNHCR had not facilitated voluntary repatriation in neighbouring countries of asylum given the prevailing conditions. While returns were spontaneous in most cases, there were confirmed cases of *refoulement* from Cameroon, despite the Office's advocacy efforts and the commitments made under the framework of tripartite agreements. In March 2017, the Governments of Cameroon and Nigeria signed a tripartite agreement with UNHCR on the voluntary repatriation of Nigerian refugees.

The crisis in the Lake Chad basin dominated the humanitarian and protection situation in the sub-region, with insurgency and counter-insurgency operations across the Sahel generating severe insecurity and complex, overlapping population movements in border areas of Chad, Mali, Niger, and Nigeria. In July 2017, UNHCR launched a revised supplementary appeal for $179 million as well as an RRRP for $241 million in January 2017 for the year.

Mr Mustapha and the students of Future Prowess Islamic Foundation School before morning assembly, Maiduguri, Borno State, Nigeria.

Zannah Mustapha, winner of the UNHCR Nansen Refugee Award

The UNHCR Nansen Refugee Award was established in 1954 to acknowledge individuals, groups and organizations working to improve life for displaced people. The award is named after Fridtjof Nansen, the first High Commissioner for Refugees for the League of Nations.

In 2017, Zannah Mustapha—a lawyer, school founder and peace-maker from Nigeria—won the award in recognition of the school he founded for orphans and vulnerable children a decade earlier in Maiduguri, the epicentre of the Boko Haram insurgency. As part of his award, Mr Mustapha received $150,000 in funding to be used on a project of his choice. Mr Mustapha chose to use this money to continue providing educational opportunities for young people in his community. He is also establishing a psychosocial support programme that will reach not just his students, but also women who have been widowed as a result of the Boko Haram insurgency.

Somalia situation

75,000
Somali refugees voluntarily returned to their country since December 2014.
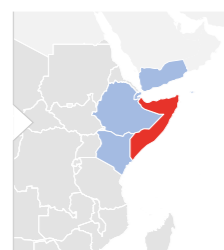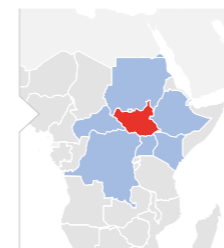
The security situation in Somalia remained precarious, with severe drought continuing mainly in the southern and central regions, including in areas of return. More than 900,000 Somali refugees were living in camps in Djibouti, Ethiopia, Kenya, and Yemen, with around 2.1 million IDPs displaced by conflict and drought. To scale up its response, UNHCR launched a

supplementary appeal in May 2017 for $487 million. The Office continued assisting voluntary repatriation despite violence, food insecurity and limited absorption capacity in return areas. Since December 2014, when UNHCR started supporting the voluntary return of Somali refugees in Kenya, some 75,000 Somali refugees had voluntarily returned to their country. In 2017, UNHCR assisted 35,000 Somali refugees to return under the voluntary repatriation programme. The majority were refugees repatriated from the Dadaab refugee complex in Kenya.

South Sudan situation

The security situation in South Sudan remained volatile with an agreement on cessation of hostilities made between the Government and opposition leaders in December 2017 lasting only a few hours. The conflict in South Sudan displaced 1 million more refugees in 2017. By the end of the year, more than a third of its estimated 12 million citizens were displaced, creating nearly 2 million IDPs and approximately 2.4 million refugees.

There were 1 million South Sudanese refugees in Uganda, with Sudan and Ethiopia each hosting more than 800,000 and 400,000 South Sudanese refugees respectively and Kenya hosting some 112,000 South Sudanese. In May 2017, UNHCR launched a revised supplementary appeal for $883 million as well as an RRRP in January 2017 for $1.3 billion for the year. UNHCR coordinated a large-scale refugee response across the sub-region through the regional refugee response plan and led the IDP protection and camp coordination and camp management clusters.

LuQuLuQu campaign celebrity supporters drawn from media, music and the arts, attending the launch in Johannesburg.

LuQuLuQu campaign boosts collective efforts to support refugees in Africa

In October 2017, UNHCR's Private Sector Partnerships launched the "LuQuLuQu" campaign in Côte d'Ivoire, Ghana, Kenya and South Africa. This integrated public engagement and fundraising campaign drew upon a long tradition of welcome and hospitality in the African region. The campaign, led by African celebrities, used a range of channels to collect mobile money. The celebrities' combined social media following reached audiences of more than 20 million, prompting public conversations about the challenges facing refugees and generating support and donations from Africa's private sector for forcibly displaced communities.

UNHCR high profile supporter Betty G meets Sudanese refugee Medu Amdan in Ethiopia.

Goodwill Ambassador support

High profile supporters lent their talents to a variety of initiatives in the Africa region in 2017. Musicians Betty G, and Christine and the Queens helped to highlight the daily challenges facing refugees in Ethiopia and Uganda respectively. To mark the sobering milestone of the millionth South Sudanese refugee entering Uganda, slam poet Emi Mahmoud performed Head Over Heels, an original piece that received international press coverage.

ACHIEVEMENTS AND IMPACT

Across Africa, countries continued to demonstrate their commitment to improving the lives of refugees, asylum-seekers, stateless persons and IDPs. UNHCR sought to protect the most vulnerable from abuse and exploitation, reduce the vulnerability of displaced families, support the voluntary return of refugees where appropriate, and undertake measures to eradicate statelessness.

> Rwanda initiated discussions with UNHCR on the application of the CRRF.

Working with partners to apply the CRRF remained a UNHCR priority. Countries in Africa showed commitment to implementing the New York Declaration for Refugees and Migrants. Djibouti, Ethiopia, Kenya, Somalia, Uganda, the United Republic of Tanzania and Zambia each took action to implement the CRRF in 2017, while Rwanda initiated discussions with UNHCR on the application of the framework.

The rolling-out by African countries of the CRRF delivered concrete results. Uganda remained committed to an open-door policy, allowing freedom of movement and of work, and providing refugees with accommodation and plots of land for farming. Djibouti adopted a new law enhancing refugees' access to education, employment and eventual naturalization. Ethiopia took legislative steps towards universal birth registration and providing refugees with access to civil documentation.

Promoting a favourable protection environment

UNHCR helped governments ensure asylum-seekers had access to territory and fair asylum procedures. The Office advocated fair and efficient RSD procedures, and ensured greater safety and security for refugees through improved registration and documentation processes. Such efforts were particularly important for the well-being of Burundian refugees who were no longer granted refugee status on a *prima facie* basis in the DRC, Uganda and the United Republic of Tanzania. In addition, the Office continued to enhance protection of people of concern through efforts to prevent and respond to SGBV.

The Office strengthened protection activities by rolling out its biometric identity management system (BIMS) at several sites across the region. By the year's end, UNHCR had completed the biometric registration of 1,120 refugees in Chad's Dar es Salaam camp and 39,200 Central African refugees in the DRC's Ubangi province and had started registering all Burundian refugees in Lusenda camp in South Kivu province. In Ethiopia, a country-wide roll-out of BIMS began in July 2017. In Niger, UNHCR registered 56,900 Malian refugees. The second phase of biometric registration for displaced people living outside camps in the Diffa region started in November 2017.

Increased mixed movements from the East and Horn of Africa, and from West Africa through the central Mediterranean route to Europe, prompted UNHCR to develop a three-pronged strategy focused on countries of origin, transit and destination. In sub-Saharan Africa, UNHCR raised awareness of the risks related to irregular migration, smuggling and trafficking through information campaigns. The Office mitigated protection risks along heavily trafficked routes and identified solutions for people on the move. In Burkina Faso, the Office provided vocational training to youth, who were most prone to onward movement. Around 600 young people—60 per cent refugees and 40 per cent youth from the host community—participated in this programme. (For more information on the central Mediterranean route, please see the chapter on *Safeguarding fundamental rights*).

Improving access to quality education

UNHCR and the Global Partnership for Education expanded efforts to ensure refugees were included in national multi-year educational plans (see the chapter on *Building Better Futures*). In 2017, these efforts were expanded to Burkina Faso, Burundi, Chad, the DRC, Ethiopia, Liberia, Mali, South Sudan and the United Republic of Tanzania.

> Increased mixed movements through the central Mediterranean route prompted UNHCR to develop a three-pronged strategy.

With the Vodafone Foundation, the Office used information technology to establish Instant Network Schools in the DRC, Ethiopia, Kenya, South Sudan and the United Republic of Tanzania. In Chad, the Office worked with the authorities to facilitate a transition from the Sudanese to the Chadian Arabic curriculum for Sudanese refugees. UNHCR also worked with the Ministry of Education in the DRC to ensure local schools received the support they needed to include refugees from Burundi, as well as other displaced children.

Students from Mogadishu primary school in Kakuma, Kenya, are excited to use tablets from the Instant Network Schools project.

Innovation transforms education for refugee students in Africa

The Instant Network Schools programme, established in partnership with the Vodafone Foundation, is helping millions of refugee students across Africa to catch up on their education. Tablet computers and mobile networks are bringing the latest in online learning to students in refugee camps, and it's firing their enthusiasm. The programme has been taken up by 31 centres in four countries in the region: the Democratic Republic of the Congo, Kenya, South Sudan and the United Republic of Tanzania.

In August 2017, UNHCR and the Djibouti Ministry of Education and Vocational Training signed a memorandum of understanding giving refugee children access to the same quality of education as Djiboutian children. Member States of the Intergovernmental Authority on Development (IGAD) convened a regional conference on refugee education in Djibouti in December 2017, a first of its kind globally. At this meeting, broad consensus was reached that by 2020, Member States would aim to have harmonized education standards for refugees and host communities, and included education for refugees and returnees in national development plans.

Gur Deng Kuarbang, a refugee from South Sudan, listens to his sister reading a book in Kule Camp, Ethiopia. The "We love reading" project is designed to decrease stress and provide much needed psycho-social support.

Ethiopia loves reading!

UNHCR's "We love reading" campaign was launched in Ethiopia's Gambella region to develop a culture of literacy among children. The region hosts more than 300,000 South Sudanese refugees, most of whom are children. The Office's award-winning campaign has also empowered refugee women in resource-limited settings to become community leaders and most went on to start libraries.

Addressing food insecurity

Food insecurity and severe malnutrition continued to affect large swathes of the region. The risk of famine in north-eastern Nigeria and severe food shortages throughout the sub-region affected approximately 7 million people, which included a significant number of people of concern to UNHCR. By the September harvests, however, the situation in north-eastern Nigeria had improved as humanitarian assistance increased and the price of staple foods fell.

Somalia was on the brink of famine at the beginning of 2017, but sustained prevention efforts throughout the year lowered that risk.

However, a state of famine was declared in parts of South Sudan's Unity State in February 2017. Other areas of the country also faced severe food shortages as the harvest season began, with 56 per cent of the population estimated to be severely food insecure. The situation slightly improved in late 2017 following large-scale humanitarian assistance and harvests, but almost half of the population faced food shortages as the year ended.

Funding shortfalls resulted in cuts to food assistance, affecting 2 million refugees across Cameroon, Chad, the DRC, Djibouti, Ethiopia, Rwanda, South Sudan, the United Republic of Tanzania and Zambia. Of the 94 refugee sites surveyed in the Africa region, 20 per cent had a global acute malnutrition prevalence above emergency thresholds. UNHCR had to reduce basic aid in many operations, including those hit by WFP food cuts. As a response, the Office increasingly provided multi-purpose cash to people of concern.

The number of operations affected by cuts to WFP food assistance continued to grow throughout 2017. Cuts to food assistance are

South Sudanese refugees queue for cash distributions in Meri, Haut-Uele province of the DRC. Families receive monthly cash grants from WFP in partnership with UNHCR.

Cash for protection

In Africa, UNHCR employed cash-based interventions (CBIs) most often in Kenya and Somalia during 2017. Around 75,000 people of concern received cash, many of whom were Somali refugee returnees. In Somalia, the Office worked with private sector partners to enable returnees from Kenya in receipt of cash assistance to open bank accounts.

In the DRC, UNHCR delivered $850,000 in cash grants, benefiting around 10,000 refugee, internally displaced and returnee households. In the Kasai region, 3,000 households received multi-purpose cash grants, while 200 displaced and refugee households used cash support for shelter reconstruction.

CBIs were also a protection tool in the Republic of the Congo and the DRC, where survivors and people at risk of SGBV received cash assistance, counselling and livelihood support. In Kenya and South Africa, cash assistance helped vulnerable people, while in Ethiopia and Sudan cash assistance covered the basic needs of unaccompanied children.

concerning as they exacerbate food insecurity while increasing protection risks as refugees are forced into negative coping behaviours to cover their basic needs. Households faced with food insecurity often change their behaviours to increase their access to food while prioritizing food for children. An evaluation of UNHCR's nutrition programme in Chad in 2017 highlighted serious concerns associated with the decrease in food assistance, including out migration in search for work including in places such as Libya, an increase in SGBV, transactional sex for survival (found across all age groups), and forced/child marriage. Reports from Rwanda indicate similar protection concerns in that country. Given that gaps in assistance exist across several African countries, the protection risks and concerns found in both Chad and Rwanda are very likely to have been realized elsewhere.

Pursuing durable solutions

The comprehensive solutions strategy for the Rwandan refugee situation formally ended in December 2017. Approximately 19,000 Rwandans were repatriated during the year, mainly from the DRC. However, some 250,000 Rwandan refugees and former refugees remained outside their country of origin.

Despite drought, food insecurity, conflict and a lack of services in Somalia, around 35,000 Somali refugees returned home from Kenya in 2017. UNHCR assisted 8,200 Ivorian refugees from Liberia to return. While UNHCR did not promote voluntary returns to Burundi, the Office worked to ensure the return of a small number of Burundian refugees from the DRC was voluntary, informed and took place in safety and dignity. It also supported approximately 13,000 Burundian refugees in the United Republic of Tanzania who expressed an intention to return home.

In the CAR, the Office facilitated the return of around 1,500 Sudanese refugees and nearly 1,000 Chadians and, mid-year, UNHCR and the Governments of Chad and Sudan signed a tripartite agreement that paved the way for the Office to support further voluntary repatriation of Chadians.

There were fewer resettlement places available globally. UNHCR submitted resettlement requests for 22,000 refugees in Africa, around half (51 per cent) the number submitted in 2016. Approximately 16,000 refugees were resettled from the region during the year, including more than 7,000 refugees from the DRC who were living in host countries, mainly in the Great Lakes sub-region.

Guinea-Bissau, despite its lack of resources, granted citizenship to the estimated 7,000 refugees who had been living there in a protracted situation.

IGAD played an essential convening role during the development of the Nairobi Declaration on Durable Solutions for Somali Refugees and Reintegration of Returnees in Somalia. IGAD also supported the regional approach the Somali Government and its neighbours were taking in applying the CRRF to Somali refugees. The International Development Association (IDA) is part of the World Bank Group and is focused on helping the world's poorest countries. In December 2016, agreement was reached with donors and other partners on IDA priorities for the period 1 July 2017 to 30 June 2020. An agreed priority was the establishment of a dedicated source of funding for significant refugee-hosting countries. This new funding priority is anticipated to result in the flow of an expected $2 billion via concessional loans and grants to help these countries meet the needs of both refugees and local communities. By the end of 2017, eight eligible countries had been identified as possible beneficiaries of this scheme seven of which were in the Africa region: Cameroon, Chad, the Republic of the Congo, Djibouti, Ethiopia, Niger and Uganda.

Dollo Ado: from humanitarian assistance to sustainable livelihoods

A UNHCR and IKEA Foundation project in Dollo Ado, Ethiopia, supported Somali refugees to progressively move away from assistance to self-reliance and, ultimately, increase overall prosperity in the region, by diversifying livelihood opportunities for both the refugee and host community. The project benefited from joint planning with local and national authorities, NGO partners, as well as from the strong involvement of IKEA Foundation mobilizing networks, and supporting advocacy. Dollo Ado offers valuable lessons for the CRRF, particularly on the importance of multi-sectoral, "whole-of-society" approaches and the added value of the private sector.

Working towards ending statelessness

In 2017, UNHCR and Kenyan NGO, Haki Centre, advocated for the issuing of birth certificates to children of the estimated 4,000 stateless persons in Pemba, Kenya. As a result, more than 11,000 children in that community had their births registered. The Government of Kenya also granted nationality to 1,200 Makonde, originally from Mozambique, who settled in Kenya in the 1930s, officially becoming Kenya's "43rd tribe" (see the chapter on *Safeguarding fundamental rights*).

In August 2017, Mali brought in a national plan on ending statelessness, becoming the fourth country in West Africa to do so.

UNHCR organized a training session in Senegal on statelessness and the right to a nationality. African Portuguese-speaking government officials and civil society organizations came from Angola, Brazil, Cape Verde, Guinea Bissau and from ECOWAS to share good practices and lessons learned from different regional initiatives to eradicate statelessness in Africa and the Americas.

Representatives of African Union Member States convened in Mauritius in September 2017 to review the draft Protocol to the African Charter on Human and Peoples' Rights on the Specific Aspects on the Right to a Nationality and the Eradication of Statelessness in Africa. The eventual adoption of this protocol will mark a significant milestone in gaining increased governments' commitment to resolving statelessness in the region.

CONSTRAINTS

Conflict was the primary driver of displacement in Africa, with insecurity impeding humanitarian access and making it difficult for UNHCR to maintain protection space. The Office's staff remained at risk of security incidents, particularly in the volatile regions of Somalia, South Sudan, and Central and West Africa.

Insufficient access to affordable, nutritious food continued to result in displacement and increased the vulnerability of people of concern. Nigeria, Somalia and South Sudan, in particular, experienced persistent drought, which exacerbated food insecurity and displacement.

In 2017, UNHCR could only secure places for less than one-third of the planned resettlement candidates in Africa due to a significant reduction in resettlement places made available globally.

FINANCIAL INFORMATION

Budget

- ExCom revised budget: $2.336 billion.

- Final budget: $2.925 billion.

- Budget increase: $589 million / +25% due to large and unforeseen influxes of South Sudanese into neighbouring countries, especially into Uganda, as well as new influxes of Congolese into Angola and Zambia along with additional needs for the Somalis, Nigerians and Burundians.

- Largest budget ever for Africa.

Expenditure

SOURCE OF EXPENDITURE		USD	thousands	As % of expenditure within the region	As % of global expenditure by source of funding
Carry-over from prior years	Earmarked	139,060	10.0%	50%
	Unearmarked	157,875	11.4%	100%
Voluntary contributions	Earmarked	785,673	56.5%	36%
	Softly earmarked	218,610	15.7%	34%
	Unearmarked	35,073	2.5%	9%
	In-kind	11,120	0.8%	34%
Programme support costs	-	21,192	1.5%	11%
Other income	-	21,470	1.5%	17%
TOTAL		**1,390,074**	**100%**	**34%**

- Funding gap: 52%.

- High concentration of tightly earmarked funding: 67% of regional expenditure.

- All the unearmarked carry-over was allocated to Africa.

- Funding shortfalls affected all activities, resulting in reduction of basic services particularly in health, education and potable water, reductions in protection monitoring, livelihood assistance, IDP response, and inability to address food deficits, contingency planning and preparedness.

EXPENDITURE IN AFRICA 2013-2017 | USD

2017 EXPENDITURE IN AFRICA | USD

$1.390 billion

34% OF GLOBAL EXPENDITURE

PILLAR 1
$1.214 billion | 87%

PILLAR 2
$9.3 million | 1%

PILLAR 3
$63.8 million | 5%

PILLAR 4
$103.5 million | 7%

BUDGET AND EXPENDITURE IN AFRICA | USD

OPERATION		PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 3 Reintegration projects	PILLAR 4 IDP projects	TOTAL
WEST AFRICA						
Burkina Faso	Budget	24,274,911	510,537	-	-	24,785,448
	Expenditure	16,555,959	327,405	-	-	16,883,364
Côte d'Ivoire	Budget	7,033,839	4,158,830	9,065,779	-	20,258,448
	Expenditure	5,023,923	1,913,883	3,902,461	-	10,840,267
Ghana	Budget	8,878,867	-	-	-	8,878,867
	Expenditure	5,392,500	-	-	-	5,392,500
Guinea	Budget	4,471,017	-	-	-	4,471,017
	Expenditure	2,102,967	-	-	-	2,102,967
Liberia	Budget	16,194,818	-	-	-	16,194,818
	Expenditure	9,818,855	-	-	-	9,818,855
Mali	Budget	13,625,052	956,948	25,280,187	1,145,345	41,007,532
	Expenditure	5,730,302	754,385	6,394,146	467,947	13,346,781
Niger	Budget	73,066,991	685,411		8,796,830	82,549,232
	Expenditure	28,969,805	340,865	-	6,980,126	36,290,796
Nigeria	Budget	5,942,897	-	30,235,482	43,588,668	79,767,048
	Expenditure	2,468,614	-	15,801,339	12,343,061	30,613,014
Senegal Regional Office[1]	Budget	29,209,452	2,107,714	-		31,317,166
	Expenditure	18,303,064	1,531,862	-		19,834,927
SUBTOTAL	**Budget**	182,697,844	8,419,440	64,581,448	53,530,843	**309,229,576**
	Expenditure	94,365,988	4,868,402	26,097,946	19,791,134	**145,123,470**
EAST AND HORN OF AFRICA						
Chad	Budget	161,304,068	991,739	-	2,850,000	165,145,807
	Expenditure	73,929,387	331,092	-	1,008,643	75,269,122
Djibouti	Budget	31,805,057	-	-	-	31,805,057
	Expenditure	12,071,265	-	-	-	12,071,265
Eritrea	Budget	3,899,094	-	-	-	3,899,094
	Expenditure	3,728,254	-	-	-	3,728,254
Ethiopia	Budget	330,548,039	-	-	-	330,548,039
	Expenditure	144,928,371	-	-	-	144,928,371
Ethiopia UNHCR Representation to the AU and ECA	Budget	2,205,453	-	-	-	2,205,453
	Expenditure	1,342,781	-	-	-	1,342,781
Kenya	Budget	229,378,159	910,184	-	-	230,288,343
	Expenditure	120,552,867	494,468	-	-	121,047,335
Kenya Regional Support Hub	Budget	7,017,371	-	-	-	7,017,371
	Expenditure	5,187,066	-	-	-	5,187,066
Somalia	Budget	55,025,162	-	23,493,230	39,561,426	118,079,819
	Expenditure	43,417,077	-	17,823,404	15,847,792	77,088,273
South Sudan	Budget	130,874,080	1,495,492	-	39,303,047	171,672,619
	Expenditure	105,186,688	838,054	-	25,870,226	131,894,967
Sudan	Budget	167,478,836	2,483,936	6,313,447	25,980,814	202,257,032
	Expenditure	83,952,941	984,643	-	5,125,096	90,062,679
Uganda	Budget	550,908,265	200,000	-	-	551,108,265
	Expenditure	204,671,490	17,628	-	-	204,689,118
Regional activities	Budget	2,963,520	-	-	-	2,963,520
	Expenditure	678,652	-	-	-	678,652
SUBTOTAL	**Budget**	1,673,407,105	6,081,350	29,806,677	107,695,287	**1,816,990,419**
	Expenditure	799,646,839	2,665,885	17,823,404	47,851,756	**867,987,884**

BUDGET AND EXPENDITURE IN AFRICA | USD

OPERATION		PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 3 Reintegration projects	PILLAR 4 IDP projects	TOTAL
CENTRAL AFRICA AND THE GREAT LAKES						
Burundi	Budget	29,424,410	7,075	-	4,384,051	33,815,536
	Expenditure	17,787,060	-	-	1,815,443	19,602,503
Cameroon	Budget	87,796,062	1,148,504	-	5,300,263	94,244,829
	Expenditure	46,556,430	310,502	-	1,554,161	48,421,093
Central African Republic	Budget	24,291,641	-	14,762,565	14,030,232	53,084,438
	Expenditure	14,648,089	-	7,620,080	10,864,000	33,132,170
Congo, Republic of the	Budget	26,232,864	-	-	2,409,803	28,642,667
	Expenditure	9,834,634	-	-	2,377,347	12,211,982
Democratic Republic of the Congo Regional Office[2]	Budget	136,711,626	1,948,898	29,873,246	65,779,128	234,312,899
	Expenditure	65,134,141	480,650	3,797,061	19,205,674	88,617,526
Rwanda	Budget	96,813,087	-	7,565,094	-	104,378,181
	Expenditure	38,241,652	-	3,893,375	-	42,135,027
United Republic of Tanzania	Budget	126,701,666	-	10,431,514	-	137,133,180
	Expenditure	61,884,182	-	4,582,549	-	66,466,731
SUBTOTAL	**Budget**	527,971,356	3,104,477	62,632,419	91,903,478	**685,611,730**
	Expenditure	254,086,189	791,153	19,893,064	35,816,625	**310,587,030**
SOUTHERN AFRICA						
Angola	Budget	36,642,183	-	-	-	36,642,183
	Expenditure	19,442,005	-	-	-	19,442,005
Botswana	Budget	3,076,320	-	-	-	3,076,320
	Expenditure	1,874,740	-	-	-	1,874,740
Malawi	Budget	18,118,080	-	-	-	18,118,080
	Expenditure	6,878,982	-	-	-	6,878,982
Mozambique	Budget	5,397,322	125,626	-	-	5,522,948
	Expenditure	3,237,076	16,892	-	-	3,253,968
South Africa Regional Office	Budget	24,518,777	922,109	-	-	25,440,886
	Expenditure	15,281,528	695,838	-	-	15,977,366
Zambia	Budget	13,609,910	-	-	-	13,609,910
	Expenditure	11,873,961	-	-	-	11,873,961
Zimbabwe	Budget	10,525,885	432,094	-	-	10,957,979
	Expenditure	6,838,357	236,206	-	-	7,074,563
SUBTOTAL	**Budget**	111,888,477	1,479,829	-	-	**113,368,306**
	Expenditure	65,426,650	948,936	-	-	**66,375,585**
TOTAL	**Budget**	2,495,964,781	19,085,097	157,020,545	253,129,608	**2,925,200,031**
	Expenditure	1,213,525,666	9,274,374	63,814,415	103,459,516	**1,390,073,970**

[1] Includes activities in Benin, Gambia, Guinea-Bissau, Senegal, Sierra Leone and Togo.
[2] Coordinates activities in Gabon and the DRC.

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VOLUNTARY CONTRIBUTIONS TO AFRICA I USD

DONOR	PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 3 Reintegration projects	PILLAR 4 IDP projects	ALL PILLARS	TOTAL
United States of America	130,466,544			8,007,000	469,833,788	608,307,332
Germany	27,727,694			1,693,647	66,041,090	95,462,432
European Union	54,675,106		2,536,137	5,784,887	12,538,090	75,534,220
Japan	32,516,831		9,472,709	3,727,504	1,210,175	46,927,218
United Kingdom	34,590,798				7,701,505	42,292,303
Central Emergency Response Fund	19,907,540		1,629,586	5,699,849		27,236,975
Canada					19,445,047	19,445,047
Norway	11,796,251				2,000,446	13,796,697
Private Donors in Qatar	12,807,861					12,807,861
Sweden	2,076,667			583,363	10,018,789	12,678,818
Private Donors in the Netherlands	12,423,173				118	12,423,292
France	5,924,066			300,000	4,560,261	10,784,326
Private Donors in Germany	396,801				10,185,955	10,582,756
Denmark	9,385,299	97,357			1,065,107	10,547,763
Private Donors in the United States of America	5,169,296			18,216	3,394,285	8,581,797
Republic of Korea	3,620,978				4,900,000	8,520,978
Netherlands	7,642,234					7,642,234
Private Donors in Japan	5,797,170		155,365	349,625	52,518	6,354,677
Belgium	2,522,397			3,691,003		6,213,400
Ireland	4,818,510				1,365,188	6,183,698
Switzerland	6,100,823		40,040			6,140,863
Finland					6,011,104	6,011,104
Australia	5,145,414					5,145,414
Italy	3,494,654	285,830	124,274		291,946	4,196,705
Country-based pooled funds	1,679,035			2,346,881		4,025,916
Private Donors in Spain	1,487,700				1,695,918	3,183,618
Austria	1,802,885			1,201,923		3,004,808
China	2,000,000			1,000,001		3,000,001
Private Donors in Australia	1,852,697				553,762	2,406,459
Saudi Arabia	2,404,000					2,404,000
Luxembourg				2,301,255		2,301,255
The Global Fund	2,090,890					2,090,890
United Arab Emirates	1,592,117					1,592,117
United Nations Development Programme	1,394,426					1,394,426
United Nations Children's Fund	1,245,475					1,245,475
Spain	832,115			239,637	171,801	1,243,553
United Nations Peacebuilding Fund	659,723	81,288	500,000			1,241,011
Private Donors in the United Arab Emirates	786,000			214,000	3,078	1,003,078
United Nations Programme on HIV/AIDS	944,000					944,000
Private Donors in Italy	553,249			534	320,119	873,902
Intergovernmental Authority on Development	846,997					846,997
One United Nations Fund					840,622	840,622
Private Donors in the United Kingdom	473,128				354,539	827,667
Private Donors Worldwide	37,143				494,664	531,807
Private Donors in Switzerland	111,463				406,046	517,508
Private Donors in Canada	375,003				63,516	438,519

VOLUNTARY CONTRIBUTIONS TO AFRICA I USD

DONOR	PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 3 Reintegration projects	PILLAR 4 IDP projects	ALL PILLARS	TOTAL
Private Donors in the Republic of Korea	376,633				30,590	407,223
United Nations Department of Economic and Social Affairs	369,392					369,392
UN Fund for Darfur				242,761		242,761
African Union	200,000					200,000
South Africa					147,382	147,382
World Food Programme	142,640					142,640
Private Donors in Sweden	548				124,523	125,071
United Nations Human Settlements Programme				115,000		115,000
Private Donors in Thailand					90,664	90,664
Nigeria					63,735	63,735
Portugal	58,962					58,962
United Nations Population Fund	49,491					49,491
Private Donors in France					47,959	47,959
Private Donors in China					42,003	42,003
Holy See	10,000				10,000	20,000
Botswana					18,961	18,961
Private Donors in Nigeria					17,270	17,270
Private Donors in Kuwait	14,901					14,901
Private Donors in Ghana	2,105				10,000	12,105
Private Donors in Uganda					5,370	5,370
Private Donors in Rwanda	1,000					1,000
Private Donors in Austria	107				770	877
Private Donors in Brazil					126	126
Private Donors in Ireland					120	120
TOTAL	**423,399,929**	**464,475**	**14,458,111**	**35,215,830**	**628,430,204**	**1,101,968,549**

Note: Contributions include 7 per cent programme support costs, and exclude $33.4 million for implementation in 2018.

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The Americas

FOREWORD

For the Americas, 2017 was a year of great concern. In Colombia, despite the implementation of the peace agreement, numerous community leaders were reportedly murdered, there was new displacement, both internal and external, and child recruitment by armed groups and gender-based violence continued along the Pacific Coast and in border areas. Around 1.5 million Venezuelans left their country, and hundreds of thousands remained in an irregular situation, making them particularly vulnerable to exploitation, trafficking, violence, forced recruitment, sexual abuse, discrimination and xenophobia. Asylum applications from the North of Central America increased due to violence and insecurity caused by gangs and drug cartels, which particularly affected children and families. Though the response from host countries to mixed flows has been generous, national capacities throughout the Americas region were overstretched. UNHCR continued supporting governments in their response, but needs were higher than the Office's capacity to respond.

However, 2017 was also a year of hope, solidarity and a renewed commitment from countries in the region to improving the lives of refugees, asylum-seekers, IDPs and the stateless. It was the third year of implementation of the Brazil Declaration and Plan of Action and, as a result, 35 States and territories participated in national and regional consultations to evaluate their progress. The talks culminated in the 100 Points of Brasilia—a regional compilation of best practices for supporting people of concern—which constituted the contribution from Latin America and the Caribbean to the development and implementation of the global compact on refugees.

Two Warao indigenous girls from Venezuela play in the Boa Vista shelter, in northern Brazil, where UNHCR has complemented government efforts to provide immediate assistance to the most vulnerable.

© UNHCR/Reynesson Damasceno

Equally inspiring was the way the Americas pioneered the regional application of Annex 1 of the New York Declaration for Refugees and Migrants—the Comprehensive Refugee Response Framework (CRRF). In October 2017, Belize, Costa Rica, Guatemala, Honduras, Mexico and Panama agreed to its regional application, the Comprehensive Regional Protection and Solutions Framework, known as MIRPS (*Marco Integral Regional para la Protección y Soluciones)*. In line with this framework, these countries committed to strengthening their protection responses and intensifying their search for solutions for people fleeing violence in the North of Central America. The MIRPS places emphasis on a comprehensive regional approach that includes countries of origin, transit and asylum. It aims to mitigate and address the root causes of displacement, minimize the suffering and exploitation of those fleeing, provide access to effective asylum procedures, and promote safe, dignified and sustainable solutions. While Central American countries demonstrated exemplary ownership of the process in 2017, their protection mechanisms and social services remained increasingly overstretched.

International support continued to be needed to complement their efforts and achieve the desired impact of this new framework.

The Americas continued to be a worldwide leader in solutions. In 2017, the region received more than 50,000 refugees resettled mostly in Canada and the United States of America. Meanwhile, Argentina, Brazil and Chile designed and implemented resettlement and community-based sponsorship programmes. Local integration was boosted with the adoption of public policies at the national and local level that facilitated the inclusion of refugees and stateless persons (see the chapter on *Building better futures*).

The continent also made strides towards eradicating statelessness. The Parliaments of Chile and Haiti began accession to the 1954 and 1961 UN Statelessness Conventions, while Brazil, Colombia, Costa Rica, Cuba and Ecuador adopted legal measures to prevent statelessness, facilitate the naturalization of stateless persons, or establish statelessness determination procedures.

Renata Dubini
Director of UNHCR's Regional Bureau for the Americas

9.9 MILLION
PEOPLE OF CONCERN IN THE AMERICAS

14% OF THE GLOBAL POPULATION OF CONCERN

- **REFUGEES** 644,000 | 6%
- **ASLYLUM-SEEKERS** 879,000 | 9%
- **STATELESS PERSONS** 6,500
- **RETURNEES** (Refugees and IDPs) 200
- **IDPs** 7.9 MILLION | 80%
- **OTHERS OF CONCERN** 464,000 | 5%

AGE AND GENDER BREAKDOWN
REFUGEES AND ASYLUM-SEEKERS

60+
18-59
12-17
5-11
0-4
UNDER 18 **18%**

NORTH OF CENTRAL AMERICA SITUATION
294,000
REFUGEES and asylum-seekers were displaced from the North of Central America

130,500
NEW ASYLUM APPLICATIONS were lodged in 2017 alone

VENEZUELA SITUATION*
1.5 million
VENEZUELANS moved to neighbouring countries and beyond since 2014

142,600
VENEZUELANS lodged asylum claims since 2014

444,000
VENEZUELANS have accessed alternative legal forms of stay

COLOMBIA SITUATION
7.7 million
IDPs by year's end

75,100
IDPs in 2017 alone

23%
INCREASE IN ASYLUM CLAIMS lodged by Colombians in Ecuador compared to 2016

MEXICO
BELIZE
GUATEMALA
EL SALVADOR
HONDURAS
NICARAGUA
COSTA RICA
PANAMA
TRINIDAD AND TOBAGO
VENEZUELA
COLOMBIA
ECUADOR
BRAZIL
BOLIVIA

131 PARTNERS IN THE AMERICAS

- **115** NATIONAL NGO PARTNERS
- **11** INTERNATIONAL NGO PARTNERS
- **2** GOVERNMENT PARTNERS
- **3** UN AGENCIES/OTHER PARTNERS

481 STAFF IN THE AMERICAS

43% MALE → **57**% FEMALE

51 LOCATIONS → **1%**% BASED IN HARDSHIP LOCATIONS

SITUATIONS

< 1.5 million People of concern

1.5 > 3 million People of concern

> 3 million People of concern

CRRF Countries

* New Emergencies

MAJOR SITUATIONS

Colombia situation

The first year of implementation of Colombia's peace agreement with the Revolutionary Armed Forces of Colombia (FARC) was challenging. Communities in several regions continued to be affected by the presence of armed groups. The demobilization of FARC left a power vacuum in areas that then became disputed by armed actors and other dissidents. Uncertainty increased in an environment where State presence in many of the most affected regions remained weak, particularly along the Pacific Coast and in border areas. By year's end, there were 7.7 million IDPs in Colombia. More than 75,100 people were internally displaced in 2017 alone, and 78 leaders and members of social organizations were killed. Furthermore, there was a 23 per cent increase compared to 2016 in the number of asylum claims lodged by Colombian nationals in Ecuador. This trend is expected to continue into the future.

Cash for multi-purpose protection interventions

Cash-based intervention (CBI) programmes were successful in helping around 25,000 asylum-seekers and refugees living in extreme poverty and at heightened risk in Central America, Colombia, Costa Rica, Ecuador, Haiti and Mexico. Brazil and Colombia provided cash assistance to more than 400 Venezuelan households to cover their basic needs. UNHCR gave cash grants to some Colombians in the Bolivarian Republic of Venezuela who intended to return to their country of origin.

CBIs work towards the integration of people of concern in the social protection assistance mechanisms of countries, thereby helping ensure sustainability. More than 1,700 refugees received cash assistance in Argentina and Costa Rica in 2017 to help them start a business or another livelihood activity. UNHCR also assisted people of concern in Ecuador and the Bolivarian Republic of Venezuela to access banking services.

© UNHCR/Santiago Escobar Jaramillo

Visit to Venezuelan asylum-seekers family, assisted by UNHCR.

In November 2017, Ecuador's civil registry initiated a process to issue identity documents to recognized refugees. This process followed the adoption in Ecuador of a law on Human Mobility which, amongst other things, was designed to better regulate the documentation of people on the move. Under this new approach, identity cards with a two-year validity were issued to refugees. These cards are similar to the personal documents provided to national citizens and foreigners residing in the country, and improve the legal status of refugees and their access to public programmes and services.

North of Central America situation

The rise in asylum claims from the North of Central America (NCA) continued in 2017, with more than 130,500 new asylum applications. The number of asylum-seekers and refugees from the NCA reached more than 294,000 as of the end of 2017, an increase of 58 per cent from a year earlier. This is sixteen times more people than at the end of 2011. UNHCR worked with governments to help ensure people in need of protection could access territory and asylum procedures.

The Office advocated for providing immediate humanitarian assistance and securing solutions to people with urgent protection needs. These solutions included resettlement, humanitarian evacuation through the protection transfer arrangement (PTA) and relocation.

The PTA: an innovative lifesaving mechanism for people at heightened risk

The PTA is an innovative lifesaving evacuation mechanism for people exposed to extreme risks in the NCA. It provides them with safe and legal access to a durable solution in a resettlement country, via a country of transit. The programme is coordinated by UNHCR, IOM, Costa Rica as the transit country for the pilot, the governments of the countries of origin, and participating resettlement countries. More than 1,400 people were eligible for the PTA in 2017, and almost 500 were referred to the authorities of Australia, Canada and the United States of America.

Regional developments, coupled with greater migratory controls and checkpoints on the southern Mexican border, changed displacement patterns and resulted in a growing proportion of asylum claims lodged in countries such as Costa Rica, Guatemala and Mexico during 2017. Mexican authorities estimate that, in 2017, some 500,000 people entered Mexico from Guatemala. UNHCR and partners identified and assisted more than 23,000 people in transit in the NCA who had international protection needs.

Internal displacement caused by violence was widespread in the NCA. Data on IDPs and victims of violence is fragmented, except in Honduras where a 2014 profiling exercise in 20 urban municipalities estimated the presence of 174,000 IDPs in the country. According to the results of a profiling study conducted by El Salvador's Minister of Justice and Public Security with UNHCR's support, around 71,500 people were forced to change their residence in the country between 2006 and 2016 because of violence.

Against this backdrop, UNHCR organized protection dialogues with various stakeholders from El Salvador, Guatemala, Honduras, Mexico and the United States of America—including governments and civil society actors. At these protection dialogues, a range of issues were discussed, including the challenges associated with protecting people uprooted by violence and insecurity. Broad consensus was reached during meetings that an effective international protection and sustainable solutions remain contingent on political will, institutional capacity and regional cooperation in countries of origin, transit and asylum.

In line with Chapter Four of the Brazil Plan of Action, which calls for solidarity with the North of Central America and as a demonstration of sub-regional political will, six States in the region—Belize, Costa Rica, Guatemala, Honduras, Mexico and Panama—adopted the San Pedro Sula Declaration in October 2017, which prompted the launch of the regional CRRF for Central America and Mexico, known as MIRPS. Under the MIRPS, States committed to strengthening protection and expanding solutions for people of concern in the region and working together to enhance regional cooperation and responsibility-sharing mechanisms.

The MIRPS includes national action plans developed through government-led consultations with stakeholders, as part of a "whole-of-society" approach. Relevant stakeholders included in this consultation process were people of concern to UNHCR, UNCTs, and representatives of civil society, the private sector and academia. In addition to the six MIRPS countries, a

500,000
people entered Mexico from Guatemala in 2017.

further ten cooperating States and entities committed to actively support the MIRPS, including by identifying specific areas they will support through financial assistance and technical cooperation. Furthermore, in line with the spirit of the Brazil Plan of Action, the participation of four States from South America in support of the MIRPS was a strong example of South–South cooperation. By the end of 2017, MIRPS countries were striving to implement more than 180 commitments outlined in

three-year national and regional action plans to address the situation in countries of origin, transit and asylum or destination. For instance, as a direct result of the MIRPS, Belize and Panama proposed actions to include refugees in national education services; Mexico took steps to guarantee the access of refugees to livelihood training, employment programmes and financial services; and Guatemala was providing refugees with access to job support services (see the chapter on *Building better futures*).

Goodwill Ambassador support for the "Children on the Run" campaign

"Children on the Run" is a UNHCR Private Sector Partnerships (PSP) campaign focused on the Americas that aims to raise funds for people fleeing from Central America and awareness of the NCA situation. Several PSP markets, including Brazil, Canada, Mexico, and National Partners such as *España con ACNUR* and USA for UNHCR, raised around $3 million in 2017 for those affected by violence in the NCA.

The campaign was launched in Mexico by actor Diego Luna, and was amplified far and wide in 2017 by a range of high profile voices, including Mexican singer and songwriter, Natalia Lafourcade, and the Puerto Rican rap artist, Residente. Vlogger Rosianna Halse Rojas travelled to Colombia with UNHCR as part of the YouTube Creators for Change programme. She led workshops aimed at empowering young women affected by conflict to film and produce videos.

Renowned actor Diego Luna speaks at the launch of the Children on the Run campaign in Mexico City.

© UNHCR/Arturo Almenar

Venezuela situation

In the past few years, the deteriorating socioeconomic and political situation in the Bolivarian Republic of Venezuela has caused around 1.5 million Venezuelans to move to neighbouring countries and beyond. Their primary destinations were Brazil, Colombia, Costa Rica, Mexico, Peru, Spain and the United States of America.

According to figures provided by host governments, more than 142,600 Venezuelans lodged asylum claims since the beginning of 2014. Around half of these were in 2017. Another 444,000 Venezuelans accessed alternative legal forms of stay under national or regional frameworks, including in Argentina, Brazil, Chile, Colombia, Ecuador, Peru and Uruguay. However, the vast majority continued to find themselves in an irregular situation. Without documentation or permission to remain, this group is at a higher risk of violence, exploitation, sexual abuse and trafficking.

Host communities receiving Venezuelans were also under increasing strain, as they sought to extend assistance and services to those arriving.

UNHCR worked with governments and other partners across the continent to establish a coordinated and comprehensive response to the Venezuela situation. Assessments, profiling and protection monitoring enabled better understanding of the humanitarian and international protection needs of Venezuelans exiting

their country. UNHCR also scaled up its presence in border areas and worked to strengthen asylum and registration systems throughout the region. In addition, the Office continued to be engaged in community-based protection approaches and provision of assistance to the most vulnerable. Finally, with the support of authorities, partners and host communities, awareness and solidarity campaigns were rolled out to combat discrimination and xenophobia.

Women and children share a meal at former refugee Angelica Lamos's home in Cúcuta, Colombia.

© UNHCR/Paul Smith

Grateful Colombian refugee opens home to Venezuelans in need

"It's time to give something back," says Angelica Lamos Ballesteros, from her home in the dusty hilltop suburb of Cúcuta, Colombia. The 51-year-old was forced to leave her home in Colombia's mountainous Norte de Santander by gun-toting guerrillas. She now lives just west of the Táchira River, which borders the Bolivarian Republic of Venezuela and has opened her home to Venezuelans in their hour of need.

"People arrive here with nothing," she says.

ACHIEVEMENTS AND IMPACT

Across the Americas, countries demonstrated their commitment to improving the lives of people of concern, including by enhancing asylum systems, seeking solutions, adopting inclusive public policies, taking steps towards the eradication of statelessness and protecting children and survivors of sexual and gender-based violence (SGBV).

Building a harmonized asylum system

Ecuador became the tenth country in the region to join the quality assurance initiative (QAI), together with Argentina, the

Plurinational State of Bolivia, Brazil, Chile, Costa Rica, Mexico, Panama, Peru and Trinidad and Tobago. UNHCR continued offering capacity-building support and technical advice within the QAI framework.

In May 2017, to enhance access to refugee status determination (RSD) procedures, UNHCR, the Inter-American Institute of Human Rights, and 40 civil society organizations launched the Americas Network for Refugee Legal Aid. The network researches refugee protection standards, supports legal counselling and representation for an increasing number of people in need of international protection, and trains refugee lawyers and practitioners.

In 2017, several countries adopted legal measures to strengthen access to asylum. Brazil introduced new registration forms that better capture data on asylum-seekers and their vulnerabilities in order to prioritize cases. The country also developed a protocol for unaccompanied children. Ecuador enacted provisions to issue renewable, 90-day humanitarian visas to asylum-seekers, ensuring protection throughout the asylum procedure. Mexico issued a manual with state-of-the-art eligibility procedures and was considering adopting a protocol to accelerate the processing of cases involving vulnerable people. Since Costa Rica implemented the QAI, asylum claims have been registered at migration border posts, ensuring efficient access to RSD procedures. Despite having no asylum legislation, the Bahamas adopted standard operating procedures to respond to asylum claims, while Trinidad and Tobago continued its transition towards assuming full responsibilities to process RSD.

Best interest procedures and national protocols were developed in several countries to ensure children's access to asylum, family reunification and alternative care. These countries included Argentina, Brazil, Chile, El Salvador, Guatemala and Panama.

Progressing towards comprehensive solutions

In 2017, around 25,000 refugees were resettled in the United States of America, while Canada received nearly 27,000 refugees—approximately two-thirds of whom were privately sponsored—surpassing its target of 25,000 refugees.

By participating in the IOM and UNHCR emergency resettlement country mechanism, Argentina, Brazil and Chile advanced the design and implementation of their resettlement and community-based sponsorship programmes in 2017 (see the chapter on *Building better futures*).

© UNHCR/Jack Aldenwicke

Majd and Lana embrace outside the entrance to their new apartment block in San Luis, central Argentina.

Escaping war at home, Syrian couple start over in Argentina

"It already feels like home," grins Lana. "In Argentina we have learnt how to be human again," adds Majd.

The couple had little choice but to flee Syria.

In Ecuador, UNHCR continued implementing the graduation approach, which has enabled more than 1,800 families to move towards self-reliance. Costa Rica continued to integrate refugees through initiatives jointly developed with the public and private sectors, such as the living integration project—a corporate social responsibility scheme promoting refugees' access to the labour market. Mexico continued to implement a relocation scheme to transfer refugees from the country's economically-depressed southern States to industrial corridor States, matching them with job opportunities.

Support for public policies promoting the inclusion of refugees and stateless persons was best showcased by the Cities of Solidarity Initiative, which saw many local governments in the region directly engage in solutions and the socioeconomic and cultural inclusion of refugees. Cities like Buenos Aires, Mexico City, Quito and São Paulo were among those making significant progress in integrating refugees in their public policies.

In Ecuador, the graduation approach has enabled more than **1,800** families to move towards self-reliance.

© UNHCR/Chile's Syrian Refugees Resettlement Programme

Resettled Syrian families arrive at the international airport in Chile's capital, Santiago.

Innovation for integration

In Costa Rica, the living integration quality seal is awarded to local authorities, academia, public and private sectors, as well as civil society, for making a substantial contribution to the local integration of people of concern. The Costa Rican government declared this initiative of national interest through a Presidential Decree.

Argentina, Brazil and Chile progressed in the design and implementation of their resettlement and community-based sponsorship programmes with support from the emerging resettlement countries' joint support mechanism. Argentina set up an innovative private and community sponsorship model, which allowed private and public entities to sponsor the integration of resettled refugees. Throughout 2017, UNHCR coordinated with IOM and other stakeholders to strengthen the capacity of those working in areas of reception and integration. UNHCR forged new partnerships with the private sector and education institutions.

Ending statelessness

In 2017, Chile's parliament approved accession to the 1954 and 1961 Conventions on statelessness, Haiti was preparing for accession to both conventions, and Costa Rica enacted regulations on statelessness determination procedures. However, some countries were yet to accede to the UN Statelessness Conventions, particularly in the Caribbean region.

In Cuba, residency is no longer required for the acquisition of nationality, effective from January 2018. A new decree established a non-automatic mode of nationality acquisition, which involved submitting an application abroad or in the country and defined criteria for its rejection.

In the Dominican Republic, essential steps have been taken since the adoption of Law 169-14 in May 2014, which sets out procedural avenues for those born in the country to two migrant parents who needed to regularize their civil documentation.

By the end of 2017, around 20,000 people successfully availed themselves of this procedure. UNHCR is working with the authorities and other actors to determine the size of the population still in need of documentation.

In Colombia, the national registry office has regulated the application of the Colombian nationality law and placed it in accordance with the 1961 Convention on the reduction of statelessness. Thus, a new procedure will be implemented by the civil registry to ensure no child born in the country to foreign parents with an irregular migratory status is stateless. Ecuador passed a decree regulating the new Organic Law on Human Mobility, establishing a statelessness determination procedure. Brazil issued a regulation that provides some protection for non-refugee stateless persons, as foreseen in its 2017 Migration Law, thereby advancing the agenda of statelessness identification, protection and reduction.

In Colombia, a new procedure will ensure no child born in the country to foreign parents with an irregular migratory status is stateless.

Sexual and gender-based violence

The Regional Safe Spaces Network improves the disclosure and identification of SGBV, and response to it, by providing a minimum service package through multi-country cooperation.

Colombia, Costa Rica, Guatemala, Mexico and the Bolivarian Republic of Venezuela have joined the initiative, which was established in cooperation with civil society actors and community volunteers. The Network offers information to survivors of SGBV and children at risk and facilitates access to specialized and multi-sectoral services along the displacement cycle, and across countries.

UNHCR has also prioritized the protection of people of concern from sexual exploitation and abuse through the reinforcement of complaint mechanisms, taking into account age, gender and diversity.

Strengthening regional cooperation

In the spirit of regional cooperation, Canada, Mexico and the United States of America engaged in capacity-building projects to strengthen the region's asylum systems.

In November 2017, UNHCR signed a memorandum of understanding with MERCOSUR (*Mercado Común del Sur*) to promote international refugee law, adherence with international protection instruments, regional cooperation, responsibility-sharing mechanisms, and joint activities to protect refugees, IDPs and the stateless.

The second meeting of the Caribbean Migration Consultations was held in the Bahamas in December 2017. At the meeting, States defined key priorities to better promote refugee protection, as well as discussed the application of a rights-based approach to the management of mixed movements.

UNHCR also signed a regional cooperation agreement with the Organization of Ibero-American States for Education, Science and Culture. Under the terms of the agreement, organizations will work together to facilitate access to education for asylum-seekers, refugees, IDPs and stateless persons in the Americas.

CONSTRAINTS

The movement of large numbers of Venezuelans in the region, as well as the hardships and risks that many of these people endure, are of particular concern. While States' response to the situation has been generous, as the year progressed some were reaching saturation point and began to institute restrictive measures. Asylum systems were overstretched, resulting in increased delays and backlogs. The Southern Caribbean region is particularly vulnerable to significant Venezuelan arrivals. The mixed nature of those arriving poses challenges in terms of the adequate identification of those with international protection needs.

While UNHCR has expanded its presence by strengthening its protection networks, humanitarian access to certain violent urban neighbourhoods, cities or provinces controlled by armed groups in El Salvador and Honduras remained challenging. The Office maintained frequent and active communication with local communities and implementing partners to evaluate and mitigate security risks.

FINANCIAL INFORMATION

Budget

- ExCom revised budget: $145.6 million.

- Final budget: $151.4 million.

- Budget increase: $5.7 million / +4% to bolster UNHCR's presence and monitoring capacity in border areas, where people from the Bolivarian Republic of Venezuela were increasingly arriving, and to respond to the growing needs in the North of Central America.

Expenditure

SOURCE OF EXPENDITURE		USD | thousands	As % of expenditure within the region	As % of global expenditure by source of funding
Carry-over from prior years	Earmarked	310	0.4%	0%
	Unearmarked	-	-	-
Voluntary contributions	Earmarked	11,666	13.6%	1%
	Softly earmarked	26,042	30.3%	4%
	Unearmarked	46,341	53.9%	12%
	In-kind	442	0.5%	1%
Programme support costs	-	-	-	-
Other income	-	1,236	1.4%	1%
TOTAL		**86,037**	**100%**	**2%**

- Funding gap: 43%.

- Flexible funding was critical for the Americas accounting for the 84% of regional expenditure: 54% was unearmarked and 30% was softly earmarked.

- The 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 funding shortfall meant there was a lack of local integration alternatives and livelihood support was restricted.

- Limited implementation of cash-based and community-based interventions directly affected the welfare of people of concern. There were insufficient solutions for those facing limited resettlement places, and UNHCR's capacity to help efficiently coordinate and build protection and integration networks was hampered.
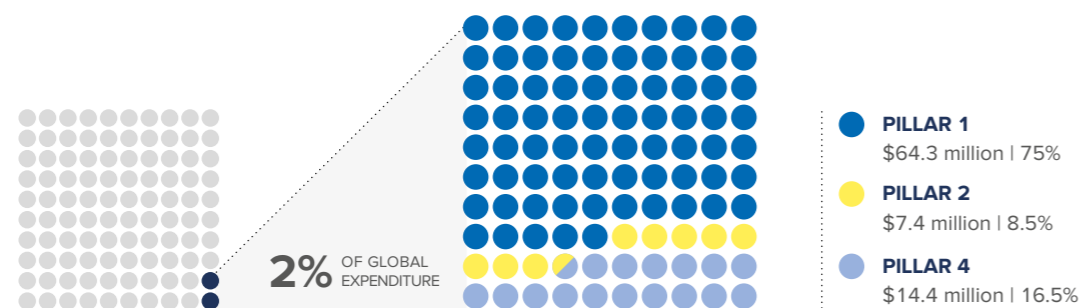
BUDGET AND EXPENDITURE IN THE AMERICAS | USD

		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	
OPERATION		Refugee programme	Stateless programme	Reintegration projects	IDP projects	**TOTAL**
NORTH AMERICA AND THE CARIBBEAN						
Canada	Budget	1,575,006	165,235	-	-	**1,740,241**
	Expenditure	1,497,721	118,728	-	-	**1,616,449**
United States of America Regional Office[1]	Budget	16,054,750	11,994,320	-	-	**28,049,070**
	Expenditure	7,797,434	6,087,065	-	-	**13,884,499**
SUBTOTAL	Budget	17,629,756	12,159,555	-	-	**29,789,311**
	Expenditure	9,295,155	6,205,793	-	-	**15,500,948**
LATIN AMERICA						
Argentina Regional Office[2]	Budget	5,856,262	215,073	-	-	**6,071,336**
	Expenditure	4,308,905	207,270	-	-	**4,516,175**
Brazil	Budget	5,670,375	189,875	-	-	**5,860,249**
	Expenditure	4,338,126	133,903	-	-	**4,472,029**
Colombia	Budget	2,234,602	-	-	26,868,265	**29,102,868**
	Expenditure	1,976,883	-	-	14,363,253	**16,340,136**
Costa Rica	Budget	6,054,072	409,983	-	-	**6,464,055**
	Expenditure	4,004,841	335,081	-	-	**4,339,921**
Regional Legal Unit Costa Rica	Budget	3,157,492	912,506	-	-	**4,069,998**
	Expenditure	1,797,076	471,728	-	-	**2,268,804**
Ecuador	Budget	18,807,945	-	-	3,000,000	**21,807,945**
	Expenditure	11,332,827	-	-	-	**11,332,827**
Mexico	Budget	14,732,287	-	-	-	**14,732,287**
	Expenditure	9,617,442	-	-	-	**9,617,442**
Panama Regional Office[3]	Budget	22,672,194	-	-	-	**22,672,194**
	Expenditure	12,700,587	-	-	-	**12,700,587**
Venezuela	Budget	8,667,207	-	-	-	**8,667,207**
	Expenditure	4,074,329	-	-	-	**4,074,329**
Regional activities[4]	Budget	2,149,340	-	-	-	**2,149,340**
	Expenditure	874,041	-	-	-	**874,041**
SUBTOTAL	Budget	90,001,777	1,727,437	-	29,868,265	**121,597,480**
	Expenditure	55,025,058	1,147,981	-	14,363,253	**70,536,292**
TOTAL	**Budget**	**107,631,533**	**13,886,992**		**29,868,265**	**151,386,791**
	Expenditure	**64,320,212**	**7,353,774**		**14,363,253**	**86,037,240**

[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, Nicaragua, and the Regional Legal Unit.
[4] Regional activities cover the entire Americas region.

2017 EXPENDITURE IN THE AMERICAS | USD

$86 million

2% OF GLOBAL EXPENDITURE

● **PILLAR 1**
$64.3 million | 75%

● **PILLAR 2**
$7.4 million | 8.5%

● **PILLAR 4**
$14.4 million | 16.5%

VOLUNTARY CONTRIBUTIONS TO THE AMERICAS | USD

	PILLAR 1	PILLAR 2	PILLAR 4		
DONOR	Refugee programme	Stateless programme	IDP projects	ALL PILLARS	TOTAL
United States of America	4,386,138			23,300,000	27,686,138
European Union	1,040,664	1,506,881	213,447		2,760,993
Canada	1,005,061			1,486,989	2,492,050
Private Donors in Spain				1,590,248	1,590,248
International Organization for Migration	767,015	689,792			1,456,807
Spain	727,258		559,910		1,287,168
Denmark	760,000				760,000
Private Donors in Germany				710,900	710,900
Switzerland			690,335		690,335
Brazil				662,778	662,778
Private Donors in Mexico	546,148				546,148
Private Donors in Switzerland	297,950		140,000		437,950
Private Donors in Canada				343,377	343,377
Private Donors in Brazil				327,418	327,418
UN Peacebuilding Fund	162,500				162,500
Argentina				113,900	113,900
UN Programme on HIV/AIDS	112,420				112,420
World Food Programme	100,000				100,000
Private Donors in Italy	188		54,289	21	54,499
Germany				35,548	35,548
Private Donors in Japan			32,250		32,250
Private Donors in the Netherlands				26,681	26,681
Private Donors in the United States of America				14,316	14,316
Private Donors in Colombia			3,420		3,420
Private Donors Worldwide	248			2,962	3,210
TOTAL	**9,905,590**	**2,196,673**	**1,693,652**	**28,615,140**	**42,411,055**

Note: Contributions include 7 per cent programme support costs.

EXPENDITURE IN THE AMERICAS 2013-2017 | USD

■ Pillar 1
■ Pillar 2
■ Pillar 3
■ Pillar 4

A Rohingya father carries his children in a basket as he wades through water crossing the border from Myanmar into Bangladesh near the village of Anzuman Para in Palong Khali, October 2017.

© UNHCR/Roger Arnold
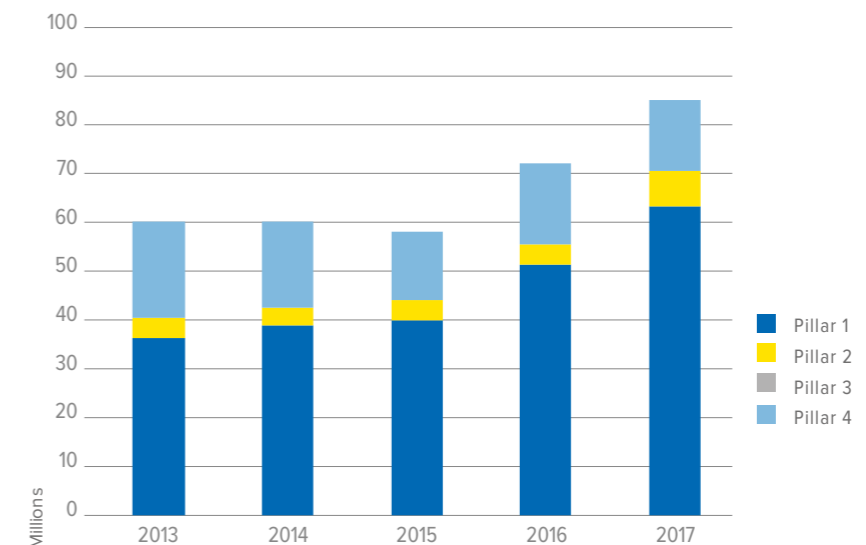
Asia and the Pacific

FOREWORD

In 2017, Asia and the Pacific was home to more than 60 per cent of the world's population. With some 4.4 billion people, the region is an engine for global development, characterized by economic growth, rising living standards, and people on the move seeking new opportunities.

However, in 2017, millions of people were not following this upward trajectory. The region hosted 9.5 million people of concern to UNHCR, including 4.2 million refugees, 2.7 million IDPs, and an estimated 2.2 million stateless persons. Of the total population of concern to UNHCR, half were children; more than half were women and girls; and many had no nationality, documentation or place to call home.

The long-standing tradition of hospitality towards many displaced people remained strong across the region. This was demonstrated by the remarkable response of Bangladesh, which kept its borders open to nearly 655,000 stateless refugees fleeing violence in Myanmar.

The influx dramatically altered the operational context for UNHCR in Bangladesh. As a result of the urgent humanitarian needs, UNHCR ramped up its capacity in support of refugees, the Government and local communities generously hosting them. The solutions to this crisis lie in Myanmar, and it is there that the search must start for them. The efforts needed to enable the voluntary and sustainable repatriation of refugees failed to materialize in 2017, and they must begin with humanitarian access for UNHCR. Preserving the right of return, however, remained a central priority for UNHCR and the Office welcomed the commitments made by Bangladesh and Myanmar on dignified, safe, and voluntary repatriation in 2017.

Across the region, statelessness remained a significant challenge in 2017. An estimated 2.2 million people had no nationality in the region, more than anywhere else in the world. UNHCR's campaign to end statelessness by 2024 remains a historic opportunity. The region made modest progress with addressing statelessness in 2017, with more than 25,000 people in the region acquiring a nationality, including in the Philippines, Thailand and Turkmenistan.

Lasting solutions to the protracted Afghan refugee situation—one of the largest in the world—remained contingent on developments inside Afghanistan. More than 10,000 innocent civilians either lost their lives or were injured in 2017 due to ongoing violence and there was an increase in the number of casualties from suicide and complex attacks, including on humanitarian workers. As a result of this violence, 1.8 million people in Afghanistan were internally displaced as of the end of 2017. Another 2.6 million Afghans remained refugees. The majority of the Afghan refugee population remained generously hosted by the Islamic Republics of Iran and Pakistan. With UNHCR support, these nations continued to provide refugees with a chance at a decent life.

The Solutions Strategy for Afghan Refugees (SSAR) remained a vital regional platform for solutions in 2017. Since its adoption in 2012, it has continued to pave the way for the UNHCR-assisted voluntary repatriation of more than 660,000 Afghan refugees. In 2017, some 58,800 refugees, mostly from Pakistan, chose to return home. Despite a decrease from the year before, this was still globally the third largest number of voluntary returns from one country in that period.

In 2017, UNHCR continued to provide assistance and protection for people of concern, finding solutions for them and strengthening partnerships with a wide array of actors—including development partners, the private sector and with States and regional bodies. The Office was thankful to the international community for its political and financial support to UNHCR's work in 2017. As the world continued to face a range of pressing international challenges, the Office appealed for continued robust solidarity and support for refugee, stateless and displaced populations in the region.

Indrika Ratwatte
Director of UNHCR's Regional Bureau for Asia and the Pacific

9.5 MILLION
PEOPLE OF CONCERN IN ASIA AND THE PACIFIC

13% OF THE GLOBAL POPULATION OF CONCERN

AGE AND GENDER BREAKDOWN
REFUGEES AND ASYLUM-SEEKERS

- REFUGEES **4.2 MILLION** | 44%
- ASLYLUM-SEEKERS **160,000** | 2%
- STATELESS PERSONS* **2.2 million** | 23%
- RETURNEES (Refugees and IDPs) **696,000** | 7%
- IDPs **2.7 MILLION** | 29%
- OTHERS OF CONCERN **529,000** | 6%

60+
18-59
12-17
5-11
0-4
UNDER 18 **50%**

25%
15%
5%
50%
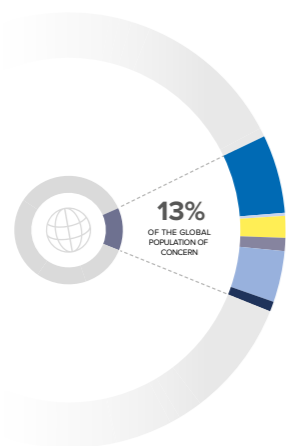
* The stateless population includes 932,000 Myanmar refugees in Bangladesh and 126,000 stateless IDPs in Myanmar who are counted in refugee and IDP populations.
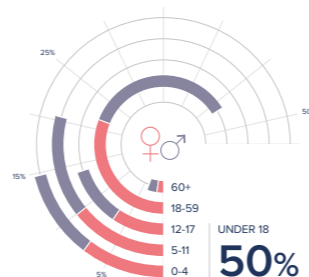
AFGHANISTAN SITUATION

1.4 million REFUGEES sought protection in Pakistan

950,000 REFUGEES sought protection in the Islamic Republic of Iran

1.8 million IDPs by year's end

MYANMAR SITUATION

932,200 REFUGEES sought protection in Bangladesh by year's end

655,000 REFUGEES fled to Bangladesh in 2017 alone

55% were under 18 years

52% were female

AFGHANISTAN

BANGLADESH*
MYANMAR

168 PARTNERS IN ASIA AND THE PACIFIC

115 NATIONAL NGO PARTNERS
29 INTERNATIONAL NGO PARTNERS
22 GOVERNMENT PARTNERS
2 UN AGENCIES/OTHER PARTNERS

1,254 STAFF IN ASIA AND THE PACIFIC

63% MALE
37% FEMALE

66 LOCATIONS
51% % BASED IN HARDSHIP LOCATIONS

SITUATIONS

< 1.5 million People of concern

> 3 million People of concern

* *New Emergencies*

MAJOR SITUATIONS

Afghan refugees in South-West Asia
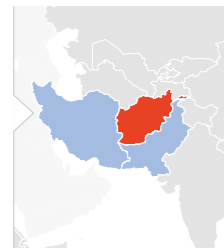
In Afghanistan, violence and insecurity triggered new forced displacement, making sustainable returns and reintegration more challenging. Conflict displaced more than 470,000 people in Afghanistan in 2017, affecting 31 out of 34 provinces. As at the end of 2017, nearly all Afghan refugees (96 per cent) lived in the neighbouring countries of the Islamic Republics of Iran and Pakistan.

Pakistan hosted 1.4 million Afghan refugees, making it the largest such host country worldwide. To meet the significant needs of this group, the Government of Pakistan, with assistance from UNHCR, has been implementing the Refugee Affected and Hosting Areas initiative to support host communities. In 2017, this initiative benefited more than 500,000 people—31 per cent of whom were Afghan refugees—focusing on youth empowerment through education, skills training and livelihood support.

With 950,000 Afghan refugees and almost 30,000 refugees from Iraq, the Islamic Republic of Iran was the second largest host country worldwide of Afghan refugees. In 2017, the Islamic Republic of Iran expanded refugee access to healthcare through its universal public health insurance scheme, giving 125,000 refugees access to the same level of services as Iranian nationals. There were also positive developments on the education front in the Islamic Republic of Iran in 2017. More than 420,000 Afghan and Iraqi refugee children were enrolled in primary and secondary school during the 2016–2017 academic year.

420,00
Afghan and Iraqi refugee children were enrolled in primary and secondary school in the Islamic Republic of Iran.

The protracted nature of the Afghan refugee situation in the two major host countries continued to underscore the need for long-term solutions. To that end, there was a focus on the creation of conditions conducive to voluntary repatriation to Afghanistan and support for refugee-hosting communities at the fifth Quadripartite Steering Committee meeting, involving Afghanistan, the Islamic Republics of Iran and Pakistan, together with UNHCR, on 1 December 2017 in Istanbul. At that meeting, participants reaffirmed the significance of SSAR and their commitment to work together to ensure the voluntary return of Afghan refugees in safety and dignity, including through joint resource mobilization efforts.

Myanmar situation
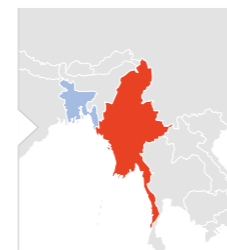
In August 2017, the region experienced the largest and most sudden exodus of refugees from Myanmar in decades. In September alone, more than half a million stateless refugees arrived in Bangladesh from Myanmar. The influx was triggered by security operations in the northern part of Myanmar's Rakhine State, in response to attacks on police and military posts launched on 25 August 2017. By the end of the year, nearly 655,000 refugees had fled to Bangladesh to escape violence and serious human rights violations in Myanmar's Rakhine State. The new arrivals joined more than 276,000 refugees from Myanmar already in Bangladesh in Cox's Bazar District. More than three-quarters of the refugees were women and children; of this total, 55 per cent were under 18 years and around half (52 per cent) were female. In addition to the protection, psychological and social challenges that

commonly affect refugees, the population in Cox's Bazar District also faced severe crowding. Significant shelter, food, nutrition, water, health and sanitation needs also placed extreme pressure on national and host community services; capacities that were already stretched. In response to the unfolding crisis, UNHCR declared an internal Level 3 Emergency—its highest level of alert—and in September 2017 launched a supplementary appeal for $57.3 million for September to December 2017. A humanitarian response plan was also launched in September 2017 for the Rohingya refugee crisis. To support refugees, affected local communities and the Government of Bangladesh, the Office rapidly expanded its emergency response, mobilizing airlifts of humanitarian aid and increasing UNHCR's on-the-ground presence in Bangladesh. At the same time, the Office continued to explore durable solutions to the crisis.

In Cox's Bazar District, the Office also addressed critical protection, shelter, water, sanitation, health, nutrition and other needs. Delivering appropriate shelter and site planning responses proved challenging given high population density and difficult topographical conditions. In addition, UNHCR established a consolidated, comprehensive identity management system to ensure people's needs were met.

To provide maximum access to social and psychological services, UNHCR constructed seven community centres in Kutapalong settlement, which included integrated information points and trained community outreach staff. Finally, to ensure effective coordination and delivery of services

In Bangladesh, UNHCR has made its most significant deployment of its organizational emergency response to assist hundreds of thousands of refugees.

Eighteen-year-old Rabiaa Khatun and her niece, Umme Salma, 8, walk 10 kilometres from the Myanmar border to a UNHCR transit camp in Kutapalong, Bangladesh.

Orphaned Rohingya children forced to grow up too fast

In Bangladesh, thousands of teenaged refugees are now caring for their younger siblings and relatives after losing their families to violence in Myanmar.

"Since we all lost our parents, I am now playing the role of a mother," said Rabiaa. "I will take care of them for the rest of my life. I want to see them well-educated."

Rashida Begum, 23, a Rohingya shipwreck survivor who lost relatives when her boat capsized on Inani Beach near Cox's Bazar, receives counselling from UNHCR psychologist Mahmuda at Kutapalong refugee camp in Bangladesh.

Community outreach offering a vital bridge between refugees and UNHCR

In line with UNHCR's commitment to innovative community outreach projects, UNHCR oversaw the construction of seven community centres in the Kutapalong settlement in Bangladesh. The centres feature case management rooms, space for private counselling, as well as community-led activities. A community outreach members' initiative was also launched in December 2017, providing refugees without access to traditional information channels with personalized, lifesaving information. The initiative offers a vital bridge between refugees and UNHCR staff, helping the Office better understand and address refugees' needs. By the end of 2017, 50 refugee men and women of all ages were participating in the initiative.

and support to vulnerable populations, UNHCR ensured relevant technical staff were quickly deployed to the field (see the chapter on *Responding with lifesaving support*).

Pilot cash assistance project rolls out in world's largest refugee settlement in Bangladesh. "The first thing I'll do is pay off our debts and then we'll use this money to buy food." Samuda, 35, from Buthidaung, Myanmar waits with other Rohingya refugees at Kutupalong camp to receive cash assistance. She supports her 15-year-old daughter on her own.

Cash for basic protection needs

In 2017, with the approval of the Government of Bangladesh, UNHCR and partners began work on the launch of a pilot cash project in Cox's Bazar to provide selected refugees with cash to cover basic needs, such as weatherproofing ahead of the wet season. An expected 13,000 households will be reached by this pilot.

In Myanmar, access to the northern part of Rakhine State had been severely constrained since August 2017. UNHCR encouraged the Government of Myanmar to grant humanitarian access and allow humanitarian programmes and activities to resume there, including efforts to create conditions conducive to voluntary, sustainable return, in line with the Rakhine Advisory Commission's recommendations.

In November 2017, the Governments of Myanmar and Bangladesh agreed on an arrangement for the voluntary return to Myanmar of Rohingya refugees who arrived after September 2016. The bilateral agreement outlined commitments by both

governments to ensuring the voluntary and safe return of refugees to their places of origin in Myanmar. Although UNHCR was not a party to the agreement, it extended an offer of support to both governments to lay the ground for its eventual implementation.

ACHIEVEMENTS AND IMPACT

Despite the Asia and the Pacific region witnessing some of the most challenging displacement crises in the world in 2017, States remained committed to protecting people of concern to UNHCR. The Office supported governments as they sought to improve asylum procedures, prevent and reduce statelessness, and find durable solutions for protracted refugee situations.

Safeguarding access to protection and asylum

While advocating and supporting the establishment and improvement of asylum procedures by States, UNHCR promoted protection-sensitive systems to manage mixed movements in the region.

UNHCR undertook refugee status determination (RSD) in countries without national asylum procedures and provided technical support to governments that conduct RSD. The Office also worked with States and other stakeholders to identify alternatives to the detention of asylum-seekers, and to influence government legislation and policy relating to refugee matters. UNHCR also sought solutions for people of concern, including through regional schemes beyond resettlement to third countries, such as labour mobility agreements.

Australia's policy of offshore processing, which denies access to asylum in Australia for refugees arriving by sea without a valid visa, continued in Papua New Guinea

and Nauru. In 2017, UNHCR exceptionally agreed to help with the relocation of some refugees to the United States of America following a bilateral agreement between the two countries. UNHCR continued its advocacy with the Government of Australia to take responsibility for those who will not be relocated under this arrangement and find solutions for them.

In South-East Asia, UNHCR continued to engage extensively with the Bali Process on People Smuggling, Trafficking in Persons and Related Transnational Crime. UNHCR also increased its engagement with the Association of Southeast Asian Nations to address the causes of displacement,

particularly in the context of the Myanmar situation, to allow for safe and sustainable returns.

In February 2017, the Government of Pakistan adopted a comprehensive policy on the voluntary repatriation and management of Afghan refugees, extending the validity of "proof of registration" cards until the end of March 2018. The Government of Pakistan, supported by UNHCR, also launched a six-month programme in July 2017 to register undocumented Afghans. Together, they have registered some 900,000 people: a ground-breaking effort.

900,000
undocumented Afghans were registered by the Government of Pakistan, with the support of UNHCR.

Afghan refugees hold up cards providing proof of registration, in Maach, Pakistan. A new pilot programme is issuing citizen cards to undocumented Afghans in Pakistan.

Afghans dream of stepping out of the shadows with Pakistan ID scheme

"I am feeling confident that I will have at least some sort of identity while in Pakistan," says Rehman, who was born and raised in Pakistan to Afghan parents.

"If the police arrest me now, at least I will be released without much trouble."

The pilot programme launched in July 2017 seeks to register undocumented Afghans living in the country, many of whom have lived in Pakistan for nearly four decades and raised children there.

Seeking durable solutions for protracted refugee situations

Given the ongoing violence in Afghanistan and the country's limited absorption capacity, UNHCR did not promote refugee returns there in 2017. However, as per its mandate and within the framework of the SSAR, it did assist with the return of people of concern to their place of origin, based on a free and informed decision, in and to conditions of safety and dignity. In July 2017, a delegation of 160 Afghan refugees travelled from Pakistan to Afghanistan to

advocate with that Government measures that ought to be taken to ensure return is sustainable, including the importance of reintegration assistance, land rights, employment, shelter, health and education. To better support the reintegration of Afghan refugees, UNHCR and the World Bank Group also signed a data sharing agreement in November 2017 to strengthen data collection and analysis.

In Sri Lanka, more than 1,500 refugees returned home in 2017, many to the northern and eastern parts of the country.

UNHCR staff met each family upon return and provided cash grants for transportation and reintegration, as well as essential household items. These efforts augmented the work of the Government of Sri Lanka on ensuring refugees' sustainable return. The Office also carried out protection monitoring in areas of return to support the safety and protection of returning refugees.

In Nepal, the large-scale Bhutanese resettlement programme, which was launched in 2007, drew to a close, with more than 112,000 refugees resettled in third countries as of end of 2017.

> **Over 112,000** Bhutanese refugees in Nepal were resettled in third countries since 2007.

A population of around 7,000 refugees remains in Nepal, approximately 900 of whom have already been processed for resettlement and are expected to depart by mid-2018.

In the region, UNHCR is pursuing alternative pathways for refugees. For instance, it is supporting the life-changing scholarship programmes sponsored by the Government of Japan, which started in 2017, to enable Syrian refugees to pursue post-graduate education.

One of the stalls at the refugee fair in Beldangi refugee camp in Damak, south-east Nepal, celebrating the shared bonds between local residents and Bhutanese refugees.

Refugee families able to create an economic identity in Nepal

UNHCR successfully negotiated with the leading commercial bank in the country, Nepal Investment Bank Limited, to open bank accounts for refugees with reduced fees and special terms and conditions. More than 2,500 refugee families opened bank accounts in 2017, benefitting from reduced wire transaction fees for remittances and the ability to create an economic identity in Nepal. Refugees will be able to use the banking system for loans, credit, and savings, just like anyone else.

Global partner UNIQLO provides multi-faceted support to refugees

The Japanese global apparel retailer UNIQLO is one of UNHCR's longest serving supporters. In 2017, UNIQLO provided $1.8 million as part of its continuous investment in UNHCR's livelihoods programme across India, the Islamic Republic of Iran, Malaysia, Nepal and Pakistan. In addition to this financial support, UNHCR acknowledged in-kind donations of more than 5 million items of clothing donated by UNIQLO to 47 UNHCR operations worldwide, bringing the total received to more than 20 million pieces. UNIQLO's partnership with UNHCR also includes a deployment programme, through which two UNIQLO employees spent five months in UNHCR India. The company has also started employing refugees in its retail shops in France, Germany and Japan, providing training for them, including language classes in Japan, and opening doors to further employment opportunities in the company. UNIQLO plans to scale up this employment and training scheme to benefit more refugees in the future.

Ensuring protection and solutions for IDPs

UNHCR continued addressing the needs of IDPs in Afghanistan. In-kind and cash-based assistance was more effective in meeting urgent medical expenses and covering the cost of legal aid while promoting self-reliance. UNHCR, in coordination with other humanitarian actors, led the emergency shelter and non-food items cluster. It also assisted families newly displaced by conflict.

In the Philippines, the siege of Marawi and subsequent internal displacement of an estimated 400,000 people changed UNHCR's operational context in Mindanao. In 2017, the Office stepped up its protection presence in support of IDPs there, by reinforcing information management and monitoring and catalyzing the support of development actors.

UNHCR Goodwill Ambassador Kristin Davis visits Kutupalong refugee camp.

UNHCR Goodwill Ambassadors Yusra Mardini and Miyavi doing a Facebook Live.

Goodwill Ambassadors join hands in support of refugees

Goodwill Ambassador and actress Kristin Davis' mission to Bangladesh raised awareness and funds for UNHCR's emergency response to the Rohingya crisis, both through traditional media and social media channels. Elsewhere, Syrian Olympic swimmer Yusra Mardini visited Japan, where she spoke to media and took part in a Facebook Live discussion with Japanese musician and fellow Goodwill Ambassador, Miyavi. Together, they brought the work of UNHCR to their supporters' attention.

In Myanmar, UNHCR worked with partners and the Government to protect and assist approximately 100,000 IDPs in Kachin and the northern Shan States, and 130,000 IDPs in central Rakhine State. The Office did so as part of an inter-agency response, and as the lead of the protection, shelter and camp coordination and camp management clusters.

Reducing and preventing statelessness and protecting stateless persons

UNHCR made key achievements in the region to prevent and reduce statelessness, building on the progress made by the region's States in previous years. The Government of Thailand provided Thai nationality to just under 30,000 stateless persons between 2012 and 2017.

30,000 stateless persons were provided with Thai nationality between 2012 and 2017 by the Thai Government.

In 2017, more than 6,000 people had their nationality conferred through an ongoing tripartite registration exercise conducted by UNHCR and the Governments of Indonesia and the Philippines. In Central Asia, 16,000 people had their statelessness situation resolved, bringing the total number of people who found a solution to 36,000 between 2014 and 2017. The naturalization of 1,690 stateless persons by Turkmenistan in 2017 and a similar initiative in Uzbekistan, which led to the naturalization of 930 people between 2016 and 2017, are further positive examples from the region.

Across the region, States made many encouraging changes to refugee and citizenship laws. UNHCR worked with countries in Central Asia and across the region to ensure people of concern had a nationality and legal status, and to reduce statelessness. In June 2017, Uzbekistan issued a decree outlining procedures for granting political asylum.

In Myanmar, given the violence that broke out in the northern part of Rakhine State in late August 2017, UNHCR was unable to make significant progress in addressing the issue of statelessness among the Rohingya population. UNHCR encouraged the Government of Myanmar to tackle statelessness and address its root causes, in line with the Rakhine Advisory Commission's recommendations.

CONSTRAINTS

Limited humanitarian access impeded UNHCR's work in Afghanistan and Myanmar. The safety of humanitarian workers was of grave concern, particularly for national staff.

Despite the generosity and good practices observed 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, posing challenges in term of legal framework to anchor protection and solutions for UNHCR's people of concern.

EXPENDITURE IN ASIA AND THE PACIFIC 2013-2017 | USD
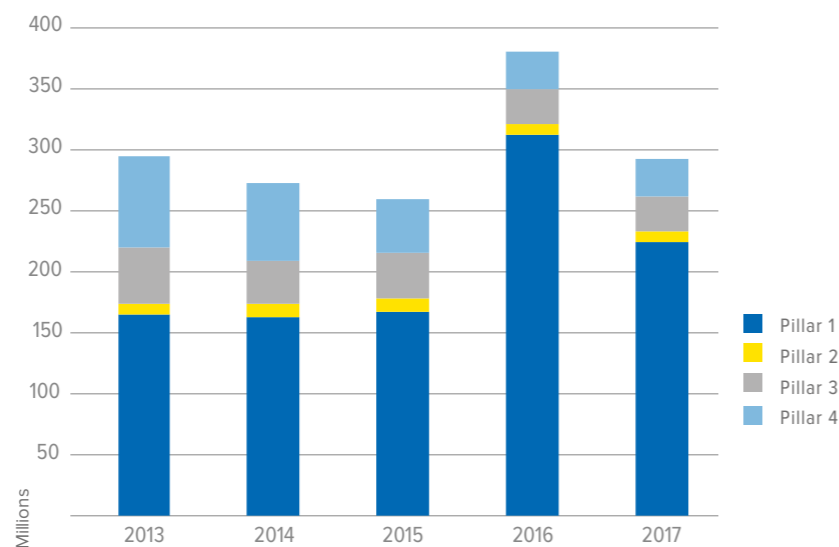
FINANCIAL INFORMATION

Budget

- ExCom revised budget: $544.9 million.

- Final budget: $598.6 million.

- Budget increase: $53.7 million / +9.8% due mainly to additional requirements for the emergency situation in Bangladesh.

Expenditure

SOURCE OF EXPENDITURE		USD	thousands	As % of expenditure within the region	As % of global expenditure by source of funding
Carry-over from prior years	Earmarked	16,893	5.8%	6%
	Unearmarked	-	-	-
Voluntary contributions	Earmarked	151,003	52.1%	7%
	Softly earmarked	80,527	27.8%	12%
	Unearmarked	38,904	13.4%	10%
	In-kind	1,818	0.6%	6%
Programme support costs	-	-	-	-
Other income	-	473	0.2%	0%
TOTAL		**289,619**	**100%**	**7%**

- Funding gap: 52%.

- High concentration of tightly earmarked funding: 58% of regional expenditure.

- Shrinking financial resources hampered UNHCR's ability to carry out comprehensive protection and response, and to find solutions for different populations of concern.

- Regarding protracted situations, UNHCR's ability to deliver key assistance was hampered due to untimely funding and, when received, heavily earmarked donations.

2017 EXPENDITURE IN ASIA AND THE PACIFIC | USD

$290 million

7% OF GLOBAL EXPENDITURE

PILLAR 1
$222.6 million | 77%

PILLAR 2
$8.8 million | 3%

PILLAR 3
$27.9 million | 9.5%

PILLAR 4
$30.4 million | 10.5%

BUDGET AND EXPENDITURE IN ASIA AND THE PACIFIC | USD

OPERATION		PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 3 Reintegration projects	PILLAR 4 IDP projects	TOTAL
SOUTH-WEST ASIA						
Afghanistan	Budget	79,923,684	-	39,774,421	17,928,784	**137,626,889**
	Expenditure	42,601,493	-	10,394,926	17,010,279	**70,006,698**
Islamic Republic of Iran	Budget	97,246,544	-	-	-	**97,246,544**
	Expenditure	35,123,148	-	-	-	**35,123,148**
Pakistan	Budget	63,732,140	235,000	59,048,254	4,057,808	**127,073,202**
	Expenditure	34,237,355	139,759	17,491,276	1,347,602	**53,215,991**
SUBTOTAL	Budget	240,902,368	235,000	98,822,675	21,986,592	**361,946,635**
	Expenditure	111,961,995	139,759	27,886,202	18,357,881	**158,345,837**
CENTRAL ASIA						
Kazakhstan Regional Office	Budget	4,258,921	1,308,364	-	-	**5,567,284**
	Expenditure	1,967,195	932,373	-	-	**2,899,568**
Kyrgyzstan	Budget	681,910	356,279	-	-	**1,038,189**
	Expenditure	520,526	345,743	-	-	**866,269**
Tajikistan	Budget	1,577,403	770,329	-	-	**2,347,732**
	Expenditure	1,076,043	644,062	-	-	**1,720,105**
SUBTOTAL	Budget	6,518,234	2,434,971	-	-	**8,953,206**
	Expenditure	3,563,764	1,922,178	-	-	**5,485,943**
SOUTH ASIA						
India	Budget	15,124,166	106,270	-	-	**15,230,436**
	Expenditure	6,577,829	105,570	-	-	**6,683,399**
Nepal	Budget	7,229,512	680,619	-	-	**7,910,131**
	Expenditure	6,320,162	636,626	-	-	**6,956,788**
Sri Lanka	Budget	5,559,272	60,166	-	-	**5,619,439**
	Expenditure	3,294,468	17,708	-	-	**3,312,175**
SUBTOTAL	Budget	27,912,951	847,055	-	-	**28,760,006**
	Expenditure	16,192,458	759,903	-	-	**16,952,362**
SOUTH-EAST ASIA						
Bangladesh	Budget	67,581,999	14,216	-	-	**67,596,216**
	Expenditure	49,605,720	1,055	-	-	**49,606,775**
Indonesia	Budget	7,173,894	26,500	-	-	**7,200,394**
	Expenditure	4,336,050	1,327	-	-	**4,337,377**
Malaysia	Budget	18,008,274	517,314	-	-	**18,525,588**
	Expenditure	7,725,662	342,135	-	-	**8,067,797**
Myanmar	Budget	17,782,489	7,704,243	-	23,675,468	**49,162,200**
	Expenditure	3,829,238	3,171,029	-	10,536,901	**17,537,167**
Philippines	Budget	713,572	762,240	-	1,603,281	**3,079,094**
	Expenditure	653,346	676,078	-	1,461,812	**2,791,236**
Thailand	Budget	32,074,574	1,174,516	-	-	**33,249,090**
	Expenditure	12,305,242	937,666	-	-	**13,242,908**
Thailand Regional Office[1]	Budget	6,609,980	718,572	-	-	**7,328,552**
	Expenditure	3,242,566	424,720	-	-	**3,667,287**
SUBTOTAL	Budget	149,944,782	10,917,602	-	25,278,749	**186,141,132**
	Expenditure	81,697,824	5,554,010	-	11,998,713	**99,250,547**

BUDGET AND EXPENDITURE IN ASIA AND THE PACIFIC | USD

OPERATION		PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 3 Reintegration projects	PILLAR 4 IDP projects	TOTAL
EAST ASIA AND THE PACIFIC						
Australia Regional Office[2]	Budget	2,995,884	5,000	-	-	**3,000,884**
	Expenditure	2,369,665	4,614	-	-	**2,374,279**
China	Budget	2,939,472	255,614	-	-	**3,195,086**
	Expenditure	2,274,940	218,459	-	-	**2,493,399**
Japan	Budget	3,396,541	64,927	-	-	**3,461,469**
	Expenditure	2,968,214	60,672	-	-	**3,028,886**
Republic of Korea	Budget	1,610,187	109,813	-	-	**1,720,000**
	Expenditure	1,399,418	103,421	-	-	**1,502,840**
Regional activities	Budget	1,453,413	0	-	-	**1,453,413**
	Expenditure	184,563	0	-	-	**184,563**
SUBTOTAL	Budget	12,395,498	435,354	-	-	**12,830,852**
	Expenditure	9,196,801	387,166	-	-	**9,583,967**
TOTAL	Budget	437,673,832	14,869,983	98,822,675	47,265,341	**598,631,831**
	Expenditure	222,612,842	8,763,016	27,886,202	30,356,593	**289,618,654**

[1] Thailand Regional office covers Mongolia and Viet Nam.
[2] Australia Regional office covers New Zealand, Pacific Islands and Papua New Guinea.

VOLUNTARY CONTRIBUTIONS TO ASIA AND THE PACIFIC | USD

DONOR	PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 3 Reintegration projects	PILLAR 4 IDP projects	ALL PILLARS	TOTAL
United States of America	24,100,000				104,700,000	128,800,000
European Union	18,620,468	65,561	3,398,593	1,189,288	307,172	23,581,081
Japan	11,437,893	392,901	2,140,000	3,417,725		17,388,519
Germany	10,922,046		5,051,532		1,085,776	17,059,354
Denmark	7,211,576		3,665,639			10,877,215
Australia	6,389,964				3,190,494	9,580,458
Central Emergency Response Fund [1]	3,427,491	853,111		2,449,989	1,393,356	8,123,947
Sweden	6,305,613					6,305,613
United Nations Office for Project Services	5,941,187					5,941,187
Canada	721,732				4,869,888	5,591,621
Private Donors in Qatar	5,014,995			500,000		5,514,995
Private Donors in Japan	4,560,802			271,995	149,009	4,981,806
Norway	2,457,578				1,755,413	4,212,990
Private Donors in Thailand	4,003,456				19,664	4,023,120
Private Donors in Spain					3,286,952	3,286,952
Switzerland	2,022,639				986,193	3,008,832
Republic of Korea					3,000,000	3,000,000
Private Donors in Australia	2,891,639					2,891,639
Private Donors in the Netherlands	2,884,063					2,884,063
Private Donors Worldwide	2,567,670					2,567,670
United Kingdom					1,978,892	1,978,892
Private Donors in Germany					1,428,167	1,428,167
Private Donors in the United States of America	1,195,394				202,400	1,397,794
Italy	1,104,746		198,572			1,303,318
France				300,000	950,000	1,250,000
Austria					1,161,440	1,161,440
Private Donors in Egypt	56,632				1,000,000	1,056,632
China					1,017,942	1,017,942
Private Donors in Singapore	913,737				100,000	1,013,737
United Nations Department of Economic and Social Affairs	1,011,091					1,011,091
United Arab Emirates	946,800					946,800
Private Donors in Canada					598,309	598,309
Luxembourg					523,013	523,013
Private Donors in China	252,992				201,104	454,096
Private Donors in the United Arab Emirates	404,525				48,410	452,935
OPEC Fund for international Development	400,000					400,000
Private Donors in Sweden					377,759	377,759
Private Donors in Oman	300,000					300,000
Czechia	229,885					229,885
Private Donors in Italy	188,904				12,205	201,109
Private Donors in the United Kingdom					195,710	195,710
Iceland	140,000					140,000
United Nations Programme on HIV/AIDS	130,000					130,000

VOLUNTARY CONTRIBUTIONS TO ASIA AND THE PACIFIC | USD

DONOR	PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 3 Reintegration projects	PILLAR 4 IDP projects	ALL PILLARS	TOTAL
Kazakhstan					111,963	111,963
Russian Federation	100,000					100,000
Kyrgyzstan					60,256	60,256
Estonia	58,962					58,962
Private Donors in Senegal	53,130					53,130
Private Donors in the Republic of Korea	51,099					51,099
Private Donors in Switzerland					50,000	50,000
Mexico					50,000	50,000
Private Donors in Portugal	46,458					46,458
Slovenia	35,377					35,377
Private Donors in France					27,995	27,995
Sri Lanka	25,000					25,000
Lithuania	23,229					23,229
Private Donors in the Philippines	9,221					9,221
Private Donors in Ghana					2,968	2,968
Private Donors in the Islamic Republic of Iran	2,745					2,745
Private Donors in India	2,556					2,556
Spain	1,623					1,623
Private Donors in Ireland					303	303
TOTAL	**129,164,916**	**1,311,573**	**14,454,335**	**8,128,997**	**134,842,753**	**287,902,574**

Note: Contributions include 7 per cent programme support costs, and exclude $2.76 million for implementation in 2018.
[1] The amount includes $631,000 for refund due to changes of needs in the field.

Europe

FOREWORD

In the aftermath of the 2015-2016 European refugee crisis, 2017 was a year of transition and relative stability. There were challenges to collectively tackle and opportunities to build on.

Unresolved conflicts in the region and ongoing violence in other parts of the world fuelled large-scale and protracted displacement. Four years after the conflict in eastern Ukraine began, for example, the humanitarian crisis continued unabated, with repeated security incidents at the contact line.

Dire humanitarian situations drove some refugees to seek safety outside their immediate area. With mounting restrictions on access to territory and to international protection, difficult integration possibilities, a limited number of safe pathways and often lengthy processes required to access them, many fleeing persecution around the world were left with few choices, including those trying to reunite with family members in Europe.

Refugees and migrants continued to undertake dangerous journeys, with a significant number known to have died or gone missing while crossing the Mediterranean Sea in 2017. While this situation remained a concern, the overall number of refugee and migrant arrivals in Europe fell by 53 per cent compared to 2016 figures. This was mainly the result of fewer people travelling from Turkey to Greece and from North Africa to Italy, although arrivals into Spain increased.

In 2017, the number of asylum applications lodged in Europe also fell by 49 per cent, though 625,000 new applications were lodged in 38 European countries, mainly originating from the Syrian Arab Republic (Syria).

© UNHCR/Christian Mang

Ahmed, 37, a refugee from Somalia, in his uniform at the fire station in the town of Fürstenwalde, eastern Germany, where he has recently joined as a volunteer.

Turkey continued to host the largest number of refugees worldwide and, throughout Europe, host communities showed great commitment to engaging with, and supporting, refugees. New partnerships emerged with States, municipalities, EU institutions, NGOs, volunteers, private sector actors and academic institutions. The range of expertise and services each partner brought provided a more holistic support network to refugees, better meeting their needs and creating an environment in which many refugees felt more able to participate in, and contribute to, the societies hosting them.

In 2017, UNHCR poured its energy into outreach programmes. A regional refugee coalition was established by UNHCR and its partners, giving refugees a greater say in how their protection needs should be met. The coalition brought together representatives from refugee communities across Europe and gave them a platform from which to share their opinions, make their needs known and ensure their resources were taken into account when officials were drafting policies and making decisions that directly affected them. The coalition also aimed to promote concrete actions to strengthen refugees' rights and enhance their integration in host countries.

While conditions for people of concern in Europe did not always meet international and EU standards, substantial support from the European Union and national governments meant reception and asylum processing capacities were strengthened in some European countries, many of which were the first point of entry for people of concern.

The negative narrative and political instrumentalization of migration and refugee topics by some continued to have divisive consequences and long-term negative effects on refugees and host communities alike. Such a portrayal of refugees inevitably fuelled fear and discrimination and had a significant impact on social inclusion and the provision of holistic integration support.

Nevertheless, Europe continued to demonstrate a strong commitment to its international responsibilities toward refugees, providing financial support to host countries and offering resettlement opportunities and other complementary pathways to people of concern. In this regard, UNHCR called for continued efforts to strengthen Europe's leadership on humanitarian issues and contributions to global solidarity.

Pascale Moreau
Director of UNHCR's Regional Bureau for Europe

11 MILLION
PEOPLE OF CONCERN IN EUROPE

15%
OF THE GLOBAL POPULATION OF CONCERN

- REFUGEES **6.1 MILLION | 55%**
- ASLYLUM-SEEKERS **1.3 million | 12%**
- STATELESS PERSONS **552,000 | 5%**
- RETURNEES (Refugees and IDPs) **600**
- IDPs **3 MILLION | 27%**
- OTHERS OF CONCERN **77,000 | 1%**

AGE AND GENDER BREAKDOWN
REFUGEES AND ASYLUM-SEEKERS

35%
70%
27%
60+
18-59
12-17
5-11
0-4
7%
UNDER 18
30%
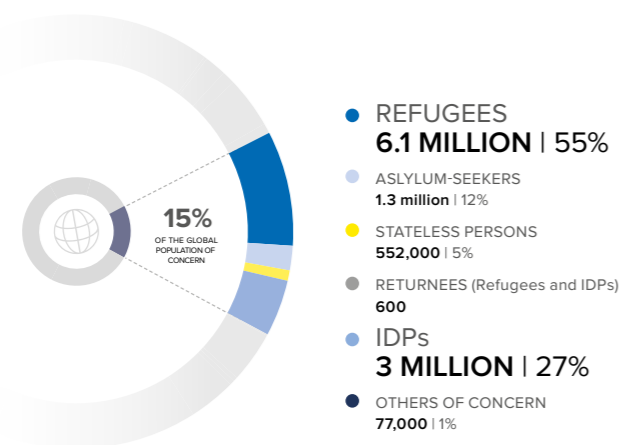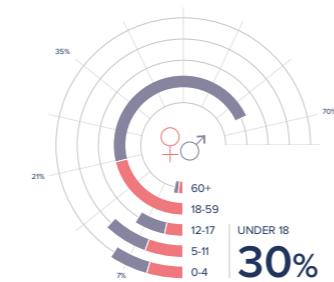
SPAIN
22,100
ARRIVALS
via the Mediterranean Sea

6,300
ARRIVALS
came to Spain by land

ARRIVALS by sea increased three-fold compared to 2016

ITALY
119,400
ARRIVALS
via the Mediterranean Sea

15,800
UNACCOMPANIED AND SEPARATED CHILDREN
crossed the sea

11,400
ASYLUM-SEEKERS
were relocated to other EU countries by year's end

GREECE
29,700
ARRIVALS
via the Mediterranean Sea

21,700
ASYLUM-SEEKERS
were relocated to other EU countries by year's end

UKRAINE SITUATION
495,900
UKRAINIANS
sought asylum mainly in the Russian Federation and in EU countries

1.8 million
IDPs by year's end

1.4 million
UKRAINIANS
applied for other forms of legal stay mainly in the Russian Federation, Belarus and Poland

UKRAINE

SPAIN

ITALY

GREECE

TURKEY

CENTRAL MEDITERRANEAN ROUTE
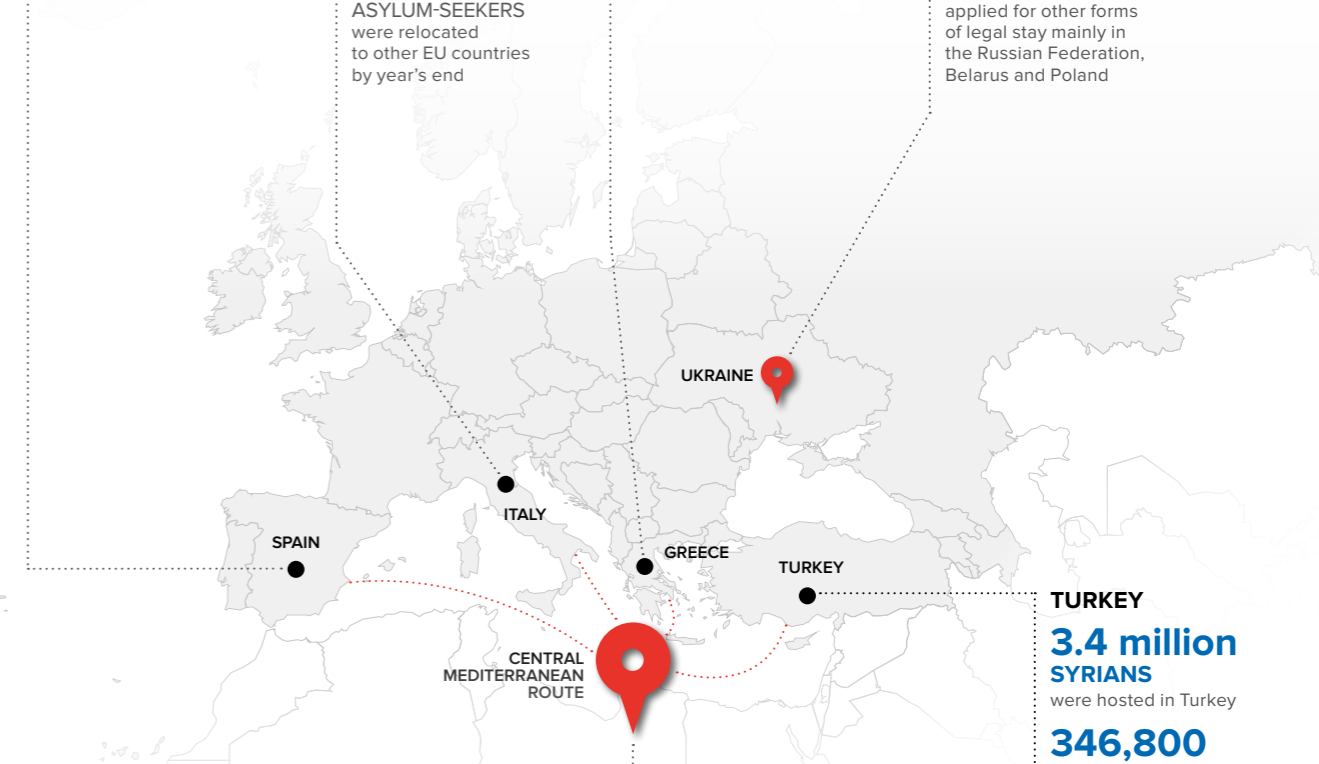
TURKEY
3.4 million
SYRIANS
were hosted in Turkey

346,800
REFUGEES
and asylum-seekers of other nationalities sought protection in Turkey

TURKEY
hosts the world's largest number of refugees

CENTRAL MEDITERRANEAN ROUTE
172,300
REFUGEES AND MIGRANTS
arrived in Europe via the Mediterranean Sea

18%
ARRIVALS
were children, and over half were unaccompanied

3,100
REFUGEES AND MIGRANTS
died crossing the Mediterranean Sea

194 PARTNERS IN EUROPE

146 NATIONAL NGO PARTNERS
23 INTERNATIONAL NGO PARTNERS
24 GOVERNMENT PARTNERS
1 UN AGENCIES/OTHER PARTNERS

2,348 STAFF IN EUROPE

42% MALE
58% FEMALE
76 LOCATIONS
1% BASED IN HARDSHIP LOCATIONS

SITUATIONS

< 1.5 million
People of concern

> 3 million
People of concern

MAJOR SITUATIONS

Europe refugee situation

In 2017, approximately 172,300 refugees and migrants arrived in Europe via the Mediterranean Sea, including 119,400 to Italy, 29,700 to Greece and 22,100 to Spain. An additional 6,300 came to Spain by land via the enclaves of Melilla and Ceuta. The overall number of arrivals decreased by 53 per cent compared to 2016, primarily due to a reduction in the arrivals from Turkey to Greece (83 per cent) and from North Africa to Italy (34 per cent). Arrivals in Spain by sea increased almost three-fold compared to 2016 and by land up to 5 per cent.

More than 3,100 refugees and migrants are known to have died or been lost at sea making the dangerous Mediterranean Sea crossing. Some 18 per cent of the total arrivals by sea in Europe were children, and just over half were unaccompanied and separated from their families. In Italy, nearly 15,800 unaccompanied and separated children made the dangerous journey across the sea, representing 13 per cent of all arrivals to Italy (see the chapter on *Safeguarding fundamental rights*). In July 2017, UNHCR launched a supplementary appeal for the central Mediterranean route seeking $421 million for the year.

The EU's emergency relocation mechanism, a scheme started in 2015 to relocate 160,000 people from Italy and Greece within two years, expired in September 2017. More than 33,100 asylum-seekers had been relocated from Greece (21,700) and Italy (11,400) as of December 2017. Although the relocation scheme only partially met its objectives, it proved crucial in easing the humanitarian situation in Greece, relieving some pressure on Italy, and improving the lives of many seeking protection.

UNHCR high profile supporter Theo James is reunited with Syrian refugee Housam.

Goodwill Ambassador support to refugees in Europe

UNHCR's high profile supporters have demonstrated a commitment to UNHCR's work by using their influence, dedication and hard work to raise funds, awareness and advocate for refugees. In December 2017, actor Theo James travelled to Strasbourg, France, to be reunited with Housam, a refugee he had met previously in Lakadikia, Greece. Housam was relocated to Europe as part of the EU's emergency relocation scheme, which aims to share responsibility for the refugee crisis.

In Italy, UNHCR strengthened its operational response through community-based protection interventions, protection case management focusing on protecting unaccompanied and separated children, and initiatives designed to prevent and respond to sexual and gender-based violence (SGBV). The Office also monitored reception conditions, and worked with authorities to identify and refer people with specific needs to appropriate services and supports.

Although arrivals in Greece decreased, there remained significant challenges regarding reception and registration capacity. In response, UNHCR and the European Asylum Support Office supported the Greek Asylum Service with a pre-registration exercise to ensure people of concern had the opportunity to pursue available legal options. As Greek authorities progressively increased their role in registering people of concern, which included a larger presence at identification centres in the Aegean Islands, UNHCR reduced its operational engagement. In 2017, the number of people residing in mainland sites fell from 20,000 to 12,500, resulting in the closure of 15 refugee camps. However, with living conditions remaining dire on the islands, especially on Chios, Lesvos and Samos, UNHCR strongly advocated for the transfer of asylum-seekers and refugees to the mainland. More positively, accommodation and cash-based intervention (CBI) schemes supported a meaningful transition to self-reliance for people of concern.

Residents on Tilos have opened their hearts and businesses to refugees.

Greek islanders open their hearts and businesses to refugees in "Dreamland"

The tiny Greek island of Tilos has a population of fewer than 800 people. In 2017, it became an example to the world after residents welcomed 10 families from Syria. "Since I moved to Tilos I have been calling it the land of dreams or 'Dreamland'," says Kusai Al-Damad, who fled Syria and now works in a bakery on the picturesque island.

Turkey continued to host the world's largest number of refugees under UNHCR's mandate, with 3.4 million Syrians and 346,800 refugees and asylum-seekers of various nationalities. By the end of 2017, some 212,000 people of concern from countries other than Iraq and Syria (18,800 refugees and 193,000 asylum-seekers) were registered with UNHCR, with some 82,000 people newly registered in 2017. UNHCR and the Ministry of Interior Directorate General of Migration Management launched a joint registration process in July 2017, eventually registering 8,700 people. The Office also increased its support to national service providers, particularly the Ministry of Family and Social Policies, assisting 59 social service centres with social workers, interpreters, drivers, and others. UNHCR provided technical and capacity development support to the Turkish Coast Guard, Gendarmerie, and the Directorate General for Migration Management on the identification and referral of the most vulnerable individuals and asylum procedures. To build refugee self-reliance and ease their inclusion into the labour market, UNHCR helped provide more than 13,700 refugees with skills, vocational and Turkish language training in 2017. More than 1,100 students were provided with full university scholarships and over 6,000 students participated in a higher education preparation programme that will enable them to meet language proficiency requirements for admission to Turkish universities. UNHCR also helped link up 875 refugees with the private sector to support their path to employment. Around 1,270 people of concern received entrepreneurship and business training, and 90 others were helped to legalize their businesses.

13,700
refugees were provided with skills building, vocational and Turkish language training.

In Central and South-Eastern Europe, more arrivals were recorded in Albania, Bosnia and Herzegovina, Montenegro and Romania. In Central Europe, where anti-foreigner sentiment continued to grow, UNHCR engaged with authorities, media and civil society to defend the right to seek asylum, ensure appropriate reception conditions, access to fair and quality procedures, and support for integration, including access to health care and education. UNHCR also worked to strengthen asylum systems and build national capacities in the context of mixed movements. In addition, UNHCR focused on ensuring the identification and referral of vulnerable people, such as unaccompanied and separated children, survivors of SGBV and women at risk. UNHCR also worked with governments, the European Union, the OSCE and partner organizations to prevent statelessness by addressing, in particular, obstacles in the area of civil registration.

In Northern and Western Europe, UNHCR focused on ensuring access to territory and asylum procedures, with a particular focus on child asylum claims, facilitating integration, and preventing and ending statelessness. In the Baltic States, asylum frameworks, procedures, practice and reception arrangements improved

following the development of laws, the implementation of findings from training, border monitoring and persistent advocacy.

In Eastern Europe, unresolved situations and resulting displacement remained a concern. UNHCR worked with relevant governments to protect the rights of IDPs, including their right to return to their places of origin in safety and dignity.

Ukraine situation

In 2017, there remained nearly 1.8 million IDPs in Ukraine, while more than 495,900 people have sought asylum, mainly in the Russian Federation (427,200), but also in the European Union. At least 1.4 million Ukrainians continued to reside primarily in the Russian Federation, as well as in Belarus and Poland, by applying for other forms of legal stay. In 2017, UNHCR continued to advocate a long-term strategy focusing on solutions for IDPs, including their access to full pension rights, social benefits and social housing. Providing lifesaving humanitarian assistance in the vicinity of the active contact line and non-government controlled areas remained a UNHCR priority.

Innovative practices in conveying protection-related information

In 2017, UNHCR piloted a regional border monitoring system, comprising two adaptable questionnaires, to collect information, via tablet or smartphone, from people of concern and secondary sources of information. The information related to four key areas: access to territory, access to asylum, access to information on asylum, and protection incidents at the border. The system allows UNHCR to use the indicators to monitor trends and create common data that can be compared between operations.

In Serbia, UNHCR partnered with the organization IDEAS to support the Ministry of Labour, Employment, Veteran and Social Affairs in developing a professional guardianship model within the existing system of social protection. Together, UNHCR and local authorities developed a training curriculum with terms of reference and manuals for guardians and cultural mediators. These cultural mediators will be instrumental in identifying and conveying protection-related information to people of concern.

UNHCR, in partnership with the NGO, Independent Diplomat, created the Refugee Coalition for Europe, which brings together refugee representatives living in different European countries to ensure their opinions, capacities and needs are taken into account in decisions and policies impacting their lives.

ACHIEVEMENTS AND IMPACT

Safeguarding asylum space and providing appropriate reception conditions

Despite physical, legal and administrative restrictions, people in need of international protection continued to seek safety in Europe in 2017. Given repeated push-backs at borders as well as increasing restrictions on access to asylum, UNHCR advocated directly with governments and the European Union, as well as through strategic judicial interventions, to ensure international standards were upheld. These advocacy efforts had some success. Asylum systems in key countries such as Greece and Italy were strengthened, and UNHCR supported significant EU bilateral and national investments. Across Europe, the Office promoted compliance with internationally-accepted asylum standards. UNHCR also worked with States on solutions while simultaneously looking to address drivers of onward movement using an evidence-based and participatory approach.

Although several European countries made significant progress in strengthening reception capacities in 2017, conditions were not universally at international and EU standards. Overcrowding and lack of capacity to identify and refer people with specific needs remained challenges. The situation was particularly worrying on the Aegean islands, where thousands of refugees continued to live in inadequate reception facilities and identification centres, facing risks related to SGBV, hygiene, health and security. In Italy, the increase in asylum applications overstretched processing and reception capacities. In response, UNHCR increased its support for the asylum system, as well as for people with specific needs, such as survivors of SGBV, arbitrary detention, severe physical maltreatment and torture, as well as for people with disabilities, who were identified in alarmingly high numbers among the arrivals.

> Overcrowding and lack of capacity to identify and refer people with specific needs remained challenges in some European countries particularly on the Aegean islands.

Cash empowers refugees and stimulates local economies

In 2017, through the Greece Cash Alliance, UNHCR provided cash assistance to almost 40,000 people of concern in Greece; 85 per cent of those reached by the scheme were Afghan, Iranian, Iraqi, Palestinian or Syrian. Cash assistance restored dignity and empowered beneficiaries to choose how to meet basic needs including food, transport, communication, school materials and medicine, as well as clothing and hygiene products. CBIs also helped host communities by stimulating local economies.

In Turkey, 480,000 people of concern received cash for winter support both in camps and urban areas. Another 14,200 households received cash assistance for basic needs, livelihoods, protection and education needs. Due to limited funding, UNHCR's regular cash assistance covered less than one per cent of refugees and asylum-seekers from countries other than Syria.

In South-Eastern Europe, over 2,000 people benefited from CBIs, of whom 1,200 were refugees and asylum-seekers, more than 500 were IDPs, and nearly 300 were returnees to Serbia and Kosovo (Security Council Resolution 1244 (1999)), who received assistance as part of an exceptional return package. The purpose of this unconditional cash grant to each of these respective groups was to alleviate immediate protection risks and assist the most vulnerable with essential needs.

In Ukraine, an agreement with the national postal service allowed the distribution of cash by making use of pre-existing systems for the payment of social benefits. Winter cash assistance to purchase primarily heating fuel was provided to more than 840 people of concern in the last quarter of the year when additional funds became available.

© UNHCR/Yorgos Kyvernitis

As UNHCR rolls out its cash assistance programme across Greece, a Syrian family visit a local shop to buy groceries with the card they have received.

Building and maintaining fair and efficient asylum and protection systems

At EU-level, work advanced on the reform of the Common European Asylum System. However, discussions among decision-makers proved to be particularly challenging on the establishment of an intra-EU solidarity mechanism to support EU Member States under pressure, as well as on measures to manage mixed flows. On the latter, deliberations focused on modalities aimed at providing international protection outside the European Union. These modalities included the proposed mandatory use of admissibility procedures, including on the basis of the safe third country concept. On the basis of UNHCR's December 2016 "Better protecting refugees" proposals to EU institutions and Member States on the future of EU asylum and migration policies,

UNHCR recommended the reformed Common European Asylum System include an intra-EU solidarity mechanism entailing the relocation of asylum-seekers. The proposal also advocated the use of accelerated and simplified procedures for manifestly well-founded as well as patently unfounded claims, ensuring rapid and more efficient access to protection for those with the former and facilitating the return to their country of origin of those with the latter.

Child protection and SGBV continued to be a priority areas for intervention in 2017. UNHCR's 2017 policy document "The way forward to strengthened policies and practices for unaccompanied and separated children in Europe" outlined the specific risks faced by unaccompanied and separated children. Through a consultative process, strategic partnerships, and community outreach, SGBV prevention and response

activities were improved through various innovative projects. For example, in Italy, cultural mediators informed children about asylum systems and available services, while in Serbia a professional guardianship system was established to support unaccompanied children.

Recognizing the pivotal role communities play in protection, UNHCR strengthened its community-based protection approach for IDPs, refugees and other people of concern in Ukraine. In collaboration with partners, more than 400 IDP communities throughout the country, including in non-government controlled areas, were mobilized to find solutions to issues themselves or together with host communities and local authorities. UNHCR also tapped into, and enhanced, local resources by actively supporting and building communities' advocacy capacity. UNHCR facilitated peer-to-peer support between communities, where 150 IDPs exchanged best practices on working with the private sector and local authorities. Small-scale grants strengthened the tools and capacity of existing communities. For instance, advocacy training was conducted for groups with specific profiles and shared interests, such as those living with disabilities or in collective accommodation centres.

Securing durable solutions

In line with the spirit of the New York Declaration for Refugees and Migrants, which calls for better responsibility-sharing on a global scale, UNHCR continued to advocate in 2017 for predictable and credible pathways for admission to Europe. In 2017, 25 European countries resettled approximately 26,400 refugees, up from the 17,100 resettled by 23 States in 2016. UNHCR provided comments to the European Commission's proposal for a Union Resettlement Framework, advocating a framework responsive to global resettlement needs, reflective of resettlement as a durable solution, and representing a tool for protection and international responsibility-sharing. UNHCR also participated in negotiations on the development of standard operating procedures for the European Union's voluntary humanitarian admission scheme from Turkey. These procedures were endorsed in December 2017.

400 IDP communities in Ukraine were mobilized to find solutions to issues themselves or together with host communities.

Family displaced three times plants new roots in Portugal

Duret and his family finally found peace in Portugal, far from the violence and persecution that haunted their previous lives. At a ceramics factory in the small town of Batalha, Duret is loading plates and bowls onto a conveyor belt, ready for the kiln.

"When we came here, we didn't even know how to say 'Hello', we didn't know anything," says Duret, straining to make his voice heard over the steady hum of machines. "But once we learnt a bit of Portuguese, we found there was no difference between us and our colleagues. We all work together."

© UNHCR/Bruno Galán Ruiz

The family stand outside their new home in Batalha, Portugal.

UNHCR continued its partnership with IOM and the International Catholic Migration Commission under the auspices of the EU-funded European Resettlement Network. Through this network, UNHCR and its partners helped develop complementary pathways of admission to the European Union, including community-based sponsorship, humanitarian admission programmes and student scholarship schemes (see the chapter on *Building better futures*).

Despite the right to family reunification under the EU Family Reunification Directive as well as in national legislation, beneficiaries of international protection continued to face serious obstacles in exercising this right. UNHCR advocated refugees' right to family reunification as an additional safe pathway to Europe that reduces reliance on the use of smugglers. The Office also mapped family reunification procedures across various European countries and, through its continued partnership with the European Council on Refugees and Exiles, organized a consultation with legal practitioners on judicial engagement concerning family reunification.

UNHCR focused on facilitating durable solutions for people displaced by the conflicts of the 1990s, especially in the context of the "Sarajevo Process on refugees and displaced persons" and its Regional Housing Programme. At the strategic policy level, it also worked to build authorities' capacity to assume full responsibility for durable solutions for affected groups.

In Ukraine, UNHCR worked with relevant authorities on the effective implementation of an IDP integration and durable solutions strategy, which was adopted in November 2017. There was significant progress made

in Eastern Europe, in the South Caucasus, towards the integration of IDPs and refugees by facilitating durable housing solutions and strengthening social inclusion.

Preventing and resolving statelessness

There remain an estimated half a million stateless persons in Europe. Thanks to ongoing efforts in reducing statelessness, about 10,000 stateless persons acquired nationality in 2017 in Belarus, the Republic of Moldova, the Russian Federation and Ukraine alone. However, due to inadequate legal safeguards, risks of statelessness persisted in most European States. Twenty years after the dissolution of the former Yugoslavia and its related displacement, some 8,500 people were still at risk of statelessness because they lacked identity documents such as birth certificates.

As part of UNHCR's #IBelong campaign to end statelessness, which in 2017 focused on stateless minorities, the European Network on Statelessness—a UNHCR partner—published a report on Roma statelessness in Eastern and South-Eastern Europe highlighting discrimination as both a cause and consequence of statelessness. The report included a series of recommendations for policy-makers.

In 2017, Luxembourg acceded to the 1961 Convention on the Reduction of Statelessness, bringing to 31 the number of European States that are a party to this convention. Luxembourg also amended its nationality law, strengthening safeguards against statelessness at birth, and securing pathways for the acquisition of nationality by stateless persons.

Another positive development in 2017 saw Albania adopt a law on the rights of the child, giving due consideration to the protection of stateless children and the right to nationality at birth.

Strengthening external relations in the region

UNHCR strengthened partnerships with United Nations agencies, NGOs, and the private sector in order to improve joint advocacy efforts, mobilize support and ensure effective use of resources. The Office continued to develop tools, such as data portals, to improve information-sharing with partners, thereby helping ensure a more effective and joined-up response to refugee situations.

An example of a creative, non-traditional partnership was the Refugee Food Festival, held across 13 European cities in 2017. The Festival was a partnership with the NGO Food Sweet Food, but the event also relied on the support of citizens, local authorities and private businesses. Through a positive

cultural experience, locals and refugees were brought together, helping foster a sense of community.

Together with UNDP, UNHCR co-chaired the Issue-based Coalition on Large Movements of People, Displacement and Resilience, and facilitated the adoption of common advocacy messages among the Coalition's members.

In Ukraine, UNHCR led the protection and shelter clusters within the inter-agency framework for IDPs and maintained close partnerships with the ICRC, OSCE and NGOs in both government and non-government controlled areas.

In South-Eastern Europe, UNHCR strengthened its traditional partnership with OSCE missions and the OSCE Conflict Prevention Centre to secure solutions for those populations displaced by the conflicts in former Yugoslavia, and through two regional processes commonly known as the "Sarajevo Process" and the "Skopje Process".

A volunteer from the Lutheran World Federation plants seeds in a nursery at Minawao refugee camp in Cameroon, as part of the reforestation project, "Make Minawao Green Again".

The Green Refugee Camp: a sustainable environment for refugees and host communities

The Dutch and Swedish Postcode Lotteries granted more than $5 million in unearmarked funding in 2017. The Dutch Postcode Lottery also contributed an additional $1.6 million to support the Green Refugee Camp, an innovative project in Cameroon to create a sustainable environment for refugees and host communities. As part of this project, 40,000 trees will be planted to restore the local environment. An estimated 25,000 people of concern will also benefit from work to improve the sustainability of shelters and to ensure cooking practices are more environmentally friendly.

> Luxembourg acceded to the 1961 Convention on the Reduction of Statelessness, bringing to 31 the number of European States party to this convention.
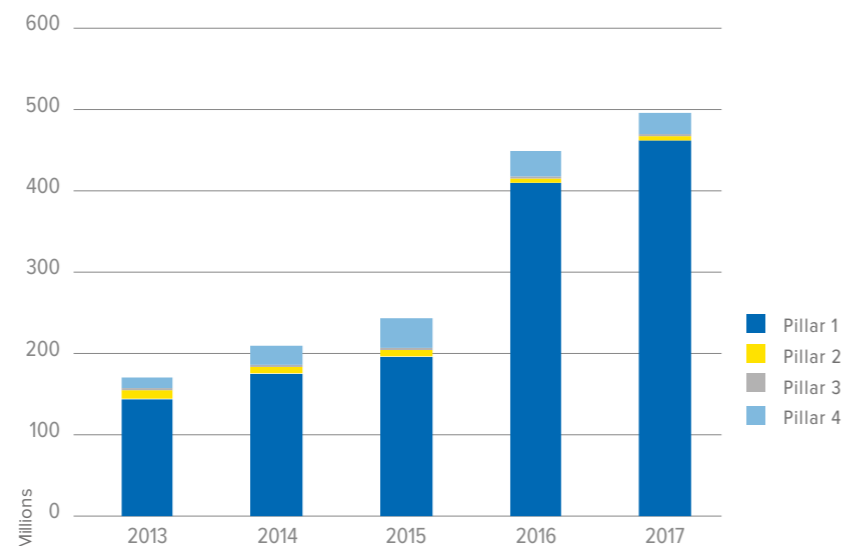
CONSTRAINTS

While UNHCR called on European States to demonstrate more responsibility-sharing, as well as solidarity, direct access to protection in Europe continued to be restricted at its external borders. Despite the existence of a shared legal framework and common standards among EU Member States, the official treatment of refugees and migrants varied widely throughout these countries and beyond. For instance, an increasing number of asylum-seekers were denied refugee status based on national security considerations. In Eastern Europe, security concerns and economic hardship dominated asylum policy, while national asylum systems lacked the capacity to ensure effective protection for the most vulnerable.

Inadequate reception facilities exposed asylum-seekers and refugees to serious protection risks, homelessness, and limited integration opportunities, contributing to an environment in which criminal networks could thrive. With limited legal pathways available to people seeking international protection to enter Europe, many felt dangerous journeys were their only option.

Discriminatory rhetoric in media and politics increased, with legislators feeling pressured to pass ever more restrictive legislation. Too often, this limited access to territory and national asylum systems increased the risk of direct or indirect *refoulement*.

FINANCIAL INFORMATION

Budget

- ExCom revised budget: $891.7 million.

- Final budget: $827.7 million.

- Budget decrease: $63.9 million / -7%.

Expenditure

SOURCE OF EXPENDITURE		USD	thousands	As % of expenditure within the region	As % of global expenditure by source of funding
Carry-over from prior years	Earmarked	39,082	7.9%	14%
	Unearmarked	-	-	-
Voluntary contributions	Earmarked	342,743	69.0%	16%
	Softly earmarked	53,743	10.8%	8%
	Unearmarked	49,068	9.9%	12%
	In-kind	1,998	0.4%	6%
Programme support costs	-	-	-	-
Other income	-	9,845	2.0%	8%
TOTAL		**496,479**	**100%**	**12%**

- Funding gap: 40%.

- High concentration of tightly earmarked funding: 75% of regional expenditure.

- Overall expenditure increased from 52% in 2016 to 60% in 2017.

- The operations with the highest expenditure were Greece ($217.7 million) and Turkey ($149.4 million), responding respectively to needs associated with the situations in the Mediterranean and the Syrian Arab Republic (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.

EXPENDITURE IN EUROPE 2013-2017 | USD

Pillar 1
Pillar 2
Pillar 3
Pillar 4

2017 EXPENDITURE IN EUROPE | USD

$496 million

12% OF GLOBAL EXPENDITURE

PILLAR 1
$461.4 million | 93%

PILLAR 2
$6.3 million | 1.5%

PILLAR 3
$2.6 million | 0.5%

PILLAR 4
$26.2 million | 5%

BUDGET AND EXPENDITURE IN EUROPE | USD

OPERATION		PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 3 Reintegration projects	PILLAR 4 IDP projects	TOTAL
EASTERN EUROPE						
Belarus	Budget	1,329,804	47,815	-	-	1,377,619
	Expenditure	1,318,504	46,934	-	-	1,365,438
Georgia Regional Office[1]	Budget	11,604,704	786,756	-	4,324,911	16,716,372
	Expenditure	6,605,535	482,150	-	2,955,280	10,042,965
Russian Federation	Budget	5,283,435	642,847	-	-	5,926,281
	Expenditure	4,017,351	595,275	-	-	4,612,626
Turkey	Budget	367,988,985	2,790	-	-	367,991,775
	Expenditure	149,466,721	2,790	-	-	149,469,511
Ukraine	Budget	6,774,428	632,566	-	30,231,018	37,638,012
	Expenditure	4,821,980	314,012	-	16,293,368	21,429,360
SUBTOTAL	Budget	392,981,355	2,112,774	-	34,555,929	429,650,058
	Expenditure	166,230,090	1,441,161	-	19,248,648	186,919,900
SOUTH-EASTERN EUROPE						
Bosnia and Herzegovina Regional Office[2]	Budget	36,436,016	3,274,512	3,812,592	17,684,996	61,208,117
	Expenditure	24,173,828	2,406,665	1,899,693	6,955,167	35,435,353
SUBTOTAL	Budget	36,436,016	3,274,512	3,812,592	17,684,996	61,208,117
	Expenditure	24,173,828	2,406,665	1,899,693	6,955,167	35,435,353
NORTHERN, WESTERN, CENTRAL AND SOUTHERN EUROPE						
Belgium Regional Office[3]	Budget	17,413,681	1,039,462	-	-	18,453,143
	Expenditure	14,383,263	992,139	-	-	15,375,402
Greece	Budget	245,838,409	27,856	-	-	245,866,265
	Expenditure	217,731,455	9,847	-	-	217,741,301
Hungary Regional Office[4]	Budget	16,247,223	591,103	774,243	-	17,612,569
	Expenditure	10,955,093	544,095	679,460	-	12,178,648
Italy Regional Office[5]	Budget	31,677,312	225,210	-	-	31,902,522
	Expenditure	19,669,277	192,493	-	-	19,861,769
Sweden Regional Office[6]	Budget	4,029,803	646,315	-	-	4,676,118
	Expenditure	3,142,694	428,433	-	-	3,571,128
Regional activities	Budget	17,929,988	449,087	-	-	18,379,074
	Expenditure	5,090,051	305,242	-	-	5,395,293
SUBTOTAL	Budget	333,136,416	2,979,033	774,243	-	336,889,691
	Expenditure	270,971,832	2,472,248	679,460	-	274,123,540
TOTAL	Budget	762,553,787	8,366,319	4,586,836	52,240,925	827,747,866
	Expenditure	461,375,750	6,320,074	2,579,153	26,203,815	496,478,792

[1] Includes activities in Armenia and Azerbaijan.
[2] Includes activities in Albania, Macedonia, Serbia and Kosovo (S/RES/1244 (1999)), and Montenegro.
[3] Includes activities in Austria, France, Germany, Ireland, the Netherlands, the liaison office for Switzerland and the United Kingdom.
[4] Includes activities in Bulgaria, Croatia, Czechia, Republic of Moldova, Poland, Romania, Slovakia and Slovenia.
[5] Includes activities in Cyprus, Malta and Spain.
[6] Includes activities in Latvia and Lithuania.

VOLUNTARY CONTRIBUTIONS TO EUROPE | USD

DONOR	PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 3 Reintegration projects	PILLAR 4 IDP projects	ALL PILLARS	TOTAL
European Union	246,101,464			4,385,424		250,486,888
United States of America	74,000,000				52,300,000	126,300,000
Germany	23,157,246			1,711,424	564,572	25,433,241
Italy	10,329,748				175,390	10,505,138
Japan	5,378,175			325,950		5,704,125
United Nations Department of Political Affairs	4,123,557					4,123,557
Republic of Korea	2,800,000					2,800,000
Norway	1,543,612			1,185,958		2,729,570
Spain	2,342,938				325,000	2,667,938
Canada	1,886,792				743,494	2,630,287
Private Donors in Germany	2,369,668			70,277	21,209	2,461,154
Denmark	2,388,535					2,388,535
France	2,265,676					2,265,676
Private Donors in Spain	1,163,295					1,163,295
Sweden				1,106,317		1,106,317
Private Donors in the United States of America	909,491				30	909,521
United Kingdom	747,524				20,702	768,226
Private Donors in Japan			681,531			681,531
Private Donors in France	623,473				53,318	676,791
Russian Federation		200,000		350,000		550,000
Estonia	60,096			448,425		508,522
Austria					350,677	350,677
Hungary					285,867	285,867
Council of Europe Development Bank			246,957			246,957
Ireland	235,187					235,187
Romania					103,521	103,521
Armenia					103,000	103,000
Private Donors in the United Arab Emirates					100,000	100,000
International Organization for Migration	91,805					91,805
Montenegro					82,745	82,745
Private Donors in Greece	71,786					71,786
Poland					65,000	65,000
Malta	53,318					53,318
Private Donors in the United Kingdom	38,429					38,429
Czechia					38,100	38,100
Serbia					30,380	30,380
Private Donors in Italy	25,607					25,607
Croatia					24,957	24,957
Private Donors Worldwide	17,046				18	17,064
Luxembourg					10,239	10,239
Azerbaijan	6,672					6,672
Private Donors in Austria	738					738
TOTAL	382,731,878	200,000		10,512,262	55,398,219	448,842,359

Note: Contributions include 7 per cent programme support costs, and exclude $0.61 million for implementation in 2018.

Middle East and North Africa

FOREWORD

Violence. Conflict. Poverty. Political instability. Trafficking and smuggling. Mass displacement. These are some of the realities faced daily by millions of men, women and children throughout the Middle East and North Africa. In 2017, UNHCR continued to be appalled by the scale and magnitude of suffering experienced by civilian populations uprooted by conflict both within their own countries and across borders. Away from their homes, in some instances for decades, many have been forced to live in poverty and are almost totally reliant on humanitarian aid.

In 2017, the region hosted just six per cent of the world's population, but nearly a quarter of the global population of concern to UNHCR. This responsibility continued to stretch economies, public and social services, and civil and political structures to the limits.

The humanitarian and refugee crisis in the Syrian Arab Republic (Syria) remained the largest in the world. Fragile ceasefires and shifts in conflict dynamics restored relative calm to some parts of the country in 2017, enabling some IDPs and refugees to return home. However, during the same period, displacement continued within Syria and significant obstacles to return persisted. These obstacles included ongoing military operations; insecurity; a lack of legal status and documentation; housing, land and property challenges; limited access to services and livelihoods opportunities; unexploded ordnance and mines; and other protection risks.

In Iraq, while there were positive developments, including the return of large numbers of IDPs, UNHCR remained concerned by the risk of further displacement, forced evictions and revenge attacks against communities.

Abu Ahmad Al Shawa, in his fifties, has returned to his house in East Aleppo, in Syria. Despite that the whole building is completely burned out, Abu Ahmad has decided to re-open the doors of his restaurant to receive visitors. His restaurant is located right opposite Aleppo's citadel.

© UNHCR/Vivian Tou'meh

For women and girls, the situation was also less than positive in 2017 with the result that the Office issued 'alerts' on the high risks of sexual and gender-based violence (SGBV) faced by this group.

In Yemen, a destructive pattern of war and displacement plunged the country further into poverty and desolation. Yemen became the world's most acute humanitarian crisis. A country-wide escalation of violence left approximately two-thirds of the population in need of assistance.

In 2017, tens of thousands of people made the perilous sea journey to Italy, primarily from Libya. Despite a significant decrease in the number of sea arrivals in the second part of the year, the crossing continued to claim many lives.

Complex mixed flow dynamics presented a growing risk to thousands of refugees and migrants trapped in abhorrent detention conditions in Libya. In 2017, UNHCR saved hundreds of vulnerable refugees there through evacuation operations. With partners, the Office also conducted extensive monitoring visits to detention

centres and continued advocating for the release of those in captivity.

Despite insecurity and constrained access, UNHCR remained committed to its work across the region. It reached millions inside Syria, providing protection, shelter, basic relief items and health assistance. Iraqis received multipurpose cash assistance, while in Yemen, UNHCR provided core relief items, emergency shelter kits, returnee kits and cash-based interventions (CBIs) to families.

The League of Arab States made significant progress in drafting a convention on the situation of refugees. UNHCR also worked closely with States in the region, such as Iraq, Morocco and Tunisia, to develop national asylum legislation.

Despite the increasingly difficult climate, UNHCR remained hopeful that global solidarity and compassion would prevail. While the challenges continued to grow, the Office's resolve to overcome them remained unshaken.

Amin Awad
Director of UNHCR's Regional Bureau for the Middle East and North Africa
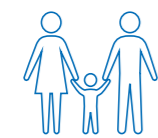
16.8 MILLION
PEOPLE OF CONCERN IN THE MIDDLE EAST AND NORTH AFRICA

23% OF THE GLOBAL POPULATION OF CONCERN
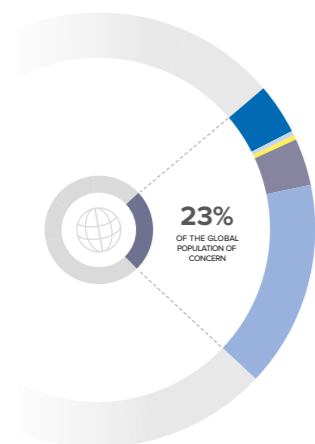
- REFUGEES **2.7 MILLION | 16%**
- ASLYLUM-SEEKERS **235,000 | 1%**
- STATELESS PERSONS **371,000 | 2%**
- RETURNEES (Refugees and IDPs) **2.5 million | 15%**
- IDPs **11 MILLION | 65%**
- OTHERS OF CONCERN **15,000**

AGE AND GENDER BREAKDOWN
REFUGEES AND ASYLUM-SEEKERS

25%
50%
15%
5%

60+
18-59
12-17
5-11
0-4

UNDER 18 **47%**
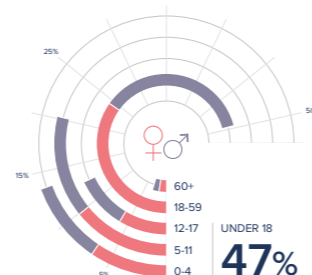
SYRIA SITUATION
5.5 million REFUGEES were registered in the region
3.4 million REFUGEES were hosted in Turkey alone
6.15 million IDPs by year's end
3 million IDPs were living in hard-to-reach locations

IRAQ SITUATION
277,000 REFUGEES and asylum-seekers were registered in the region
IRAQI REFUGEES are the second largest refugee population group after Syrians in the region
2.6 million IDPs by year's end

YEMEN SITUATION
280,000 REFUGEES and asylum-seekers were hosted in Yemen
100,000 ARRIVALS in 2017 alone
2.1 million IDPs by year's end
1 million IDP RETURNEES

SYRIAN ARAB REPUBLIC

IRAQ

LIBYA *

YEMEN

168 PARTNERS IN THE MIDDLE EAST AND NORTH AFRICA
105 NATIONAL NGO PARTNERS
34 INTERNATIONAL NGO PARTNERS
23 GOVERNMENT PARTNERS
6 UN AGENCIES/OTHER PARTNERS

LIBYA SITUATION
165,000 IDPs by year's end
342,000 IDP RETURNEES

2,409 STAFF IN THE MIDDLE EAST AND NORTH AFRICA

60% MALE
40% FEMALE

64 LOCATIONS
38% BASED IN HARDSHIP LOCATIONS

SITUATIONS
< 1.5 million People of concern
1.5 > 3 million People of concern
> 3 million People of concern
* New Emergencies

MAJOR SITUATIONS

Iraq situation
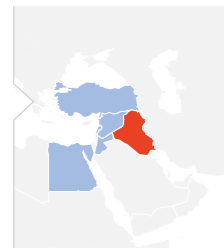
By the end of 2017, there were nearly 277,000 Iraqi refugees and asylum-seekers registered in the region, making them the second largest refugee population group after Syrians in the region.

The Government of Iraq declared Mosul retaken in mid-July 2017, and announced the liberation of all Iraqi territory from the control of extremists in December 2017.

The news resulted in large numbers of IDP returns, but there were still 2.6 million Iraqi IDPs by the end of the year. Grave protection challenges remained, which could result in further displacement, inter-communal violence and SGBV.

In 2017, UNHCR gave core relief items to 1.2 million IDPs, returnees and host community members, while more than 800,000 people benefitted from protection monitoring activities, including outreach to assess needs and to provide legal assistance, provision of civil documentation support, and referrals to specialized services to IDPs, returnees and other conflict-affected Iraqis.

Partnering to improve cash assistance to refugees

In 2017, UNHCR used CBIs to help refugees and IDPs cover costs related to food, rent, and medical care and to help them prepare for cold winter weather. Most of those assisted were in urban areas. In total, CBIs assisted more than 2.1 million Syrian and Iraqi IDPs and refugees, and 334,000 IDPs in Yemen.

In Jordan, the common cash facility (CCF) continued to operate as an innovative approach designed to create efficiencies, with the ability to be replicable/scalable across diverse operations. This common cash arrangement, bringing 17 partners together, continued to reinforce alignment and coordination between multiple organizations' cash transfer programmes.

A teller, left, distributes winter cash assistance to a Syrian refugee in Zaatari refugee camp, Mafraq Governorate, Jordan.

© UNHCR/David Azia

Yemen situation
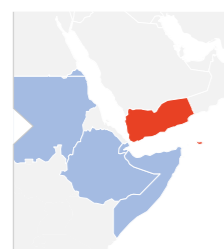
In Yemen, acute protection needs doubled in 2017: an additional 3.4 million people needed humanitarian assistance as compared to 2016, including more than 2.1 million IDPs and nearly 1 million IDP returnees. Adding to the hardship in Yemen, an outbreak of cholera resulted in the loss of thousands of lives, and severe food insecurity made civilians increasingly more vulnerable. Approximately 12,160 Yemeni refugees live in Somalia (6,428), Djibouti (4,157), Ethiopia (1,771), and with small numbers concentrated in urban areas in Sudan.

Despite the conflict and the dire humanitarian situation, Yemen hosted over 280,000 registered refugees and asylum-seekers. However, people continued to arrive in Yemen, with an estimated 100,000 new arrivals in 2017 alone. In spite of these new arrival trends, the situation in Yemen was not conducive for asylum due to the significant levels of insecurity. Yemen remained a transit route for migrants and some asylum-seekers, mainly from the Horn of Africa. UNHCR and partners continued to provide protection and lifesaving assistance to people of concern living in precarious conditions. Together with Yemeni authorities, the Office registered approximately 3,400 of those eligible for international protection.

In spite of the new arrival trends, the situation in Yemen was not conducive for asylum due to significant levels of insecurity.

Despite danger, Somali refugees in Yemen return home

For nearly a decade, Yemen was a place of refuge for Abaya Mursal and her family, after they were forced to flee their home in Somalia.

"We had a good life here in Yemen. I didn't have any problems here," recalled Abaya. "But since the conflict started, things became very difficult. This is why we decided to return home."

Moments later, Abaya and her seven children boarded the boat that would transport them across the Gulf of Aden and back to Somalia.

Somali refugees on board a vessel at Aden Port en route to Somalia in the first assisted spontaneous return movement from Yemen.

© UNHCR/Natalie Schmidthaussler

In 2017, UNHCR helped more than 4,000 refugees in the Yemen situation access financial assistance, and more than 98,000 refugees and members of host communities access medical services.

With the support of partners, the Office reached more than 800,000 IDPs, providing them with lifesaving assistance and addressing their cross-cutting shelter and protection needs.

UNHCR campaign spreads awareness about dangers of Yemen sea crossings

In 2017, UNHCR launched a regional information campaign in the Horn of Africa called "Dangerous crossings" to inform people of the risks posed by the journey to the Arabian Peninsula. The campaign aimed to counter misinformation peddled by smugglers and traffickers trying to lure people into undertaking dangerous journeys, and was part of UNHCR's efforts to strengthen its messaging to people of concern through mass information campaigns.

A DANGEROUS JOURNEY IS WITHOUT JOY
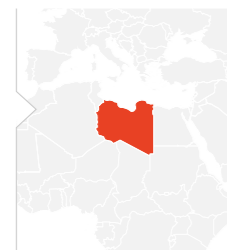
Libya situation

The volatile security and political situation in Libya continued to impact civilians in 2017 and made humanitarian access challenging. While the IDP population decreased, UNHCR provided assistance such as shelter, food and medical care to over 165,000 IDPs and 342,000 IDP returnees, including 1,220 IDPs from the northern town of Tawergha. To respond to these growing needs, UNHCR launched a supplementary appeal seeking $75 million for an expanded response in Libya, which included $48 million in additional requirements as compared to 2016.

The protection environment for refugee and asylum-seekers continued to deteriorate as thousands remained trapped in abhorrent detention conditions. In 2017, UNHCR and partners conducted at least 1,000 visits to 35 detention centres, obtaining the release of more than 1,350 detained refugees and asylum-seekers.

While large-scale mixed movements from, to and through the Middle East and North Africa continued in 2017, with Libya as the main departure point, the number of people arriving in Europe by sea from the region was approximately 50 per cent lower than in 2016. For more information on the Central Mediterranean and North Africa situation please refer to the chapter on *Safeguarding fundamental rights*.

Syria situation

As many as 13.1 million people were in need of humanitarian assistance in 2017, including 6.15 million IDPs. Nearly 3 million of those in need were living in hard-to-reach locations.

With the emergence of a few areas of relative stability, close to 77,000 Syrian refugees and 764,000 IDPs returned to their areas of origin in 2017. These self-organized returns occurred without facilitation by the international humanitarian community, with UNHCR stressing that the conditions for refugees' safe, dignified and sustainable return were not yet in place. In September 2017, UNHCR launched a supplementary appeal preparing for durable solutions inside Syria appealing for an additional $156 million to the $304.2 million initially requested to adequately address the needs of returnees in Syria and scale up its operational and protection capacity.

The number of registered Syrian refugees in the region reached 5.5 million, an increase of nearly 500,000 as compared to 2016. The growth reflected births, as well as the regularization of registered Syrians, including new arrivals, primarily in Turkey. As of December 2017, Turkey still hosted the largest Syrian refugee population in the region with some 3.4 million refugees, followed by Lebanon (997,000), Jordan (655,000), Iraq (247,000), and Egypt (126,000).

Despite operational challenges, in 2017 UNHCR reached approximately 6.2 million people inside Syria with protection services, shelter, basic relief items and health assistance, including through cross-border interventions from Jordan and Turkey.

Together with UNDP, UNHCR continued to lead the Regional Refugee and Resilience Plan in response to the Syria crisis (3RP). The plan is built around government-led national plans, cost-effective and innovative programming, and a coalition of over 270 partners. UNHCR implemented a multi-sector response, including biometric registration, cash, health, shelter, wash and livelihood support. Despite the generosity of donors, the 2017 3RP only received 54 per cent of the funding it required.

> Turkey hosted the largest Syrian refugee population in the region with some **3.4 million** refugees.

Syrian refugee Mohammed surveys strawberry plants in Jiyeh, Lebanon, where he is employed as a seasonal worker.

Most Syrian refugees in Lebanon now destitute, study finds

Since fleeing war in Syria three years ago, 38-year-old Mohammed and his family of eight have lived precariously in Lebanon on his irregular earnings from seasonal farm work. The family faces rising levels of debt.

"I work here in the field. Sometimes I work for one, two or three hours, sometimes there is no work at all," says Mohammed, "I borrow money to buy clothes and other stuff for my children. We are big in debt."

Azraq refugee camp's new solar farm stretches out into the desert.

Azraq, the world's first refugee camp powered by solar energy

Funded by the IKEA Foundation, Azraq's two-megawatt solar photovoltaic plant is the first such facility built in a refugee setting. It has brought affordable and sustainable power to people who previously lived with only sporadic access to electricity for two-and-a-half years. Now, 20,000 Syrian refugees living in almost 5,000 shelters can connect a fridge, heater, fan and lights. They can also charge their phones.

The plant has immediately saved UNHCR $1.5 million per year. The project has also contributed to Jordan's national energy strategy goal to achieve a green economy by 2020, as the solar energy reduces the camp's CO_2 emissions by 2,400 tons each year.

In UNHCR's collaboration with IKEA Foundation on the development of this plant, great value was placed on efficiency, innovation and the sustainability of the project. Importantly, the plant has provided employment and training opportunities for more than 50 refugees.

ACHIEVEMENTS AND IMPACT

Across the Middle East and North Africa, States continued to demonstrate their commitment to improving the lives of people of concern, including by enacting measures to enhance access to asylum systems, better protect children from violence and exploitation, and to provide durable solutions for refugees.

Maintaining protection space and supporting access to national asylum systems

In 2017, UNHCR advised countries on the development of draft national asylum legislation and worked closely with the League of Arab States on a draft convention to better regulate the status of refugees in the region. In Israel, UNHCR advocated access to legal status for refugees and asylum-seekers and promoted solutions, focusing on measures impacting Eritrean and Sudanese nationals in need of international protection.

UNHCR strengthened its support to governments on registration of refugees and asylum-seekers. In 2017, Egypt introduced a new procedure and registered over 50,200 people—its highest number

of registrations since 2013. Half of those registered were Syrians, followed by Ethiopians, Eritreans and Sudanese.

Regionally, UNHCR conducted refugee status determination in accordance with its mandate, while seeking to safeguard the process' integrity, quality and efficiency.

Community-based approaches to protection remained central to UNHCR's response. In 2017, nearly 3,000 community members were involved in identifying people at heightened risk of violence and exploitation, referring them to UNHCR for support. More than 250 community centres provided displaced people and vulnerable host communities with skills-development opportunities, counselling and legal information.

In Syria, more than 200,000 people benefitted from community-based assistance, including direct assistance, psychological and social support and education or remedial classes. This community-based assistance also included protection-related services, such as community mobilization, child protection, legal aid, prevention of and response to SGBV, livelihood support, and services for people with specific needs.

200,000
people benefitted from community-based assistance in Syria, including psychological support and education or remedial classes.

Ensuring protection from violence and exploitation

With more than 2.5 million Syrian refugee children in the region, child protection remained crucial. Key priorities included strengthening national child protection systems and ensuring non-discriminatory access to these systems for all children of concern. The Office sought to improve access to birth registration and best interests' procedures for Syrian refugee children. It provided quality services for those separated from their families or who had experienced violence, abuse or exploitation.

More than 694,000 girls and boys in the main Syrian refugee-hosting countries—namely Egypt, Iraq, Jordan, Lebanon and Turkey—benefited from UNHCR's child protection work in 2017, as well as from its broader psychological and social support programmes. Together with ILO and UNICEF, UNHCR completed a regional strategy addressing child labour among Syrian refugees. It also organized consultations on strengthening youth-centred programming in Egypt and Jordan.

From January to September 2017, over 135,000 men and women who had survived, or were at risk of, SGBV received multi-sectoral support. In 2017, UNHCR strengthened the collection and management of data on SGBV incidents, including by using the gender-based violence information management system (see the chapter on *Responding with lifesaving support*).

In December 2017, UNHCR published a report on good practices in gender equality with a specific focus on Syrian refugees in the Middle East and North Africa. The report highlighted good practices in promoting gender equality in humanitarian programming and addressing SGBV. UNHCR also completed a study on sexual violence against refugee men and boys to help ensure laws, policies and services considered their needs. The Office published the findings in October 2017, in a report entitled: "We keep it in our heart: sexual violence against men and boys in the Syria crisis".

694,000
girls and boys in the main Syrian refugee-hosting countries benefitted from UNHCR's child protection assistance.

Qatar Charity increases its support for lifesaving interventions

Qatar Charity became one of UNHCR's most valuable private sector partners in 2017. The NGO contributed $4.5 million to UNHCR operations, helping reach approximately 170,000 displaced people in Jordan, Lebanon, Syria and Yemen with lifesaving interventions. The Qatar-based charity signed a five-year agreement to donate at least $3 million annually.

Daris Al Askri waits to receive a UNHCR winter cash grant at the Al Amal bank in Sana'a. The 48-year-old was forced to flee Yemen's flashpoint district of Nihm with his seven children after their family house was destroyed. They now live in a tent on the outskirts of Sana'a in Dharawan informal settlement. They struggle to meet basic needs.
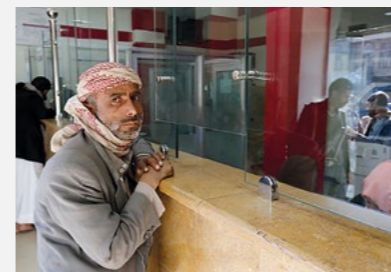
Cash for shelter

In 2017, most of Yemen's displaced continued to live with host families or in rented accommodation, while others were forced to take shelter in informal settlements or collective centres, such as unused schools, health facilities, or religious buildings. In 2017, nearly 90 per cent had been displaced for more than a year, and many of those living in rented accommodation faced the lingering threat of eviction.

For almost 40,000 of the most vulnerable families at risk of eviction, UNHCR provided the equivalent of $200 in the form of rental subsidies. The families were carefully identified by UNHCR field staff and partners through home visits, mobile assessment teams or by staff at drop-in community centres. Once confirmed, families received an SMS with a voucher code redeemable at various money transfer agents across the country.

Pursuing durable solutions

In 2017, over 44,000 refugees from the region were submitted for resettlement, including 37,000 Syrians and 2,900 Iraqis. The amount totalled just 7.5 per cent of the region's overall resettlement needs (585,900). Of those submitted, 33,200 Syrian and Iraqi refugees departed for resettlement.

UNHCR shared good practices and discussed durable solutions—including evacuating and resettling refugees from Libya—with the chairs of the Syrian Resettlement Core Group (the United Kingdom) and of the Central Mediterranean Core Group (France), see the chapter on *Building better futures*.

Biometric registration brings efficiencies and improvements in registration

In 2017, UNHCR expanded biometric registration across the region, registering people in Egypt, Iraq, Jordan and Lebanon. In Turkey, the Office provided technical support to local authorities to assist with the registration of 3.5 million refugees. Biometric registration improved the quality of case processing for resettlement as it enabled the verification of applicants and boosted the credibility of information shared with the authorities of resettlement countries. Furthermore, it facilitated fraud-proof cash and voucher assistance. UNHCR also launched a new biometric identity management system in Mauritania and Tunisia to improve registration procedures.

© UNHCR/Scott Nelson

A UNHCR staff member takes an eye scan during the registration interview for Isak (24) an Eritrean asylum-seeker in the reception area of the UNHCR office in Egypt.

Mobilizing public, political, financial and operational support through strategic partnerships

As part of the practical application of the Comprehensive Refugee Response Framework and the process leading to a global compact on refugees, UNHCR continued to strengthen its relationship with States and other regional partners. It supported the development of the Middle East and North Africa Civil Society

Network for Displacement, which aims to be a platform for civil society stakeholders to protect displaced people and support host communities. The network is due for launch in 2018. Meanwhile, traditional and non-traditional partnerships mobilized significant funds and boosted advocacy efforts. UNHCR continued to seek out non-traditional funding sources, including through engagement with regional and economic organizations, financial institutions, civil society and media partners.

MBC and UNHCR give hope to refugee families

The Middle East Broadcasting Center Group (MBC), the largest satellite broadcasting company in the region, donated $3.8 million to UNHCR through its philanthropic arm MBC Al Amal (MBC Hope). For the second year in a row, a TV series about the life of a refugee family aired daily at prime time during Ramadan. "Touch of Hope" (Basmet Amal) is a joint UNHCR and MBC initiative. It was one of MBC's most successful programmes in 2017. The programme helped in raising funds for UNHCR's cash assistance programme, through which UNHCR provides a monthly stipend of $175 to more than 20,000 refugee families in Jordan and Lebanon.

© UNHCR/Andy Hall

Goodwill Ambassador Praya Lundberg with Sahsa, the youngest girl in the TIGER group.

Goodwill Ambassador support to refugees across the region

Goodwill Ambassadors boosted the visibility of UNHCR's work in the region during 2017. Social media influencers invited to the annual Nansen Award ceremony generated interest on Instagram, increasing the range and diversity of UNHCR's audience. *Sea Prayer*, a 360-degree, immersive film by award-winning novelist and Goodwill Ambassador Khaled Hosseini, appeared at 15 festivals worldwide. Actress and model Praya Lundberg visited Jordan, where she shared her experiences of UNHCR's frontline work with her 30 million social media followers worldwide.

CONSTRAINTS

Humanitarian needs in the Middle East and North Africa outweighed UNHCR's response capacity again in 2017. Insecurity and the fluid nature of displacement made it difficult to develop sustainable responses. The lack of safe and unhindered humanitarian access continued to impact the capacity of UNHCR and its partners to deliver assistance in insecure environments. Similarly, managed borders made access to asylum increasingly challenging in some contexts. Lastly, the increasingly protracted and uncertain situation for many displaced people, particularly Syrians and Yemenis, resulted in the depletion of their financial resources and often a reliance upon harmful coping strategies.

FINANCIAL INFORMATION

Budget

- ExCom revised budget: $2.17 billion.

- Final budget: $2.26 billion.

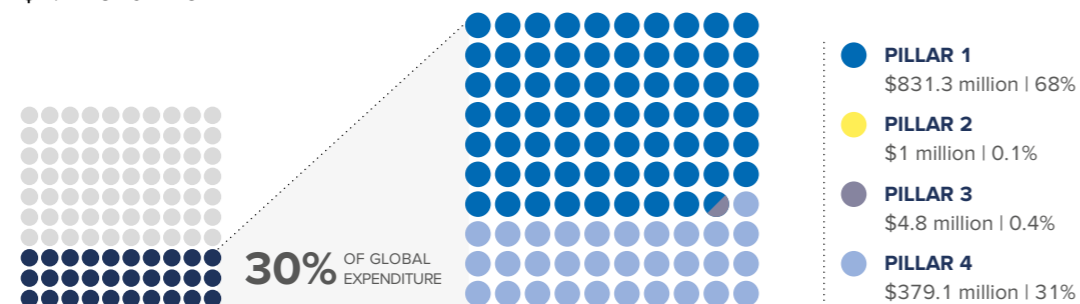- Budget increase: $89.5 million / +4% due mainly to surges in needs in Libya, Syria and Yemen.

Expenditure

SOURCE OF EXPENDITURE		USD	thousands	As % of expenditure within the region	As % of global expenditure by source of funding
Carry-over from prior years	Earmarked	65,282	5%	23%
	Unearmarked	-	-	-
Voluntary contributions	Earmarked	848,233	70%	39%
	Softly earmarked	233,272	19%	36%
	Unearmarked	52,103	4%	13%
	In-kind	1,980	0%	6%
Programme support costs	-	-	-	-
Other income	-	15,356	1%	12%
TOTAL		**1,216,225**	**100%**	**30%**

- Funding gap: 46%.

- The Middle East and North Africa region is notable for the very high concentration of tightly earmarked funding: 75% of regional expenditure and 39% of UNHCR's total earmarked expenditure.

- Severe funding shortfalls and high levels of earmarking affected operations across the region. In particular, operations responding to the Syria crisis were unable to fully implement CBIs.

- In Yemen, limited funding reduced UNHCR's ability to provide assistance across large parts of the south of the country.

- In other operations, for example in Mauritania, plans to ameliorate camp infrastructure were severely constrained.

EXPENDITURE IN THE MIDDLE EAST AND NORTH AFRICA | USD

$1.216 billion

- PILLAR 1
  $831.3 million | 68%
- PILLAR 2
  $1 million | 0.1%
- PILLAR 3
  $4.8 million | 0.4%
- PILLAR 4
  $379.1 million | 31%

30% OF GLOBAL EXPENDITURE

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

OPERATION		PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 3 Reintegration projects	PILLAR 4 IDP projects	TOTAL
MIDDLE EAST						
Iraq	Budget	137,529,390	623,739	-	418,940,632	557,093,761
	Expenditure	78,071,264	267,251	-	174,038,181	252,376,697
Israel	Budget	3,731,972	-	-	-	3,731,972
	Expenditure	2,867,664	-	-	-	2,867,664
Jordan	Budget	277,212,606	-	-	-	277,212,606
	Expenditure	238,507,054	-	-	-	238,507,054
Lebanon	Budget	463,887,386	606,297	-	-	464,493,683
	Expenditure	325,267,608	549,420	-	-	325,817,028
Saudi Arabia	Budget	5,472,287	175,288	-	-	5,647,575
	Expenditure	4,529,821	138,592	-	-	4,668,413
Syrian Regional Refugee Coordination Office	Budget	26,188,949	-	-	30,079,617	56,268,566
	Expenditure	17,051,225	-	-	14,457,945	31,509,170
Syrian Arab Republic	Budget	47,400,000	211,170	146,000,000	303,988,899	497,600,068
	Expenditure	16,498,206	7,318	4,841,298	138,381,631	159,728,453
United Arab Emirates	Budget	4,148,107	-	-	-	4,148,107
	Expenditure	3,195,608	-	-	-	3,195,608
Yemen	Budget	63,273,754	-	-	50,375,894	113,649,648
	Expenditure	28,778,660	-	-	41,285,615	70,064,275
Regional activities	Budget	48,382,497	-	-	-	48,382,497
	Expenditure	227,287	-	-	-	227,287
SUBTOTAL	Budget	1,077,226,947	1,616,494	146,000,000	803,385,041	2,028,228,482
	Expenditure	714,994,398	962,580	4,841,298	368,163,372	1,088,961,648
NORTH AFRICA						
Algeria	Budget	36,540,226	-	-	-	36,540,226
	Expenditure	15,471,442	-	-	-	15,471,442
Egypt	Budget	79,089,587	-	-	-	79,089,587
	Expenditure	42,600,464	-	-	-	42,600,464
Libya	Budget	59,926,440	-	-	14,145,268	74,071,708
	Expenditure	33,187,947	-	-	10,965,047	44,152,994
Mauritania	Budget	19,773,461	-	-	-	19,773,461
	Expenditure	12,858,475	-	-	-	12,858,475
Morocco	Budget	7,379,727	-	-	-	7,379,727
	Expenditure	5,612,362	-	-	-	5,612,362
Tunisia	Budget	6,570,697	-	-	-	6,570,697
	Expenditure	4,200,839	-	-	-	4,200,839
Western Sahara: Confidence Building Measures	Budget	5,915,270	-	-	-	5,915,270
	Expenditure	1,985,714	-	-	-	1,985,714
Regional activities	Budget	2,715,206	-	-	-	2,715,206
	Expenditure	381,205	-	-	-	381,205
SUBTOTAL	Budget	217,910,614	-	-	14,145,268	232,055,882
	Expenditure	116,298,449	-	-	10,965,047	127,263,496
TOTAL	Budget	1,295,137,562	1,616,494	146,000,000	817,530,309	2,260,284,364
	Expenditure	831,292,847	962,580	4,841,298	379,128,419	1,216,225,144

EXPENDITURE IN THE MIDDLE EAST AND NORTH AFRICA 2013-2017 | USD
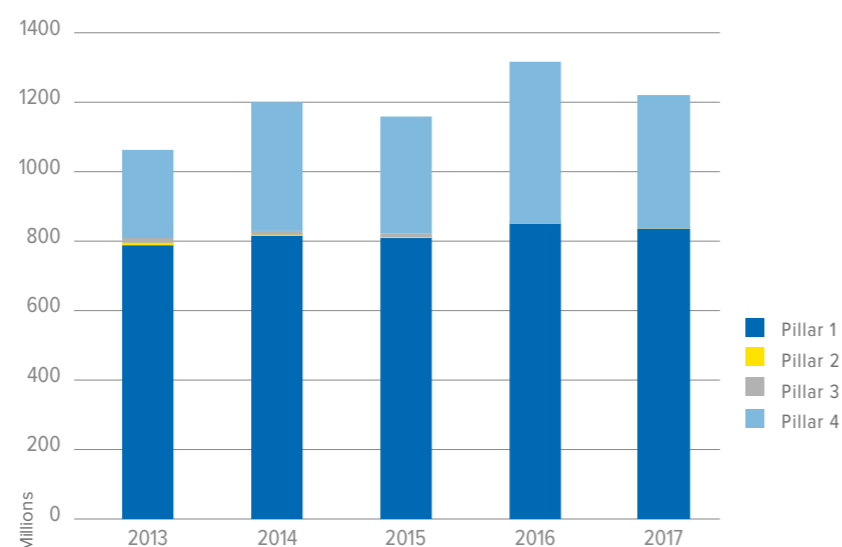
Legend: Pillar 1, Pillar 2, Pillar 3, Pillar 4

VOLUNTARY CONTRIBUTIONS TO THE MIDDLE EAST AND NORTH AFRICA | USD

DONOR	PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 3 Reintegration projects	PILLAR 4 IDP projects	ALL PILLARS	TOTAL
United States of America	261,040,000			70,000,000	166,550,000	497,590,000
Germany	106,573,709			98,761,153	101,609,381	306,944,242
European Union	57,171,217			8,945,611	13,743,237	79,860,066
Japan	21,213,534			29,591,841	1,792,436	52,597,811
Canada	24,905,660			7,473,842	5,998,457	38,377,959
Norway	20,142,372			11,234,482	3,510,825	34,887,679
United Kingdom	8,180,024			13,450,344		21,630,368
Netherlands	15,130,824					15,130,824
Saudi Arabia	5,000,000			9,661,880		14,661,880
Sweden	5,038,835			6,272,132	2,102,002	13,412,969
Italy	10,534,542			2,055,902		12,590,444
Private Donors in Germany	126,304				12,334,900	12,461,205
France	5,457,329			5,285,993	200,000	10,943,322
Finland	4,268,943			1,067,236	2,809,396	8,145,575
Kuwait	7,580,000				39,490	7,619,490
Private Donors in Qatar	200,000			5,773,605	739,303	6,712,908
Country-based pooled funds				6,701,890		6,701,890
Australia	6,042,296					6,042,296
Switzerland	3,034,438			1,972,387	986,193	5,993,018
Denmark	4,744,583				1,000,000	5,744,583
Private Donors in the United Arab Emirates	3,393,551			937,000	597,869	4,928,420
Belgium	2,559,727			2,275,313		4,835,040
Spain	4,039,310			590,926		4,630,236
Austria	1,387,407			2,347,919	542,888	4,278,214
Private Donors in the United States of America	664,279			194,733	2,978,419	3,837,431
Private Donors in the Netherlands	1,499,890			2,085,476	56,946	3,642,313
Private Donors Worldwide	1,345,044			4,375	1,986,509	3,335,928
Republic of Korea	1,000,000				2,200,000	3,200,000
Luxembourg	784,519				1,830,544	2,615,063
United Nations Children's Fund	1,500,000			871,755		2,371,755

VOLUNTARY CONTRIBUTIONS TO THE MIDDLE EAST AND NORTH AFRICA | USD

DONOR	PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 3 Reintegration projects	PILLAR 4 IDP projects	ALL PILLARS	TOTAL
Private Donors in Indonesia	2,000,000					2,000,000
Czechia	1,924,497					1,924,497
Private Donors in the Republic of Korea					1,846,807	1,846,807
Private Donors in Canada	1,383,366				201,724	1,585,091
Private Donors in the United Kingdom	824,465			60,399	372,142	1,257,005
Isle of Man	1,217,772					1,217,772
Private Donors in Switzerland	50,050			10,100	1,036,670	1,096,821
Private Donors in Australia	261,490				812,326	1,073,816
Central Emergency Response Fund	429,768			570,573		1,000,340
Private Donors in Sweden	24,334			273,417	575,878	873,628
China	835,333					835,333
Russian Federation	300,000			500,000		800,000
Poland	602,377					602,377
Private Donors in Kuwait	534,138				40,387	574,525
Private Donors in Italy	415,806			21,990	106,848	544,644
Private Donors in Singapore	232,700			30,838	164,610	428,148
Private Donors in Saudi Arabia	377,879				555	378,434
Private Donors in Spain	7,964				299,661	307,625
Monaco	244,161					244,161
Iceland				220,000		220,000
Liechtenstein			203,252			203,252
Private Donors in Egypt	184,451					184,451
Portugal				162,816		162,816
Malaysia	150,000					150,000
United Nations Action Against Sexual Violence in Conflict	140,213					140,213
United Arab Emirates				126,000		126,000
Private Donors in France	118,064			187	2,920	121,171
Bulgaria				58,072	54,289	112,361
Estonia	96,051					96,051
United Nations Programme on HIV/AIDS	85,000					85,000
Private Donors in Lebanon	75,750					75,750
Private Donors in China				6,425	60,875	67,300
Private Donors in Japan					67,075	67,075
Private Donors in Monaco					65,510	65,510
Lithuania				17,773	42,965	60,737
Philippines					50,000	50,000
Private Donors in Thailand					48,853	48,853
Cyprus	35,545					35,545
Slovenia					33,520	33,520
Private Donors in the Philippines					31,671	31,671
Morocco					23,629	23,629
Malta	23,229					23,229
Private Donors in Brazil				6,663		6,663
Private Donors in Turkey	83			1,600	3,941	5,623
Holy See					5,000	5,000
Private Donors in Greece					1,685	1,685
Private Donors in India					1,257	1,257
Private Donors in Oman	1,213					1,213
Private Donors in Austria	111				904	1,016
Private Donors in Ireland					671	671
Private Donors in Bangladesh					278	278
TOTAL	**597,134,148**			**289,317,081**	**330,070,265**	**1,216,521,494**

Note: Contributions include 7 percent programme support costs, and exclude $14.66 million for implementation in 2018.

Operational support and management

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Robina Kolok, a UNHCR Associate Supply Officer, who grew up as a refugee in Kenya after fleeing what is now South Sudan, has been temporarily assigned to the Rohingya emergency operation in Cox's Bazar, Bangladesh.

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

Throughout 2017, 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.

Headquarters

The category of management and administration reflected in the Headquarters budget is comprised of costs required to maintain the direction and leadership of the Office. This includes functional units for executive direction, organizational policy and evaluation, external relations, information technology and administration.

Global programmes

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.

Global programmes promoted innovation and harmonized approaches across a wide spectrum of operational activities, including public health; HIV/AIDS and reproductive health; nutrition and food security; water, sanitation and hygiene (WASH); shelter and settlements; education; livelihoods; and environmental management and energy. Registration and identity and information management, as well as the suitable use of cash-based interventions, underpinned relevant, well-targeted programmes. Interventions were guided by five-year global strategies established in 2014 for public health, settlement and shelter, livelihoods, and safe access to fuel and energy, with a five-year policy on cash launched in 2016.

Technical interventions ranged from ensuring a lifesaving response to enabling solutions for refugees and others of concern in urban and camp settings. The programmes were carried out in close collaboration with partners and aimed to bridge UNHCR's humanitarian programmes with longer-term development

efforts for people of concern. They are aligned with the vision of the New York Declaration for Refugees and Migrants and the Comprehensive Refugee Response Framework and the Sustainable Development Goals.

By way of examples of achievements in 2017, the global programmes contributed to UNHCR implementing rapid, agile and effective emergency responses, for example through shelter by deploying thousands of the new refugee housing unit, and site planning and the deployment of registration specialists to Bangladesh in response to the Rohingya emergency. They also contributed to improving lives through programme quality, technical integrity and innovation. This included expanding the use of solar energy as in the Zaatari refugee camp in Jordan or for powering water pumps in Africa,

or implementing cost-effective and environmentally friendly approaches to sanitation, more effective identity management, or expanding the use of cash assistance. "Waste-to-value" pilot projects in refugee camps in Ethiopia and Kenya reduced the cost of sanitation services, doubled the lifespan of infrastructure and generated useful by-products such as cooking fuel. In addition, UNHCR is now tracking the cost of water supply through a specific water costing tool.

These and other examples are also referenced and contextualised in the regional summaries and thematic chapters of this report. Tables and charts showing budget, expenditure and voluntary contributions in 2017 for global programmes and Headquarters are presented on the following pages.

A more detailed description of Headquarters functions and activities can be found on the Global Focus website, and more details on the roles and results achieved by global programmes are provided throughout this Global Report in the regional summaries and thematic chapters.

EXPENDITURE FOR GLOBAL PROGRAMMES AND HEADQUARTERS (PILLAR 1) | 2013-2017
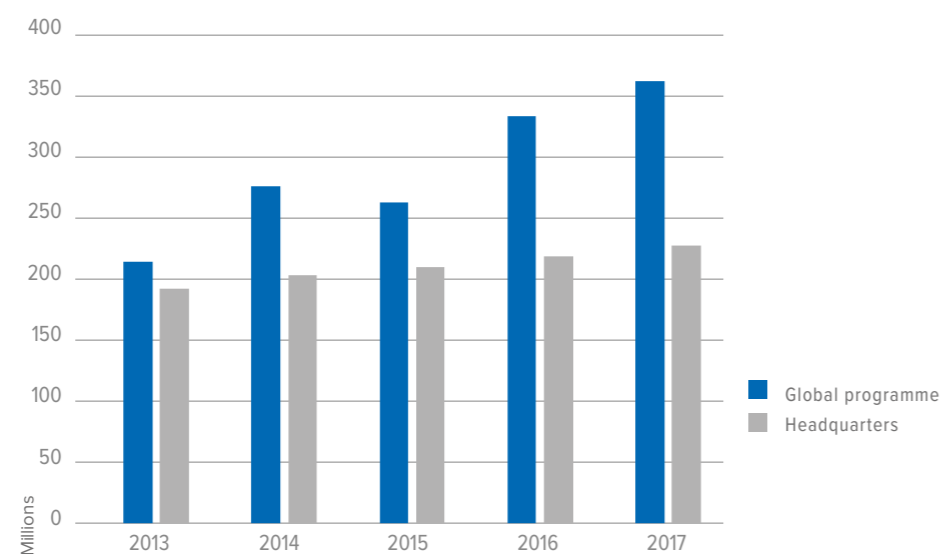
BUDGET AND EXPENDITURE FOR GLOBAL PROGRAMMES | USD

ACTIVITIES	PILLAR 1 - REFUGEE PROGRAMME	
	Budget	Expenditure
OPERATIONAL ACTIVITIES		
Cash-based interventions	521,965	522,977
Durable solutions	1,981,813	1,742,919
Education-related projects	22,056,029	18,769,383
Emergency-related projects (including stockpiles)	41,878,335	34,062,122
Environment-related projects	452,500	371,867
Global Clusters	2,615,890	1,847,551
Health-related projects (including HIV/AIDS, anaemia, water & sanitation)	3,301,132	2,434,011
Innovation project	8,089,209	2,419,615
Protection-related projects	9,530,637	4,545,361
Private sector fundraising	112,505,036	106,968,743
Public information and media projects	8,677,709	6,701,547
Refugee women, children and adolescents	3,463,245	2,502,258
Registration, data and knowledge management	6,356,328	5,493,928
Research, evaluation and documentation	1,566,814	576,985
Resettlement	23,224,390	11,362,990
Shelter-related projects	1,794,500	1,786,414
Training-related projects	1,076,196	1,016,296
Miscellaneous	610,090	552,828
SUBTOTAL	**249,701,817**	**203,677,796**
PROGRAMME SUPPORT ACTIVITIES		
EXECUTIVE DIRECTION AND MANAGEMENT		
Innovation project	1,217,929	794,088
Inspector General's Office field activities	2,275,232	1,403,958
Legal Affairs Section field activities	458,261	455,244
Connectivity for refugees	552,565	467,097
DIVISION OF EXTERNAL RELATIONS		
Division of External Relations Service	15,741,051	12,476,644
Private sector fund raising - investment funds and activities	13,033,724	11,429,481
DIVISION OF INTERNATIONAL PROTECTION	13,716,592	9,133,196
DIVISION OF INFORMATION SYSTEMS AND TELECOMMUNICATIONS	28,866,750	28,080,016
DIVISION OF PROGRAMME SUPPORT MANAGEMENT	13,269,742	12,097,625
DIVISION OF EMERGENCY, SECURITY AND SUPPLY		
Emergency Capacity Management Section	7,453,324	6,582,844
Field Safety Section and field security support	12,345,090	12,184,522
Supply Management - field strenghtening and support	20,593,358	18,042,708
DIVISION OF HUMAN RESOURCES MANAGEMENT		
Global staff accomodation	1,168,178	1,160,930
Special staff costs	22,705,515	22,011,645
Training of UNHCR staff	7,648,497	7,571,152
DIVISION OF FINANCIAL AND ADMINISTRATIVE MANAGEMENT		
Global support	181,786	173,298
Audit IPMS	5,000,000	7,767

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BUDGET AND EXPENDITURE FOR GLOBAL PROGRAMMES | USD

ACTIVITIES	PILLAR 1 - REFUGEE PROGRAMME	
	Budget	Expenditure
BUDAPEST GLOBAL SERVICE CENTER		
Division of Emergency, Security and Supply	1,871,854	**1,858,014**
COPENHAGEN GLOBAL SERVICE CENTER		
Division of International Protection	1,464,774	**1,406,554**
Division of Programme Support Management	7,009,173	**6,837,680**
Division of Information Systems and Telecommunications	621,529	**617,376**
Division of External Relations	8,634,329	**7,613,311**
SUBTOTAL	185,829,256	162,405,149
TOTAL	**435,531,073**	**366,082,944**

BUDGET AND EXPENDITURE FOR HEADQUARTERS | USD

DIVISIONS/DEPARTMENTS	PILLAR 1 - REFUGEE PROGRAMME	
	Budget[1]	Expenditure[1]
EXECUTIVE DIRECTION AND MANAGEMENT		
Executive Office	6,291,883	**6,097,055**
Liaison Office New York	4,688,663	**4,344,566**
Inspector General's Office	11,337,673	**10,893,453**
Legal Affairs Section	3,985,693	**3,662,611**
Office of the Ombudsman	774,451	**711,505**
Ethics Office	2,368,920	**2,287,562**
Enterprise Risk Management	525,543	**439,075**
Evaluation Service	2,035,331	**1,806,916**
Organizational Development and Management Service	1,506,875	**1,440,217**
Office of the Director for Change Management	1,726,538	**1,038,716**
SUBTOTAL	35,241,571	32,721,675
DIVISION OF EXTERNAL RELATIONS		
Office of the Director	2,877,110	**2,827,156**
Donor Relations and Resource Mobilization Service	7,248,668	**7,085,752**
Private Sector Partnership Service	1,154,505	**1,140,030**
Governance, Partnership and Inter-Agency Coordination Service	3,213,003	**3,193,616**
Communication and Public Information Service	5,143,100	**4,841,930**
Records and Archives Section	2,029,898	**2,000,445**
Inter-agency Coordination Service	1,225,288	**1,185,365**
Digital Engagement	416,075	**411,347**
Events, Campaigns and Goodwill Ambassadors	1,080,327	**1,032,918**
Joint UN Activity Contributions	1,300,000	**1,239,394**
SUBTOTAL	25,687,973	24,957,954
DIVISION OF INTERNATIONAL PROTECTION		
Office of the Director	3,553,652	**3,461,521**
Specialized sections	16,408,002	**15,181,100**
SUBTOTAL	19,961,654	18,642,622
DIVISION OF PROGRAMME SUPPORT AND MANAGEMENT		
Office of the Director	3,078,344	**3,057,422**
Specialized sections	5,917,881	**5,735,682**
SUBTOTAL	8,996,225	8,793,103
DIVISION OF EMERGENCY, SECURITY AND SUPPLY		
Office of the Director	2,165,496	**2,145,586**
SUBTOTAL	2,165,496	2,145,586
REGIONAL BUREAUX		
Office of the Director for Africa	13,066,353	**12,775,759**
Office of the Director for the Middle East and North Africa	8,667,714	**7,615,642**
Special Envoy for the central Mediterranean route situation	520,605	**363,071**
Office of the Director for Asia and the Pacific	5,672,175	**5,404,618**

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BUDGET AND EXPENDITURE FOR HEADQUARTERS | USD

DIVISIONS/DEPARTMENTS	PILLAR 1 - REFUGEE PROGRAMME	
	Budget[1]	Expenditure[1]
Emergency Response for Europe	5,183,967	4,051,230
Director's Office in Brussels for Europe	2,418,305	2,341,273
Deputy Director's Office in Geneva for Europe	3,336,179	3,284,179
Office of the Director for the Americas	2,971,265	2,935,522
SUBTOTAL	**41,836,563**	**38,771,294**
DIVISION OF INFORMATION SYSTEMS AND TELECOMMUNICATIONS		
Office of the Director and ICT fixed costs	16,041,135	15,882,672
Infrastructure and Telecommunications Service	6,577,523	6,523,298
SUBTOTAL	**22,618,658**	**22,405,970**
DIVISION OF HUMAN RESOURCES MANAGEMENT		
Office of the Director	3,740,625	3,632,070
Specialized sections	10,529,216	10,406,773
SUBTOTAL	**14,269,841**	**14,038,843**
DIVISION OF FINANCIAL AND ADMINISTRATIVE MANAGEMENT		
Office of the Controller and Director	6,769,746	6,600,442
Specialized sections and services	6,123,087	5,978,942
Audit	789,052	789,052
UN Finance Division	1,111,889	1,111,889
Headquarters running costs (including security and safety at Headquarters)	15,126,042	14,808,969
SUBTOTAL	**29,919,815**	**29,289,293**
GLOBAL SERVICE CENTRE (BUDAPEST)		
Management Unit	3,616,667	3,550,200
Ombudsman Office	130,082	107,673
Division of Financial and Administrative Management	4,198,994	3,949,284
Division of Human Resources Management	17,386,570	17,245,161
Division of Information Systems and Telecommunications	2,968,467	2,675,000
Division of Emergency, Security and Supply	6,427,398	6,355,853
SUBTOTAL	**34,728,179**	**33,883,171**
GLOBAL SERVICE CENTRE (COPENHAGEN)		
Management Unit	4,667,699	4,442,515
SUBTOTAL	**4,667,699**	**4,442,515**
Staff Council	1,085,426	1,069,082
TOTAL	**241,179,100**	**231,161,109**

[1] Includes allocations from the UN Regular Budget as follows: $43,326,060 (budget) and $43,326,060 (expenditure).

VOLUNTARY CONTRIBUTIONS TO GLOBAL PROGRAMMES | USD

DIVISIONS/DEPARTMENTS	DONORS	PILLAR 1 Refugee programme	ALL PILLARS	TOTAL
DIVISION OF EMERGENCY, SECURITY AND SUPPLY				
Emergency preparedness and response	United Arab Emirates	2,612,454		2,612,454
Deployment of standby experts	Switzerland	2,487,000		2,487,000
Deployment of standby experts	Norwegian Refugee Council	1,521,000		1,521,000
Deployment of standby experts	Sweden	1,262,500		1,262,500
Deployment of standby experts	Danish Refugee Council	1,235,500		1,235,500
UNHCR e-Centre	Japan	322,233	215,092	537,325
Global fleet management	UPS Foundation	408,110		408,110
Emergency preparedness and response	Luxembourg	313,808		313,808
Deployment of standby experts	Ireland	218,500		218,500
Deployment of standby experts	RedR Australia	211,500		211,500
Mosquito nets	United Nations Foundation	168,300		168,300
Forklift trucks	Sverige för UNHCR	50,600		50,600
Deployment of standby experts	iMMAP	45,500		45,500
Deployment of standby experts	United Kingdom	8,500		8,500
Global fleet management	Private Donors in Switzerland	2,305		2,305
SUBTOTAL		**10,867,809**	**215,092**	**11,082,902**
DIVISION OF EXTERNAL RELATIONS				
Comprehensive Refugee Response Framework	European Union	2,257,798		2,257,798
Comprehensive Refugee Response Framework	Japan		1,792,436	1,792,436
Comprehensive Refugee Response Framework	Germany		1,306,749	1,306,749
Nansen Refugee Award	Switzerland	225,620		225,620
Nansen Refugee Award	Norway	103,439		103,439
Education for All	Dutch Postcode Lottery	100,320		100,320
Nansen Refugee Award	IKEA Foundation	100,000		100,000
Deployment of standby experts	Norwegian Refugee Council	90,500		90,500
SUBTOTAL		**2,877,677**	**3,099,185**	**5,976,862**
DIVISION OF HUMAN RESOURCES MANAGEMENT				
Renewable energy	Norway	403,598		403,598
Prevention of detention of children	European Union	148,576		148,576
Global Protection Cluster	United States of America	85,600		85,600
SUBTOTAL		**637,774**		**637,774**
DIVISION OF INTERNATIONAL PROTECTION				
Albert Einstein German Academic Refugee Initiative (DAFI)	Germany	17,520,320		17,520,320
Global Protection and Resettlement	United States of America	8,171,302		8,171,302
Quality Integration Project - Resettlement	United Kingdom	3,672,939		3,672,939
Education Match Challenge	Educate A Child Programme	1,848,813		1,848,813
Higher Education Scholarship for Syrian Refugees	Said Foundation	1,109,139		1,109,139
Enhancing Resettlement Activities	Norway	1,012,025		1,012,025
Funds for solutions activities	Denmark	684,000		684,000
Deployment of standby experts	Norwegian Refugee Council	267,500		267,500
Emerging Resettlement Countries Joint Support Mechanism	International Organization for Migration	248,439		248,439
Higher Education Scholarship for Syrian Refugees	The Hands Up Foundation	214,805		214,805
Protection Advisor	Switzerland	198,610		198,610

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VOLUNTARY CONTRIBUTIONS TO GLOBAL PROGRAMMES | USD

DIVISIONS/DEPARTMENTS	DONORS	PILLAR 1 Refugee programme	ALL PILLARS	TOTAL
Higher Education Scholarship for Syrian Refugees	Asfari Foundation	107,403		107,403
Deployment of standby experts	Save The Children UK	100,500		100,500
Sustaining the centrality of protection in humanitarian action	European Union	71,941		71,941
Relocation of camp (Albania)	United Nations Department of Political Affairs	50,000		50,000
Albert Einstein German Academic Refugee Initiative (DAFI)	KOR NCSOFT Cultural Foundation	33,326		33,326
Albert Einstein German Academic Refugee Initiative (DAFI)	SAP (UK) Ltd.	25,000		25,000
Climate change project	Monaco	23,697		23,697
Resettlement case law	Allen & Overy LLP	16,171		16,171
Albert Einstein German Academic Refugee Initiative (DAFI)	Private donors in Korea	11,109		11,109
Albert Einstein German Academic Refugee Initiative (DAFI)	Private donors in the United Kingdom	3,750		3,750
	SUBTOTAL	35,390,787		35,390,787

DIVISION OF PROGRAMME SUPPORT AND MANAGEMENT

Funds for solutions activities	Denmark	1,569,881		1,569,881
HIV/AIDS	United Nations Programme on HIV/AIDS	1,178,580		1,178,580
Transport of Refugee Housing Units	Private donors in the United Arab Emirates	1,115,475		1,115,475
Global Shelter Cluster, and cash-based interventions	European Union	893,593		893,593
Deployment of standby experts	Switzerland	870,921		870,921
Alternative to Camps	European Union	413,722		413,722
Humanitarian-development nexus	Luxembourg	400,035		400,035
Saving new-born lives, and from waste to water	Bill and Melinda Gates Foundation	268,867		268,867
Credit Guarantee Facility	Sweden	180,986		180,986
Improving nutritional conditions of children (IYCF)	La Caixa Banking Foundation	76,886		76,886
Renewable energy	IKEA Foundation	19,667		19,667
	SUBTOTAL	6,988,614		6,988,614

EXECUTIVE OFFICE

Education in emergencies	United Kingdom	970,732		970,732
Instant Network Schools Programme	United Nations Fund for International Partnerships		292,684	292,684
Connectivity for refugees	USA for UNHCR	38,498		38,498
Innovation	Vodafone Foundation	3,594		3,594
	SUBTOTAL	1,012,824	292,684	1,305,509

GLOBAL PROGRAMME

Global programme	United States of America		42,240,000	42,240,000
	SUBTOTAL		42,240,000	42,240,000
TOTAL		**57,775,486**	**45,846,962**	**103,622,448**

VOLUNTARY CONTRIBUTIONS TO HEADQUARTERS | USD

DIVISIONS/DEPARTMENTS	DONORS	PILLAR 1 Refugee programme	ALL PILLARS	TOTAL
HEADQUARTERS OVERALL	United Nations	43,399,500		43,399,500
	SUBTOTAL	43,399,500		43,399,500
GLOBAL SERVICE CENTER	Hungary		2,537,746	2,537,746
	Private donors in the United States of America	47,080		47,080
	European Union	28,109		28,109
	SUBTOTAL	75,189	2,537,746	2,612,935
GLOBAL SERVICE CENTER DENMARK	Denmark		2,207,356	2,207,356
	SUBTOTAL		2,207,356	2,207,356
DIVISION OF INTERNATIONAL PROTECTION	Germany		209,071	209,071
	United States of America	139,631		139,631
	Denmark	75,750		75,750
	SUBTOTAL	215,381	209,071	424,452
REGIONAL BUREAUX	United Nations Department of Political Affairs	99,954		99,954
	Germany	6,958		6,958
	SUBTOTAL	106,912		106,912
DIVISION OF EMERGENCY, SECURITY AND SUPPLY	United Nations System Chief Executives Board for Coordination (CEB)	67,000		67,000
	SUBTOTAL	67,000		67,000
TOTAL		**43,863,981**	**4,954,173**	**48,818,154**

Safeguarding fundamental rights

© UNHCR/Roger Arnold

Rohingya refugees crossing the border near Anzuman Para village, Palong Khali, Bangladesh.

Many factors combine to force families into having to flee their homes. These factors include conflict, underdevelopment and poverty, natural disasters, climate change and environmental degradation. They also include inequality, social and economic exclusion, human rights violations, weak or absent government, resulting in the absence of the rule of law, violent extremism, and the activities of organized crime or gangs.

Protecting the rights of people of concern to UNHCR is considered fundamental to creating sustainable solutions to displacement. While evidence suggests the overall commitment to providing all people of concern with protection resonates today and is deeply embedded in cultures and religions, translating these traditions of welcome into meaningful outcomes for them requires all parts of society to work together to ensure more predictable and coordinated responses to displacement. It involves the reinforcement of national protection systems, and the strengthening of the capacity and resilience of host communities and people of concern to UNHCR.

Guided by its mandate, and by its 2017–2021 Strategic Directions, UNHCR continued in 2017 to seek to shape the global response to forced displacement and statelessness. The Office did so by supporting States to address protection challenges and develop national protection systems, by placing people of concern at the centre of its work, and by working across the entire spectrum of displacement, including with IDPs. The New York Declaration for Refugees and Migrants and the Comprehensive Refugee Response Framework (CRRF) continued

to rank as important milestones for global solidarity and international protection. At a time when the principles and standards of refugee protection were being called into question by some, the Declaration marks an important reaffirmation of the international protection regime, founded on cooperation and responsibility.

This chapter outlines UNHCR's work in 2017 to strengthen national systems and respond to the protection needs of asylum-seekers, refugees, returnees, IDPs and stateless persons.

STRENTHENING NATIONAL SYSTEMS

TOP 10 COUNTRIES OF ORIGIN | 2017

SYRIAN ARAB REPUBLIC
6.3 MILLION

AFGHANISTAN
2.6 MILLION

SOUTH SUDAN
2.4 MILLION

▶**57%**
Over half of the world's refugees came from three countries

- Syrian Arab Rep.
- Myanmar
- Dem. Rep. of the Congo
- Burundi
- Afghanistan
- Somalia
- Central African Rep.
- South Sudan
- Sudan
- Eritrea

TOP 10 COUNTRIES OF ASYLUM | 2017

TURKEY
3.5 MILLION

PAKISTAN
1.4 MILLION

UGANDA
1.3 MILLION

▶**31%**
Of the world's refugees are being hosted in three countries

- Turkey
- Lebanon
- Bangladesh
- Jordan
- Pakistan
- Iran (Islamic Rep. of)
- Sudan
- All other countries
- Uganda
- Germany
- Ethiopia

As of the end of 2017, close to 140 countries had national asylum laws in place, implementing relevant international conventions for the protection of refugees.

UNHCR's unique mandate and responsibility continued to make it a leading authority on legal matters related to forced displacement in 2017. In exercising its responsibility for supervising international instruments for the protection of refugees, particularly the 1951 Convention relating to the Status of Refugees and its 1967 Protocol—the Office maintained its critical role in developing

international law and standards in the area of forced displacement, including in the context of mixed movements of people and displacement as a result of climate change and disasters. By continuing its strong advocacy work, UNHCR worked to ensure protection policies and standards had a positive impact on the lives of people of concern.

Many host countries maintained open borders during 2017, showing remarkable commitment and generosity towards those in need of international protection. However, protection space shrank in some places, and persistent challenges remained in responses to more complex, irregular and mixed movements of people. A growing focus on border control, together with damaging narratives around people on the move, had a direct impact on refugees. Serious concerns emerged during 2017 regarding the approach of a number of States towards asylum matters, including narrowed eligibility for refugee status, limited or no access to fair and efficient asylum procedures and rights, and the wide-spread use of detention, including of children, for immigration-related reasons.

Prolonged, arbitrary and indefinite detention of asylum-seekers and refugees continued in many countries. It had devastating consequences on people of concern, their families and communities, and was also hugely expensive for States. UNHCR continued to advocate for outcomes in line with its "Global strategy–beyond detention 2014-2019" on ending detention. Key priorities for advocacy included encouraging alternatives to detention, ending detention of refugee and migrant children, and ensuring adequate conditions in cases in which detention was a last resort. In addition to this work, States, partners and UNHCR rolled out joint initiatives that focused on moving beyond detention. These efforts included a focus on protecting and promoting the rights of children, advocacy, capacity-building, and monitoring. In some countries, the number of children detained decreased in 2017, for example in Malaysia, Thailand and the United Kingdom, while the practice has ended in others, including in Lithuania.

Detention monitoring activities increased by 22 per cent during the reporting period, and there was a 14 per cent decrease in the number of children in detention in the focus countries during the same period.

Many asylum systems faced growing challenges, either due to the sheer volume of applications or in situations where people seeking legal residence resorted to the asylum process because no other legal pathways were available. The Office supported States to increase the efficiency of their asylum procedures while maintaining fair systems. It also supported States that had either started refugee status determination (RSD) processing or significantly increased the volume of RSD they were undertaking. In addition, UNHCR engaged in quality assurance initiatives, together with relevant authorities, to strengthen RSD systems. This included work in the Americas and Eastern Europe (see regional summaries). To assist RSD decision-making, the Office worked with partners on country of origin information products, and issued country-specific and legal guidance. Separate to States assuming responsibility for RSD, in 2017, UNHCR also received around 263,400 direct RSD requests, an increase compared to 2016. The Office also provided technical advice on addressing security concerns without undermining refugee protection within asylum procedures.

In recent years, UNHCR has been deepening its systems approach—working with rule of law and governance experts and adopting practices consistent with the New York Declaration and the CRRF to achieve greater inclusion, and to support the development of national plans.

In 2017, a total of 20 operations worked towards ending child detention and the implementation of alternatives to detention.

1.9 million
In 2017, there were an estimated 1.9 million claims for asylum lodged with States or UNHCR in 162 countries or territories.

The 2030 Agenda provides compelling support for the inclusion of refugees, asylum-seekers, returnees, IDPs and stateless persons in national development planning. UNHCR maintained its advocacy with States as well as with development actors for the inclusion of people of concern in national development plans and all other activities related to the SDGs.

Furthermore, UNHCR sought to strengthen national legal frameworks, for the benefit of all people of concern, by providing governments, international organizations and legal communities with guidance on protection issues, policies and practices. Achieving positive outcomes for people of concern requires strengthening cooperation with a diverse range of actors, including rule of law and judicial authorities. Collaboration on these issues with other UN offices and agencies, such as DPKO, UNDP, UNICEF,

UN Police, UN Women and other national and international rule of law actors, is also key to wider support the strengthening of national systems through humanitarian interventions that are better coordinated with the work of development actors.

The Office continued to advocate States' adherence to protection standards by offering guidance and practical support and solutions, including in the development of comprehensive responses. Following the application of the CRRF, positive legal developments were seen in countries rolling it out. This included legislative reforms in Djibouti, Kenya and Zambia that will help ensure more refugees are able to access education and employment opportunities and to enjoy greater freedom of movement (see the chapter on *Expanding partnerships*).

AREAS OF INTERVENTION	KEY ACHIEVEMENTS

FAVOURABLE PROTECTION ENVIRONMENT

WORK TO DEVELOP OR STRENGTHEN LAW AND POLICY. IN 2017, UNHCR:

Advocate and enhance the protection and security of people of concern	Jointly worked with ICRC on maintaining a civilian and humanitarian character to sites and settlements and contributed to the "Aide-mémoire: operational guidance on maintaining the civilian and humanitarian character of sites and settlements".
	Organized, with the ICRC, a webinar on humanitarian evacuations.
Advocate law and policy to protect and respect the rights of people of concern	Built capacity of its staff and partners on legal and policy issues, including in the area of human rights and mixed movements; and engaged with regional and national legislative and judicial processes, as well as actors.
	Provided blank convention travel documents to States as a transitional measure, using its existing stock, until States could issue their own. A total of 13 non-State parties established practices to provide travel documents to refugees and stateless persons. Of them, 6 States issued such documents in line with international aviation standards.
	Made 33 country submissions to the universal periodic review (UPR), 113 to the United Nations Human Rights Treaty Bodies, and 25 oral briefings to these bodies.
	Organized 12 webinars for staff on how to engage with the UPR and the United Nations Human Rights Treaty Bodies.
	Prepared 104 country-specific feedback reports on human rights mechanisms' processes in support of UNHCR's advocacy.
Advocate the adoption or revision of laws consistent with international standards	Supported 80 legislative processes pertaining to refugee protection, the conclusion of an Arab League convention on refugees and the ongoing revision of legal instruments on asylum in the EU.
	Filled 19 formal court interventions on the interpretation and application of legal standards for the protection of refugees and asylum-seekers in 9 jurisdictions.
Develop, publish and disseminate guidance on international refugee protection	Issued legal guidance on the applicability of article 1D of the 1951 Convention to Palestinian refugees, the meaning of migrants in vulnerable situations and people in need of international protection, search-and-rescue operations involving refugees and migrants at sea, the seizure and search of electronic devices of asylum-seekers, and the treatment of refugees recognized under the 1969 OAU Convention.
Work towards ending the detention of asylum-seeking and stateless children, monitoring detention conditions and promoting alternatives to detention	Supported 20 focus countries to look at alternatives to detention in line with UNHCR's strategy to move beyond detention.
	Developed an e-learning package on immigration detention and 2 blended learning programmes on monitoring immigration detention and reception, care arrangements, and alternatives to detention for children and families.
	Delivered 3 regional workshops for staff and partners in Asia and the Pacific, the Americas and Europe on immigration detention.

FAIR PROTECTION PROCESSES AND DOCUMENTATION

IMPROVE ACCESS TO AND QUALITY OF STATUS DETERMINATION PROCEDURES. IN 2017, UNHCR:

Further develop and oversee the implementation of policies, guidance, standards and procedures relating to RSD	Piloted a project in Malawi to assess the capacities of institutions engaged in that country's asylum system.
	Updated key guidance in UNHCR's manual "Procedural Standards for RSD under UNHCR's mandate" and issued new guidance on RSD processing.
	Provided legal, procedural and operational guidance to governments, staff and partners on RSD eligibility standards and procedures, including in the areas of exclusion, cancellation, extradition and matters relating to the civilian and humanitarian character of asylum.
Strengthen the capacity of UNHCR RSD staff and operations, including through deployments	Developed a new e-learning programme to serve as induction for new RSD staff.
	Conducted RSD-specific training, including 2 sessions of the RSD learning programme, which benefitted 60 staff.
	Deployed 9 RSD experts to operations.
	Rolled out a new interview learning programme in 6 operations, benefiting 126 staff involved in interviewing people for RSD and resettlement purposes.
Provide decision-makers on asylum claims access to up-to-date country-of-origin information and country-specific policy guidance	Published country-specific guidance on Pakistan and the Syrian Arab Republic (Syria), and other legal and policy documents, as well as, together with partners, country of origin information products. Updated country of origin information collection on Refworld.
	Launched the RSD Practitioners' Platform, a new internal electronic community aimed at facilitating private cooperation and exchange between RSD staff.

ADDRESSING AND RESPONDING TO MIXED MOVEMENTS

An Italian Coast Guard officer stands on the front of a boat after rescuing sub-Saharan African asylum-seekers during a night operation in the Mediterranean Sea, some 50 nautical miles off the coast of Libya.

175,500
Refugees and migrants arrived in Europe via sea routes from Africa in 2017.

Human mobility has become increasingly complex in recent years. In 2017, mixed movements occurred in several regions, including across the Mediterranean; from the Great Lakes and the Horn of Africa towards Southern Africa; across the Red Sea and the Gulf of Aden to Yemen; across the North of Central America; and across Asia and the Pacific. Refugees and migrants faced many of the same risks when undertaking journeys in search of better opportunities. The routes they used were fraught with danger, including travel on unseaworthy boats and through scorching deserts. Smuggling and trafficking were significant challenges facing not only refugees and migrants themselves, but also States and societies in 2017.

The New York Declaration, which was adopted in 2016, envisaged relevant stakeholders, including UNHCR, would contribute to developing the global compact for safe, orderly and regular migration, as well as to the elaboration of non-binding principles on the treatment of migrants in vulnerable situations. As a result, UNHCR has continued working with the Office of the Special Representative of the Secretary-General for International Migration and other partners on the complementary of the two compacts, despite being elaborated by distinct and independent processes. Furthermore, the New York Declaration included commitments that apply to both refugees and migrants, including one to intensify international cooperation on the strengthening of search-and-rescue mechanisms. In 2017, UNHCR issued general legal considerations on search-and-rescue missions involving refugees and migrants at sea.

To support States and other actors in addressing mixed movements, UNHCR updated its "10-point plan of action on refugee protection and mixed migration", which provides tools and practical guidance to help identify and respond to the needs of people on the move who are at risk, or have international protection and/or special needs. This guidance includes best practices from Europe, and countries such as Morocco, Sudan and Thailand on responding to the needs of victims of trafficking, as well as guidance on the identification and protection of victims. In the framework of the negotiations related to the global compact for migration, the Office issued guidance related to people in need of international protection as well as on migrants in vulnerable situations. In addition, in early 2017 UNHCR launched a campaign to raise awareness of the risks of crossing the Gulf of Aden and the Red Sea from Africa to Yemen, highlighting the danger of the journey and insecurity upon arrival (see *Middle East and North Africa* regional summary).

UNHCR, together with UNICEF and other partners, continued to provide support at special "Blue Dots" hubs to refugees and migrants families along the most frequented routes to Europe. These hubs provided access to safe, child-friendly spaces, as well as private rooms for psychological and social support, and also offered legal counselling, services to restore family links and an information desk.

Some 45,000 asylum applications from unaccompanied and separated children on the move, mainly Afghans and Syrians, were lodged in 67 countries in 2017.

Responding to the international protection needs of people in mixed movements along the central Mediterranean route

The majority of refugees and migrants arriving in Italy by sea are from sub-Saharan Africa. In 2017, 11 per cent of the total arrivals were from East and Horn of Africa, while approximately 41 per cent were from West Africa and 10 per cent from North Africa.

Of all mixed-movement situations, the central Mediterranean route from sub-Saharan Africa to Italy was one of the most active and dangerous for refugees and migrants seeking to reach Europe. It accounted for the largest number of people crossing to Europe by sea, with Libya the main point of departure.

ARRIVALS TO ITALY BY SEA–DEAD OR MISSING IN THE CENTRAL MEDITERRANEAN | 2017

● Arrivals ● Dead or missing
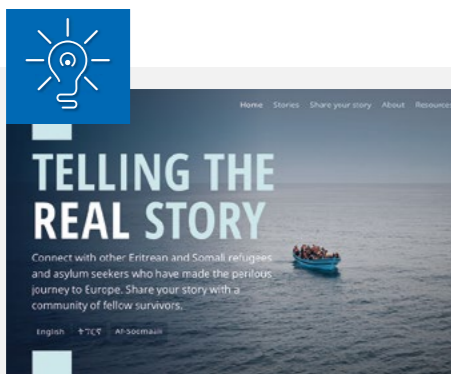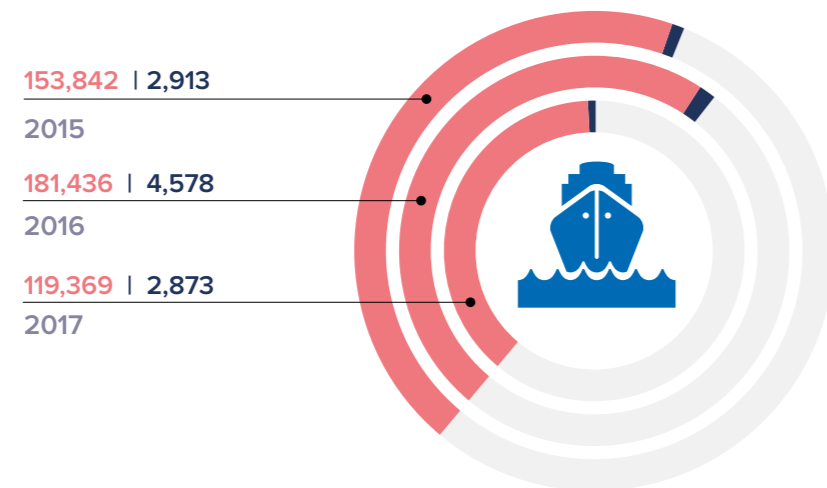
153,842 | 2,913
2015

181,436 | 4,578
2016

119,369 | 2,873
2017

Given the scale and complexity of these movements, the High Commissioner appointed a Special Envoy to enhance coordination and cooperation mechanisms, and to support joined-up approaches to solutions, including through the CRRF.

The Special Envoy's risk mitigation strategy, launched in October 2017, has three broad objectives and targeted activities in countries of origin, transit and destination in sub-Saharan Africa, North Africa and Europe. These are:

- Addressing protection risks along migration routes in the region.

- Enhancing the protection space in transit countries to provide meaningful alternatives to a dangerous journeys.

- Identifying lasting solutions in cooperation and coordination with concerned authorities and partners.

Seeking to encourage meaningful discussions between countries of origin and destination on key protection issues, UNHCR initiated a dialogue with countries in West Africa and Europe to address issues such as civil registration and documentation, transnational programming for victims of trafficking, missing people along the routes, measures for unaccompanied or separated children on the move, and diaspora engagement.

The last quarter of the year saw progress as countries of origin increased efforts to provide their citizens abroad with documentation. Anti-trafficking advocacy was also central to UNHCR's efforts to reduce risks. UNHCR's specific recommendations on anti-trafficking and assistance to victims of trafficking influenced decisions taken by States and led to increased remedial actions in Egypt, Niger and Sudan, but extensive work remains to be done.

Communicating with communities

Stepping up its efforts to address protection risks along mixed migration routes, UNHCR invested in information campaigns and communication with community initiatives, such as the Telling the Real Story project.

EVACUATIONS FROM LIBYA | 2017

NOVEMBER 2017 ● .... ● DECEMBER 2017

389
EVACUATIONS

162 LIBYA > ITALY
227 LIBYA > NIGER

Particularly in Niger, UNHCR increased reception capacity and improved service provision to asylum-seekers. Also in Niger, efforts to find lasting solutions for people of concern on the move included the establishment of an emergency transit mechanism (ETM), to facilitate the evacuation of extremely vulnerable asylum-seekers and refugees from Libya for onward resettlement. Libya also made progress, with the authorities allowing the opening of a transit and departure centre for refugees in Tripoli, increasing UNHCR's protection and solutions outreach. Refugees and asylum-seekers stranded in Libya were either evacuated through the ETM in Niger through humanitarian evacuations sponsored by the Italian Government, or directly out of Libya for resettlement. IDP response in Libya was also enhanced, with significant progress made in implementing quick impact projects for Libyan IDPs and returnees.

"Refugee evacuations can only be part of broader asylum-building and migration-management efforts to address the complex movement of migrants and refugees who embark on perilous journeys across the Sahara Desert and the Mediterranean Sea. There is a clear need to create more regular and safe ways for refugees to find safety and international protection, and to address the root causes and drivers of forced displacement."

—*Vincent Cochetel, UNHCR Special Envoy for the central Mediterranean route situation*

RESETTLEMENT NEEDS | 2017

277,000 > PEOPLE OF CONCERN IN NEED OF RESETTLEMENT IN 15 PRIORITY COUNTRIES

● **17,000**
> of which **12%** of resettlement needs are met in North Africa priority countries of asylum

● **260,000**
> of which **3%** of resettlement needs are met in sub-Saharan Africa priority countries of asylum
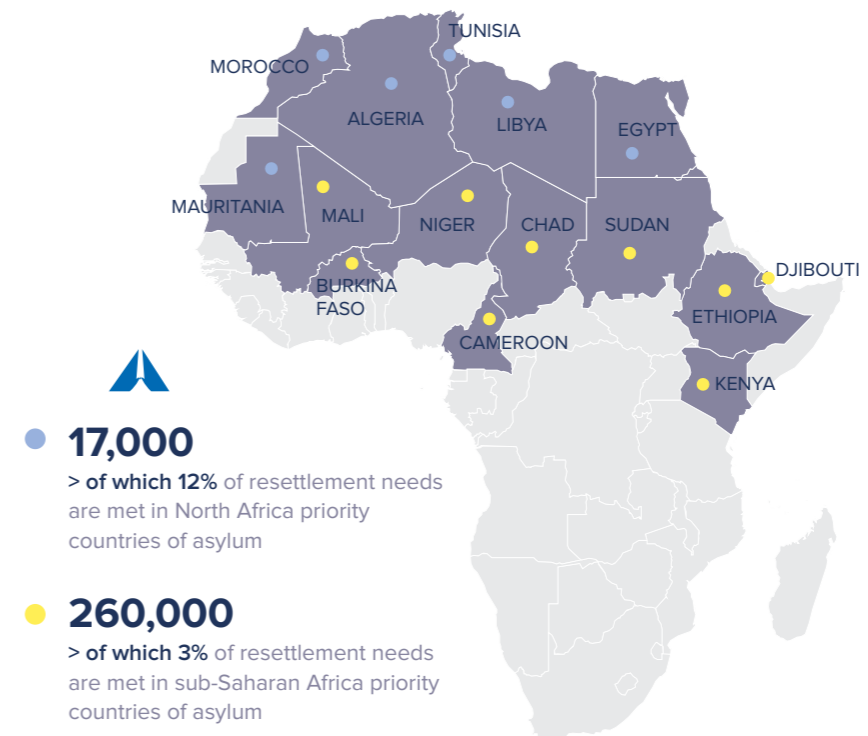
From a cross-regional perspective, UNHCR stepped up efforts to better identify and document mixed-movement issues, including protection incidents along routes. In August 2017, a Central Mediterranean Core Group for enhanced resettlement and complementary pathways was established, becoming an important forum for UNHCR advocacy for meaningful alternatives to dangerous journeys. Nearly 17,000 resettlement pledges were received for the 15 priority countries of asylum for the central Mediterranean situation (see the chapter on *Building better futures*).

Overall, despite some success, in many countries of origin few, if any, of the drivers for mixed movements were resolved. This means there was little chance for sustainable returns and a high chance of continued outflows. For those with the option of repatriation, a lack of reintegration assistance was a challenge. For those unable to return, solutions beyond voluntary repatriation, including resettlement and complementary legal pathways such as family reunification, were insufficient.

UNDERSTANDING THE NEEDS OF PEOPLE OF CONCERN

Biometric data is collected during registration with UNHCR in Jakarta, Indonesia.

During flight, some people face heightened protection risks and barriers to accessing rights. Among the most vulnerable are women and children, unaccompanied and separated children, survivors of sexual and gender-based violence (SGBV), people with disabilities, people with diverse sexual orientation and gender identity, and minority groups. Protection responses must consider the specific needs and capacities of people. To achieve this, in 2017, UNHCR improved its information and data management to support protection analysis, longer-term protection and solutions planning, as well as prioritized the protection of people most at risk and promoted gender equality in different regions worldwide.

Identity management and registration

Access to accurate and up-to-date information on people of concern to UNHCR is crucial to responding efficiently with targeted humanitarian assistance. In line with its 2017–2021 Strategic Directions, the Office strengthened its position as an authority on identity management standards and systems to improve humanitarian and development responses to forced displacement.

Registration

UNHCR harmonized data activities and enhanced interoperable systems for identity and case management. As of the end of 2017, UNHCR had rolled out its web-based case management database, proGres in Partnership (proGres v4), in 37 countries. More than 4.4 million refugees and asylum-seekers have been biometrically enrolled in 48 countries using UNHCR's biometric systems, such as the biometric identity management system (BIMS) or IrisGuard. By doing so, UNHCR helped partners and host governments to standardize registration and case management practices. The Office is currently on track to achieve its Grand Bargain commitment of 75 countries benefiting from biometric identity management systems by 2020. UNHCR also continued discussions with resettlement States, IOM, and WFP on registration data-sharing and the technical interoperability of systems, for greater efficiencies and integrity in processing. (For more information on comprehensive solutions, see the chapter on *Building better futures*).

Innovative cash technologies

In Jordan, UNHCR and its partners worked with private sector service providers to support 32,000 vulnerable refugee families, using the latest technology to ensure that registered refugees targeted through vulnerability assessments get the right amount of money at the right time. UNHCR employed iris scanning during the registration of refugees to verify and authenticate identities and instantly enrol them in digital banking. Refugees were then able to access funds without a cash card, meeting their needs with dignity through actions that support the local economy.

UNHCR implemented a mobile data collection tool that yielded invaluable identity and needs data for the Rohingya refugee emergency response (see the chapter on *Responding with lifesaving support*). The registration exercise enabled UNHCR and partners to better understand the size and breakdown of the population, where people were located, and their protection needs from the onset of the emergency. Such information was key to getting the right aid to the right people. The data collected was also used to streamline and verify refugee identities for the distribution of emergency relief items. Aggregated data from the exercise was also shared with partners to improve evidence-based planning and programming and ensure timely protection interventions.

Identity management

UNHCR established itself as a critical player in identity management and in leveraging digital systems. The Office developed and fostered new strategic partnerships—including with international development actors, States, civil society and private sector service providers. These partnerships promoted a shared understanding of identity and the benefits of identity-related technology in empowering refugees, displaced people and stateless persons.

UNHCR joined several World Bank and ID2020-convened workshops in Africa, including ones focused on identification systems and digital identity systems. The Office also convened its first workshop on digital identity to explore how using digital systems can achieve inclusion and empowerment, as well as contribute towards achieving SDG 16.9 on providing a legal status for all by 2030.

760,000
Mobile technology allowed data collection with the GPS tagging of family shelters for over 760,000 Rohingya refugees in Bangladesh. This resulted in more coordinated, targeted responses for the delivery of protection and lifesaving assistance.

With almost 85 per cent of refugees living in the developing world and more than half displaced for over four years, humanitarian interventions need to be complemented by a longer-term development response, including in the area of data management. The World Bank and UNHCR have joined forces to establish a joint data centre on forced displacement to improve statistics on displaced people, stateless persons and host communities. The centre is intended to build a better informed and more sustainable response to forced displacement, underpinning a coordinated humanitarian-development approach. It builds on UNHCR's role as the reference institution for refugee data and incorporates the World Bank's analytical expertise and experience helping national governments improve statistical capacity.

AREAS OF INTERVENTION | KEY ACHIEVEMENTS

FAVOURABLE PROTECTION ENVIRONMENT

IMPROVE OR MAINTAIN QUALITY OF REGISTRATION AND PROFILING. IN 2017, UNHCR:	
Improve registration and case management software	Deployed its latest registration and case management software, proGres in Partnership (proGres v4), to 25 operations in 2017, through regional workshops for Western Europe and the Americas.
Improve identity management	Deployed BIMS to 17 operations, further supporting the implementation of a unique identity for people of concern.
	Rolled out the global distribution tool in Burundi, Djibouti and Kenya, which verifies a beneficiary's biometric identity against entitlement documents before WFP partners distribute assistance.
	With WFP, worked on a global data-sharing addendum to explore the sharing of biographical and biometric data, as well as seek interoperability between UNHCR's PRIMES and WFP's SCOPE systems.
	Supported Rwanda and Uganda in strengthening identity management systems at registration and assistance distribution by using UNHCR tools and processes.
	Initiated discussions on e-submissions with several resettlement States and started consultations on the development of a standard data transfer system from UNHCR's central database to allow automated and controlled transfer of data to States in the context of resettlement submissions.
	Provided access to biometric verification of refugees to IOM in Kenya at the point of resettlement processing for departures.
Provide support to registration activities in the field	Invested heavily in emergency registration preparedness, capacity-building and response, by facilitating its third training session on emergency registration.
	Facilitated institutional training on emergency registration and deployed 7 graduates to Angola, Bangladesh and Uganda to support registration activities.
	Provided registration materials from its stockpile to support emergencies and conducted verification activities in the field.
	Facilitated a pilot workshop on strategic approaches to registration with 11 operations in the Asia and the Pacific, to strengthen access to and delivery of registration and identity management for people of concern.
	Drafted a policy and guidance on identity management and registration.
	Established a toolkit of templates and sample resources, and planning and implementation tools for verification exercises. This included a comprehensive reporting and monitoring tool to analyse the effectiveness of verification activities on data quality and use.

Identifying the needs of people of concern

UNHCR staff counsel separated refugee children among the new arrivals in Nayapara camp in Bangladesh.

UNHCR applies a community-based approach to protecting people of concern, such as those with specific needs, and emphasizes clear communication and transparency, participation and inclusion, feedback and response, and organizational learning and adaptation as core components. Community-based protection empowers communities to exercise their rights with dignity and safety. For example, in 2017, UNHCR's community-based initiatives included support to community centres meeting the needs of diverse groups and delivery, with partners, of outreach volunteer programmes.

UNHCR developed and implemented a range of community-based initiatives with a focus on enhancing the protection of people with disabilities. Initiatives included work to build the capacity of service providers, strengthening their ability to deliver inclusive services. This work has helped reduce barriers for people with disabilities and older people in accessing services, and has also improved their ability to participate in community activities. In other settings, the Office worked in partnership with local disability organizations on rehabilitation and development projects for children with disabilities.

Children constitute more than 50 per cent of the world's refugees, compared to 31 per cent of the general global population, and are disproportionately affected by forced displacement. In 2017, UNHCR strengthened its protection programme for children, adolescents and youth by focusing on their inclusion in national protection systems, continuing to apply the "best interests of the child" principle, and improving community-based approaches to child protection and youth programming, as well as adolescent and youth programming in forced displacement contexts.

Implementing the best interests principle was also a global strategic priority for UNHCR. After consultation with stakeholders, the Office revised its "Guidelines on determining the best interests of the child".

Building on the outcomes of the 2016 global refugee youth consultations, UNHCR strengthened its focus on adolescents and youth programming. In 2017, the Office established a global youth advisory made up of 15 youth delegates aged between 18 and 25. These delegates presented recommendations related to the development of the global compact on refugees at the High Commissioner's Protection Dialogue in December 2017. Reflecting the fact that young people are the future leaders of global responses to displacement, the Office invested in youth-focused capacity-building efforts. This included providing selected youth with access to specialist training programmes and encouraging their involvement in community outreach initiatives.

Action plans included improving reception conditions for LGBTI people through sensitization work with staff, partners and interpreters; creation of safe spaces, awareness raising and advocacy with displaced communities and local authorities for the rights of LGBTI people; and establishing referral mechanisms and networks to exchange protection practices and tools.

Given the sensitivity of dealing with LGBTI issues in some countries of asylum, UNHCR focused on mainstreaming protection response to LGBTI people within existing services. Countries also created networks and focal point systems of trained staff to respond to the specific needs of LGBTI people, including safe identification and referral of at-risk cases. In some countries, partnerships with local LGBTI organizations were expanded, and training on sexual orientation and gender identity were also developed to include partners. In other countries, UNHCR worked with LGBTI groups to share best practices on supporting LGBTI people. The Office also published a report on promising practices related to gender in its work with Syrian refugees in the Middle East and North Africa. This report included a section exploring good practices in working with LGBTI people in this context.

Give us a chance to build a brighter future, young refugees say

More than a dozen youth delegates from countries as diverse as the Islamic Republic of Iran, Iraq and South Sudan took part in a high-level meeting in Geneva in December 2017.

Some 500 representatives from governments, local authorities, civil society, private companies, academics, international organizations and financial institutions gathered for the tenth annual High Commissioner's Dialogue on Protection Challenges in December 2017. The two-day forum gave young refugees the opportunity to address policymakers and share their views and experiences, in particular on the importance of access to education for young refugees.

Some delegates stressed the importance of giving young refugees the chance to participate in the decisions that will affect their lives. One of them was Safia Ibrahimkhel, 25, an Afghan refugee born and raised in Pakistan. "I don't just speak as a youth, but as a female refugee," she said. "Young refugees and women ... should have the opportunity to take part in the decision making ... we have the capacity, we have the potential ... we are intelligent, and we have the power to make a positive change in the world."

© UNHCR/Jean-Marc Ferré

Safia Ibrahimkhel, 25, an Afghan refugee born in Pakistan, participated as a youth delegate at the High Commissioner's Dialogue on Protection Challenges.

Forcibly displaced lesbian, gay, bisexual, transgender and intersex (LGBTI) people are another group at heightened risk of discrimination and violence. UNHCR continued to develop guidance to ensure LGBTI people of concern have safe, dignified and equitable access to protection, assistance and solutions. In 2017, the Office strengthened efforts to protect LGBTI people of concern by delivering training to raise awareness among staff of their specific needs. The Office also delivered an intensive LGBTI learning programme in three locations, reaching a total of 62 staff members from 37 countries and resulting in action plans to strengthen LGBTI protection in each of these respective office locations.

AREAS OF INTERVENTION | **KEY ACHIEVEMENTS**

COMMUNITY EMPOWERMENT AND SELF-RELIANCE

STRENGTHEN AND EXPAND COMMUNITY MOBILIZATION. IN 2017, UNHCR:

Strengthen capacity to design, implement, monitor and evaluate protection and assistance programmes, in close collaboration with people of concern	Rolled out community-based protection learning programmes targeting, in particular, West Africa and Eastern and Southern Europe.
	Equipped 46 staff with the knowledge, skills and practical resources needed to apply an effective, community-based approach to protection in their operations.
Strengthen UNHCR's participatory approach and mechanism for accountability to affected population	Piloted the accountability to affected population (AAP) framework and operational guidance and integrated it into several learning programmes, as well as in the updated AGD policy that will be issued in 2018.
	Supported 11 countries with the development and implementation of accountability mechanisms.
	Developed AAP training resources and incorporated them into new and existing protection training programmes.

BASIC NEEDS AND ESSENTIAL SERVICES

STRENGTHEN SERVICES FOR PEOPLE WITH SPECIFIC NEEDS. IN 2017, UNHCR:

Strengthen capacity to address specific protection needs of LGBTI people of concern	Organized a "training of trainers" programme on LGBTI protection with 12 staff from 5 regions and headquarters.
	Delivered nearly 350 training sessions on working with LGBTI people of concern in countries. Training was provided by 22 UNHCR staff members who were certified LGBTI trainers.
	Helped foster good practices in responding to the needs of LGBTI people through the delivery to 3 cohorts of a specialized training programme and the establishment of an online community of practice. This community of practice helped facilitate peer learning through the exchange of ideas between humanitarian and protection workers around the world.
	Shared good practices from the field, such as: safe approaches to identification of LGBTI people of concern; creation of safe places; establishment of referral pathways; inclusion and participation of LGBTI people in assessments; and provision of appropriate medical and psycho-social support.
Strengthen capacity to address specific protection needs of people with disabilities	Developed an e-learning programme for staff working with people with disabilities in situations of forced displacement to: strengthen understanding of, and promote a rights-based approach to, working with people with disabilities; and to improve their accessibility to, and full participation and inclusion in, the services provided by the Office.

SECURITY FROM VIOLENCE AND EXPLOITATION

STRENGTHEN PROTECTION OF CHILDREN. IN 2017, UNHCR:

Strengthen programming for adolescents and youth	Supported 31 youth-initiated projects, through UNHCR's youth initiative fund.
	Implemented projects in 22 countries, of which 14 were explicitly designed with a focus on promoting gender equality or preventing and responding to SGBV.
Strengthen child protection response in emergencies	Deployed child protection staff to 14 operations worldwide, with those staff providing a combined total of 108 months of expertise.
	Trained over 300 staff and partners, government officials and refugee volunteers on child rights and child protection prevention and response.
	Supported the implementation of best interests procedures, including in the Islamic Republic of Iran and Uganda and to rapidly scale-up the child protection response in Bangladesh.
Strengthen capacity for the protection of children	Developed and disseminated operational tools, including thematic issue briefs on child protection and organized 2 regional workshops on child protection learning programmes, which were attended by 43 UNHCR staff in the Americas and West Africa.
	Organized training events at global, regional and country level, including a joint training session by UNHCR and Save the Children on child protection and education in refugee settings, held in Kenya.

Promoting gender equality

As part of its age, gender and diversity (AGD) approach, UNHCR made progress in promoting and advancing gender equality in its work. In 2017, UNHCR finalized core actions targeting women and girls of concern, to be included in the updated age, gender and diversity policy that will be released in 2018. The Office also started developing and strengthening its gender focal points system, in line with the UN system-wide action plan on gender equality and the empowerment of women (UN-SWAP). This was done through the development and delivery of a gender equality learning programme, and the initiation of an e-learning programme on gender equality, as well as development of guidance to support the roll-out of an updated age, gender and diversity policy.

In addition, UNHCR continued to strengthen its community-based approach to encourage female participation in decision-making activities. As part of this work, the Office regularly held community meetings in the field with women and girls to improve communication and to conduct participatory needs assessments. UNHCR continued to mainstream the inclusion of women and girls in decision-making processes; ensure individual registration for females; and worked to prevent and respond to SGBV (see the chapter on *Responding with lifesaving support*). Despite important progress made in 2017, challenges and barriers to achieving equality remained, primarily due to societal attitudes that are often difficult to change. Progress towards overcoming this challenge is slow, as beliefs and engrained societal expectations often require incremental change.

COMMUNITY EMPOWERMENT AND SELF-RELIANCE

SUPPORT AND STRENGTHEN THE CAPACITY AND KNOWLEDGE ON GENDER EQUALITY. IN 2017, UNHCR:

|	
Develop and implement gender equality policy	Consolidated work on updating UNHCR's Commitments to Women, and included it in updating UNHCR's age, gender and diversity policy.
Develop and implement gender equality guidance and good practices	Started working on the development of gender equality guidance to support the implementation of an updated age, gender and diversity policy that will be released in 2018.
	Released the 2016 age, gender and diversity accountability report.
	Conducted research, documented and published promising practices on gender equality in the Middle East and North Africa.
	Undertook a promising practices review on gender equality in Asia and the Pacific.
Provide gender equality capacity-building to UNHCR staff	Carried out surveys and identified learning needs to identify gender focal points.
	Launched a pilot gender equality learning programme for gender focal points in October 2017.
	Continued to work and develop the gender equality e-learning programme that will be launched in 2018.
Provide gender equality technical expertise	Supported a number of countries to strengthen their gender equality efforts through gender focal points from the first gender equality learning programme global cohort. Gender focal points from diverse countries, such as Afghanistan, Morocco, Rwanda and the United Republic of Tanzania, were included and worked on strengthening gender equality programming in their countries.

ENDING STATELESSNESS
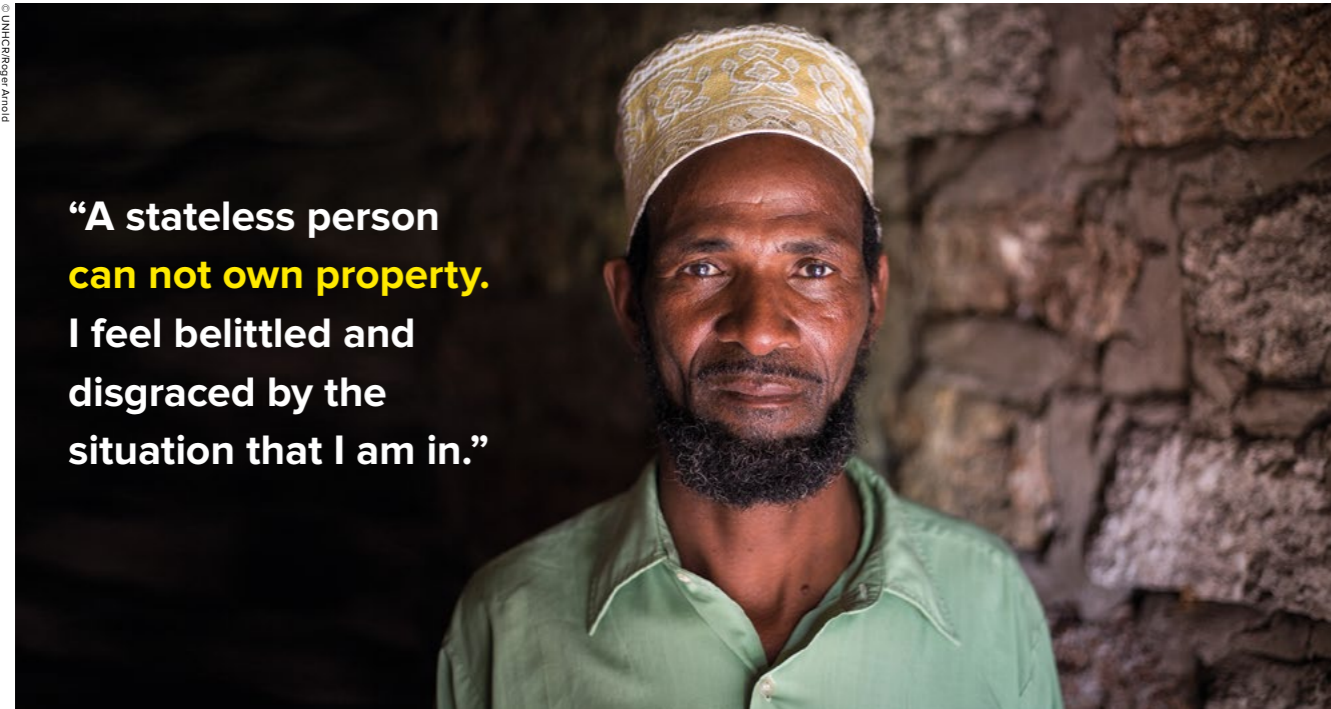
"A stateless person **can not own property.** I feel belittled and disgraced by the situation that I am in."

Shaame Hamisi, 55 years old, Pemba community, Kenya.

Statelessness is a human-made problem with devastating consequences, as recently demonstrated by the violence and abuse that drove hundreds of thousands of Rohingya to seek refuge in Bangladesh. With sufficient political will and support by States, millions of people around the world could acquire a nationality and prevent their children from being born stateless. By obtaining nationality, stateless persons worldwide would gain full access to their human rights and enjoy a sense of belonging. UNHCR's #IBelong Campaign to end statelessness by 2024 sets out concrete steps for States to help resolve this problem.

> UNHCR supported some 56,500 stateless persons to acquire or confirm nationality in 29 countries in 2017.

Achieving solutions

During the past three years, several States and regional organizations increased their resolve to end statelessness by acceding to the statelessness conventions, adopting laws and procedures to facilitate the acquisition of nationality, or implementing statelessness determination procedures to identify and protect stateless persons. In 2017, Burkina Faso and Luxembourg acceded to the 1961 Convention on the Reduction of Statelessness, bringing to 70 the number of States parties to this Convention, and Chile and Haiti took steps towards acceding to the same convention during the year.

With technical support from UNHCR, a significant number of States strengthened their nationality laws to help prevent or reduce statelessness. Madagascar and Sierra Leone amended their nationality laws to allow mothers to confer nationality to their children on an equal basis to fathers. Four additional States—Liberia, Somalia, Sudan and Togo—are also in the process of reviewing their legislation in this regard.

Notwithstanding these positive developments, 25 countries worldwide still maintain this form of gender discrimination in their nationality laws.

UNHCR's partnership with ECOWAS led to the adoption of a legally binding plan of action on the eradication of statelessness, the "Banjul Plan of Action of the ECOWAS on the Eradication of Statelessness 2017–2024". With the Office's support, the International Conference on the Great Lakes Region (ICGLR) adopted a ministerial declaration and plan of action, which will pave the way for significant reforms in ICGLR's Member States. Building on existing collaboration, UNHCR and the Arab League achieved the adoption of a declaration on women's equal nationality rights.

Julieta Metambili Rashid is one of several thousand Makonde people who received Kenyan nationality after years of statelessness.

Stateless minorities: the Makonde of Kenya receive nationality, ending a stateless existence

The Makonde, originating from Mozambique, have lived in Kenya since the 1930s. But although many Makonde families have been in Kenya since before independence in 1963, they have not been recognized as citizens. Without national IDs, they have often struggled to earn a living, have been unable to travel, own property, or obtain birth and marriage certificates. Their statelessness has been passed from one generation to the next, and Makonde children have been unable to graduate from school or be considered for scholarships. However, after decades of lobbying, the future of the Makonde and other stateless minority groups in Kenya became brighter when, in 2017, the President issued a directive recognizing them as the 43rd Kenyan tribe, leading to their registration as Kenyan citizens.

"My life has changed since I got an ID card," says Julieta, one of several thousand Makonde people being issued identity papers and Kenyan nationality after years of statelessness.

The Government's recognition of the Makonde offers hope that change may be coming for other minority ethnic groups in Kenya who remain stateless and for other millions around the world without nationality. Many of these stateless persons belong to an ethnic, religious or linguistic minority in countries where many have often lived for generations.

UNHCR released a report on stateless minorities, "This is our home: Stateless Minorities and their Search for Citizenship", to mark the third anniversary of the #IBelong campaign. Its findings underscore the critical need for minorities to enjoy the right to a nationality.
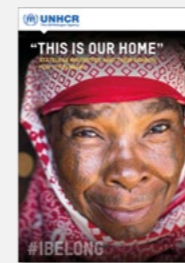
Deepening partnerships to end statelessness

In 2017, data on stateless persons was available from 75 countries.

A number of States, engaged as "Friends of the #IBelong Campaign", have taken action to address statelessness, by advocating or by adopting Human Rights Council resolutions related to nationality and statelessness. After the launch of a joint UNHCR-UNICEF campaign on every child's right to a nationality in December 2016, which aimed to raise awareness about and combat the hidden problem of childhood statelessness, a dozen countries adopted joint statelessness strategies in 2017. Under the ID4D Initiative, UNHCR worked with the World Bank on principles for identifying stateless persons. These principles were designed to support the implementation of SDG 16.9, which calls for a legal identity for all, including birth registration, by 2030.

These, and other strategic partnerships, will be crucial in rallying support for a high-level event to be held on statelessness in 2019—the midpoint of the 10-year #IBelong Campaign. At this event it is expected that progress to date will be reviewed and new pledges encouraged to further prevent and reduce statelessness by 2024.

UNHCR also worked to improve data collection on statelessness globally. In 2017, four new studies were concluded. Another 30 were commissioned to improve qualitative information on stateless persons.

Goodwill Ambassador support

Goodwill Ambassadors helped to raise awareness of the importance of safeguarding fundamental rights, by lending their voices to UNHCR's campaigns. Poet and activist Emi Mahmoud, a high profile UNHCR supporter, drew attention to the #IBelong campaign by performing a slam poem to commemorate the campaign's third anniversary and the launch of a new report on statelessness by UNHCR.

''What makes a person? Is it the things we lose, the way we crumble, the way we fall as if each time is the first and last time?''

—Emi Mahmoud, a UNHCR high profile supporter

© UNHCR/Niko Ivanovski

UNHCR high profile supporter Emi Mahmoud performing at the third anniversary of the #IBelong Campaign event in Amsterdam, Netherlands.

FAVOURABLE PROTECTION ENVIRONMENT

DEVELOP OR STRENGTHEN LAW AND POLICY. IN 2017, UNHCR:

Advocate reform of nationality laws, policies and procedures to close gaps that may lead to statelessness and to ensure that stateless persons can acquire nationality, also providing technical advice to governments on doing so	Provided technical advice and guidance on nationality laws to 47 countries, to support the legal reforms needed to prevent and reduce statelessness.
	Welcomed the adoption of procedures providing facilitated naturalization to stateless persons by Brazil, Costa Rica and Ecuador.
Advocate the introduction or improvement of statelessness determination procedures and provide technical advice to governments on doing so	Supported Brazil and Bulgaria as they established statelessness determination procedures.
Advocate the elimination of gender discrimination in nationality laws and provide technical advice to governments on doing so	Provided technical advice to Madagascar and Sierra Leone to introduce law reforms to eliminate gender discrimination from nationality laws.
	Supported the outcome statement from the First Arab Conference on Good Practices and Regional Opportunities to Strengthen Women's Nationality Rights, October 2017.

ACCESS TO, RATIFY OR STRENGTHEN INTERNATIONAL AND REGIONAL INSTRUMENTS. IN 2017, UNHCR:

Promote accession to the 1954 Convention Relating to the Status of Stateless Persons and the 1961 Convention on the Reduction of Statelessness	Supported Burkina Faso and Luxembourg in acceding to the 1961 Convention.
	Worked with ECOWAS Member States which adopted the Banjul Plan of Action on the eradication of statelessness. The plan includes steps for States that are yet to become party to the statelessness conventions, to accede by 2024.
	Supported Member States of the ICGLR who adopted an "Action Plan of the International Conference on the Great Lakes Region On the Eradication of Statelessness 2017-2019" in October 2017. The plan of action includes steps for States that are yet to become party to the statelessness conventions, to accede.

FAIR PROTECTION PROCESSES AND DOCUMENTATION

IMPROVE IDENTIFICATION OF STATELESSNESS. IN 2017, UNHCR:

Support identification/registration exercises and surveys to increase knowledge of the number of stateless persons, their situation and possible solutions	Conducted 4 country studies in Austria, Kazakhstan, Kyrgyzstan and Zambia, with partners, to collect qualitative information on stateless populations.
	Supported 30 States and 2 regions—East and Horn of Africa, and Western Europe—in undertaking qualitative studies on statelessness, with a number of them including a quantitative component.
Advocate and provide technical advice for improved statistics on stateless persons	Made available statistical data on 75 countries.

DURABLE SOLUTIONS

ACHIEVE GREATER REDUCTION OF STATELESSNESS. IN 2017, UNHCR:

Assist stateless persons and those with undetermined nationality to acquire or confirm nationality	Supported 56,500 stateless persons to acquire nationality or have it confirmed.
Develop and implement strategies to address protected situations of statelessness	Guided operations to have statelessness reflected in 18 multi-year solution strategies to address protracted situations of statelessness.
Provide training and technical advice to government officials on statelessness reduction measures, including acquisition or confirmation of nationality by stateless persons and those with undetermined nationality	Conducted 2 dedicated courses on statelessness at the International Institute of Humanitarian Law in San Remo, Italy, one in English and one in Arabic, and supported a dedicated course at Tilburg University in the Netherlands.
	Conducted 6 training sessions on the prevention of statelessness in Southern Africa, West Africa (Portuguese) and French-speaking African countries, as well as in the Americas and Europe.
	Trained members of parliaments in Namibia, South Africa and Swaziland.

ENGAGING IN SITUATIONS OF INTERNAL DISPLACEMENT

Faiza (centre, in purple), 31, from Manono village in Tanganyika province in the Democratic Republic of the Congo, sits among a group of Congolese women who established a site for IDPs at EP Moni primary school in Kalemie.

> In 2017, two additional States acceded to the African Union Convention for the Protection and Assistance of IDPs in Africa—known as the Kampala Convention—bringing the number of States Parties to 27 of the AU's 55 Member States.

According to the Internal Displacement Monitoring Center, an estimated 40 million people were displaced within their countries at the end of 2017, decreasing from 40.3 million in 2016. As the global lead or co-lead for three clusters—protection, shelter, and camp coordination and camp management (CCCM)—UNHCR plays a significant role in responding to internal displacement. Responding to this continued high level of displacement, and in line with the 2030 Agenda for Sustainable Development Goals, including its commitment to "leave no one behind", the Office promoted and supported national, regional and global action towards reducing displacement and empowering IDPs to achieve solutions.

UNHCR's engagement in situations of internal displacement has become more predictable through the implementation of new guidelines agreed in 2016. In

2017, 90 per cent of UNHCR's operational interventions were aligned with the "IDP Footprint" set out in the guidelines. UNHCR showed protection leadership in States affected by active conflict, such as the Central African Republic, Iraq and Syria. Throughout the year, the Office and partners took stock of its operational experiences in active conflict zones through roundtable discussions, including a roundtable jointly organized by UNHCR and ICRC on the civilian and humanitarian character of sites and settlements, and a second roundtable on civil-military coordination for protection that provided a set of agreed good practices for field operations.

UNHCR worked with national governments to help them develop and implement law and polices to safeguard the rights of, and find solutions for, those displaced within national borders. Working with the Special Rapporteur on the human rights of IDPs,

the Office provided capacity-building and technical guidance to States, as well as advocated alignment of national laws and policy with the Guiding Principles on Internal Displacement. These efforts helped lead to positive developments in national IDP law and policy in ten different operations, in particular in Afghanistan, Georgia, Honduras, Mali, Niger, Somalia and Ukraine.

To help meet the Grand Bargain commitments, UNHCR focused on helping reduce protracted displacement in a safe and dignified manner. In 2017, 4.2 million IDPs returned to their areas of origin—this number was lower than in 2016 (6.5 million), but considerable higher than 2015 (2.3 million). However, many of these returns took place to hazardous security situations, and did not constitute a durable solution as defined by UNHCR. In such circumstances, UNHCR operations provided protection monitoring and information to communities at risk, including during returns to Mosul in Iraq.

Solutions require a strong evidence base. UNHCR supported the implementation in 2017 of an IASC framework on durable solutions for IDPs.

The Office also encouraged the involvement of diverse stakeholders in

TOP 10 LARGEST IDP OPERATIONS | 2017

COLOMBIA	SYRIA	DRC
7.7 MILLION	6.1 MILLION	4.5 MILLION

45%

Nearly half of IDPs in the world were in three countries
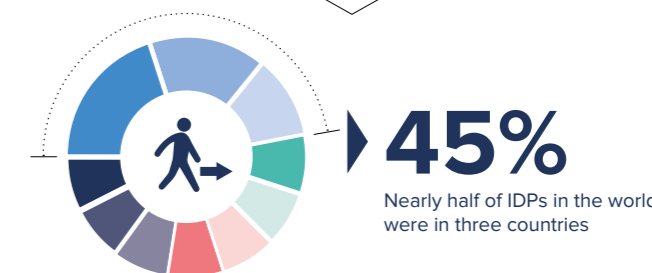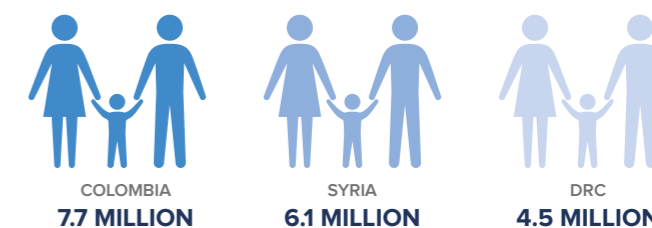
- Colombia
- Iraq
- Sudan
- Ukraine
- Syria
- Somalia
- South Sudan
- DRC
- Yemen
- Afghanistan

data collection through work on a technical report on IDP statistics for national statistical commissions. An example of UNHCR's work on IDP solutions was in Honduras, where UNHCR supported that government to register homes abandoned by IDPs and eventually provide restitution for the property through capacity-building on data systems for land ownership.

Strengthening UNHCR's engagement in internal displacement situations

In its 2017-2021 Strategic Directions, UNHCR committed to working more systematically across the entire spectrum of displacement, including through a more decisive and predictable engagement in situations of internal displacement. In September 2017, the Office completed an operational review of its engagement in situations of internal displacement, following which the High Commissioner appointed a Special Adviser on Internal Displacement. The role of the Special Adviser was to coordinate the implementation of the review's recommendations, supported by a dedicated team at Headquarters.

The review recommended transformations in UNHCR's work with IDPs from preparedness and emergency response through to disengagement and solutions. It also called for fundamental changes to internal processes, practices, capacities and institutional culture across UNHCR, with a strong focus on strengthening delivery in the field.

In October 2017, the Special Adviser worked with the UNHCR operation in the Democratic Republic of the Congo (DRC) to ensure a more automatic and robust response to the declaration of the most serious level of emergency situation (system-wide Level-3 emergency declaration). This included piloting new approaches to IDP population data management together with IOM. During a mission to the Philippines in December 2017, the Special Adviser highlighted the need for UNHCR to develop its operational strategy and work with national institutions and local actors in a way that will facilitate responsible engagement in the future.

Global Protection Cluster

The Global Protection Cluster (GPC), led by UNHCR, worked within the established coordination arrangements at the global and field levels. In 2017, UNHCR led 25 of the 35 activated, country-level protection clusters and other inter-agency protection coordination mechanisms worldwide. Five national protection clusters were co-led with a government counterpart or a United Nations organization, with nine more co-facilitated by international NGOs—including the Danish Refugee Council, the Norwegian Refugee Council (NRC) and IRC. The GPC worked closely with UNFPA, UNICEF, UNMAS, and the NRC as the lead organizations responsible for, respectively, child protection; gender-based violence; mine action; and housing, land and property.

Guided by its 2016-2019 strategic framework, the GPC strengthened innovative approaches to protection, such as cash-based interventions, protection information management and social media. Echoing the recommendations of the "Independent whole of system review of protection in the context of humanitarian action", the GPC launched a scoping study for a protection innovation lab. The study's findings recommended establishing a GPC protection lab. The protection innovation lab is expected to be established in 2018 and will assist in identifying and scaling-up innovative processes to protection challenges.

> The GPC and its task teams undertook 15 field missions in support of nine countries in 2017, including to IASC system-wide Level-3 and UNHCR Level 2 emergencies.

Guided by its revised operations cell, the GPC built the capacity of national clusters, in particular through coordination and advocacy support, the development of protection strategies, providing advice on the design and implementation of programmes, and training. Throughout the year, the GPC drew attention to the causes and consequences of violations of international humanitarian law in situations of hunger. The cluster also highlighted the humanitarian response's narrow focus on food security and nutrition in the DRC (focusing on the Kasai situation), Nigeria, Somalia, South Sudan and Yemen.

As part of efforts to ensure a coherent and comprehensive approach to protection, the GPC produced an annual review of action that promoted the centrality of protection. The report, published in February 2017, set out good practices from six operations and detailed recommendations for humanitarian coordinators and humanitarian country teams. The task team launched an e-learning on protection mainstreaming.

The GPC also improved information management to support evidence-based responses through surge capacity deployments, including information provided on the GPC website.

Global Camp Coordination and Camp Management Cluster

The Global CCCM Cluster is led by UNHCR in conflict situations and by IOM in natural disasters. It supported 15 country-level clusters and cluster-like structures worldwide in 2017, with UNHCR leading or co-leading 10 of them.

The Global CCCM Cluster continued to set global standards and policies, build preparedness and response capacity, and provide operational support to country-level CCCM coordination platforms to enable them to fulfil their core functions. Cluster representatives travelled to specific countries to gather lessons learned from the implementation of the CCCM urban displacement and out-of-camp initiative, while cluster members developed guidance on how to adapt camp management approaches to various operational contexts. The strategic advisory group of the Global CCCM Cluster was renewed; ACTED, the Danish Refugee Council, NRC and LWF remained members.

The Global CCCM cluster partner agencies responded to major emergencies called upon by the United Nations Emergency Relief Coordinator, and where the scale of the crisis was beyond the response capacity of national authorities. It also developed a new five-year strategy for 2017-2021 focusing on people-centred camp management and coordination, information- and feedback-driven responses, strategic and inclusive support, collaboration with other clusters and partners, and responses that were fit-for-purpose.

> In 2017, UNHCR completed nine CCCM field missions in support of six countries, totalling 385 days, including to co-activate the CCCM cluster in Somalia.

Global Shelter Cluster

The Global Shelter Cluster (GSC) is co-led by UNHCR during conflict-related emergencies and by the IFRC during natural disasters. In 2017, UNHCR led 12 and co-led one of the 28 activated country-level shelter clusters. UNHCR supported the coordination of 417 partners providing shelter and NFI support to more than 8 million people.

To facilitate sector coordination within countries and on a global scale, UNHCR hosted the annual GSC coordination workshop—bringing together 122 participants from 38 different organizations—and a GSC meeting, providing a forum for shelter cluster coordination teams and GSC partners to share best practices and develop tools and methodologies.

To improve field coordination capacities UNHCR, in partnership with IFRC through the GSC, co-led two humanitarian shelter coordination training sessions.

The GSC reviewed its previous five-year strategy ahead of its conclusion in 2017 in order to inform its new strategy developed for the 2018–2022 period. This new cluster strategy guides cluster partners' actions to support crisis-affected people, and to assist them to live in safe, dignified and appropriate shelter and settlements through coordination, advocacy and support to increased response capacity. One of the most important undertakings during the final months of 2017 for GSC and UNHCR was to engage in the revision of SPHERE standards.

> The GSC supported national clusters with 306 days of mission support and 313 days of remote support to 12 UNHCR-led country level clusters.

ENGAGING IN CLIMATE CHANGE AND DISASTER DISPLACEMENT

Maryama Yassin Mohamed, an IDP woman in Somaliland, was forced to move to Wajaale district with her family due to the severe drought.

The Internal Displacement Monitoring Centre estimated more than 18.8 million new internal displacements associated with disasters were recorded in 135 countries and territories in 2017. The effects of climate change and disasters continued to exacerbate already fragile situations and fuelled conflicts over depleted resources.

In 2017, UNHCR's priority was advancing normative solutions, promoting policy coherence and developing tools to support national responses, including in the areas of climate change, disaster risk reduction, human rights and planned relocation. In a UNHCR report on climate change, disasters and displacement, the Office emphasized the need for an agency-wide approach to addressing climate change and disaster related displacement. In April 2017, UNHCR issued specific legal advice entitled "Legal considerations on refugee protection for people fleeing conflict and famine affected countries". This advice reaffirmed the relevance, and analyses the applicability, of refugee definitions under international

and regional instruments such as the 1969 OAU convention. The Office also supported the preparation of a Human Rights Council resolution on human rights, climate change, migrants and people displaced across international borders, which was adopted in June 2017.

UNHCR continued to support the coordination entities established in 2016, such as the Platform on Disaster Displacement, including through developing a guide with NRC and IOM

to implement the Sendai Framework on Disaster Risk Reduction provisions on disaster displacement. The Office also provided technical and policy support to the UNFCCC in its capacity as a member of the Task Force on Displacement of the Warsaw International Mechanism on Loss and Damage, which was created by COP21 in Paris 2016 to develop recommendations for approaches to avert, minimize and address displacement associated with climate change.

Responding with lifesaving support

© UNHCR/Andrew McConnell

Rohingya refugees cross the Naf River from Myanmar on makeshift rafts, heading for refugee camps in Teknaf, Bangladesh.

With 71.4 million people of concern in 2017, UNHCR and its partners responded to the needs of refugees, IDPs and stateless persons in multiple simultaneous and complex emergencies worldwide, as well as in protracted conflicts.

By the end of 2017, more than 30 UNHCR operations were responding to 13 large-scale emergencies. These included six new emergencies declared in Angola, Bangladesh, the Republic of the Congo, the Democratic Republic of the Congo (DRC), Libya, Zambia, and for the Venezuela situation. As a result,

the Office fully deployed its emergency preparedness and response capabilities under the framework of its new Policy on Emergency Preparedness and Response, which was issued in July 2017. To better protect and assist people of concern from the onset of emergencies, UNHCR raised its operational delivery and coordination in countries experiencing new or deteriorating situations of displacement. The Office also bolstered its response by deploying staff skilled in protection, coordination and technical profiles such as registration; in the prevention of, and response to, sexual

and gender-based violence (SGBV); shelter; health; and water, sanitation and hygiene (WASH).

In line with the Comprehensive Refugee Response Framework (CRRF), UNHCR's focus was on providing holistic support to meet the immediate needs of people of concern and their host communities and linking the response to solutions early on. Implementing its Grand Bargain commitments, UNHCR worked with local authorities, communities and partners

to improve emergency preparedness, including by expanding its cash-based interventions (CBIs), and helping people meet their basic shelter, health, nutrition, food, and WASH needs.

This chapter outlines UNHCR's response to emergencies in 2017, and its search for, and use of, innovative practices. It highlights the progress made and challenges the Office faced in providing lifesaving assistance to people of concern during multiple, simultaneous emergencies.

EMERGENCY PREPAREDNESS AND RESPONSE

$55.3M
PROVIDED IN CORE RELIEF ITEMS

31
COUNTRIES

1.2M
PEOPLE REACHED

DECLARATIONS
● EMERGENCIES DECLARED BEFORE 2017
● NEW EMERGENCIES

TURKEY
LEBANON SYRIA
JORDAN IRAQ
LIBYA
NIGER CHAD SUDAN YEMEN
NIGERIA
CAMEROON SOUTH SUDAN ETHIOPIA
KENYA
UGANDA
REP. OF DRC RWANDA
CONGO BURUNDI
ANGOLA TANZANIA
ZAMBIA
BANGLADESH

TRINIDAD & TOBAGO
COSTA RICA VENEZUELA SITUATION
COLOMBIA
BRAZIL

249 EMERGENCY STAFF DEPLOYMENTS

110 DEPLOYMENTS FROM 18 STANDBY PARTNERS*

1,350 STAFF & PARTNERS TRAINED IN EMERGENCY PREPAREDNESS AND RESPONSE

STANDBY PARTNERS

*UNHCR's 18 agreements with standby partners provided specialist emergency staff deployment with skills in, for example, coordination, registration and shelter

Bundesanstalt Technisches Hilfswerk (THW) | CANADEM | Centers for Disease Control and Prevention, United States of America (CDC) | 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 (DSS 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

Preparing for emergencies

Over the past three years, UNHCR has strengthened its emergency preparedness capacity, making investments to ensure a faster and more efficient response grounded in sound risk assessment. Efforts have involved working with local partners— governments, civil society and other stakeholders—to prepare for influxes of people displaced by conflict and to respond to their immediate needs (see the chapter on *Expanding partnerships*).

Preparing for emergencies involves conducting assessments for possible CBIs, prepositioning relief items, and providing emergency preparedness training to local actors. UNHCR continued its investment in risk analysis and collaborated with other agencies, including at regular global "horizon scanning" sessions organized by the Inter-Agency Standing Committee (IASC) Reference Group on Risk, Early Warning and Preparedness.

UNHCR used the high alert list for emergency preparedness (HALEP) to help country operations assess their capacity to respond to an emergency and put further measures in place. UNHCR's new emergency policy framework made the HALEP mandatory for medium- and high-risk operations and encouraged targeted preparedness support from Headquarters. Training sessions strengthened the ability of more than 1,350 staff and partners on preparedness

and response, including to determine risk, improve preparedness plans, and enhance local response capacity.

UNHCR enhanced its coordination, particularly in refugee situations, and continued to explore ways it could involve development actors earlier in emergency responses. In the course of 2017, technical guidance and capacity-building initiatives were developed for UNHCR staff, partners and host government representatives, in line with the refugee coordination model. Joint regional planning and analysis, and national protection and solutions strategies for IDPs and refugees were also developed under the leadership of regional refugee coordinators.

In 2017, UNHCR issued five regional refugee response plans (RRPs), covering 19 countries. These plans were created in partnership with host governments, United Nations agencies, international NGOs and local first responders. In 2017, two new regional refugee coordinators—responsible for leading operational planning and resource mobilization—were appointed to cover the Burundi and the South Sudan situations. UNHCR also extended the tenures of the regional refugee coordinators for the Nigeria and Syria situations. In addition, a contingency planning exercise for the DRC was undertaken to boost preparedness for the activation of a regional refugee response plan in 2018.

> The RRPs provide a comprehensive picture of identified needs, impact on host communities, and operational strategy and financial requirements. In 2017, five RRPs were in place, involving more than 540 partners in 19 countries. A total of $7.4 billion was requested in funding to meet assessed needs, and $3.5 billion in contributions received. The overall funding level of RRPs was 48 per cent.
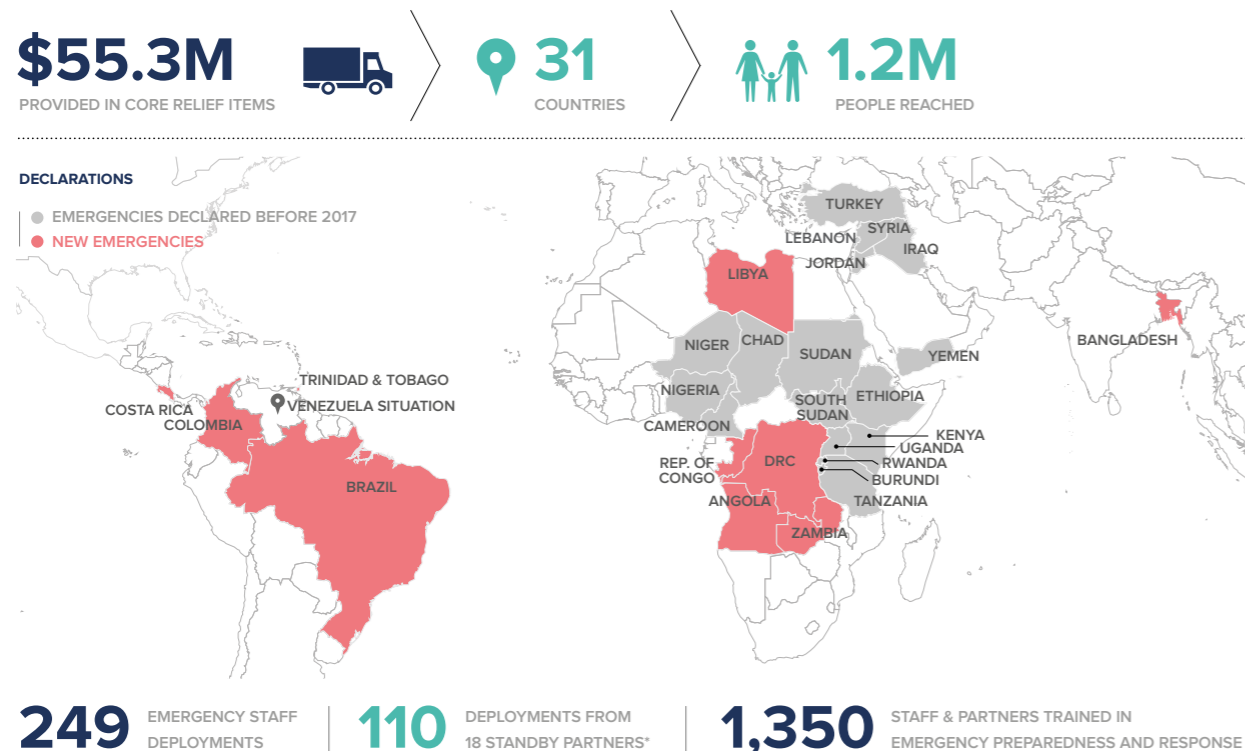
## Preparing and responding better to the needs of displaced people in emergencies: UNHCR's new emergency policy

In July 2017, UNHCR issued its new Policy on Emergency Preparedness and Response, which became the framework for the Office's efforts to better prepare for, and respond to, the needs of displaced people during emergencies. The policy is based on UNHCR's Strategic Directions 2017-2021 and lessons learned from recent emergencies worldwide. It also reflects UNHCR's role in the early application of the CRRF.

The policy introduces three emergency levels, with clearly defined accountability and coordination roles.

Emergency Level 1 focuses on proactive preparedness. It triggers preparation for a humanitarian emergency, including preparedness missions and human, financial and material support.

Emergency Level 2 is triggered when an operation requires additional support and resources from UNHCR's Headquarters to respond quickly and efficiently.

Emergency Level 3 signifies a situation in which the scale, pace, complexity or consequences of the crisis exceed the existing response capacity of the country operation. A Level 3 emergency requires a "whole-of-UNHCR" response.
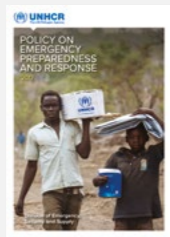
IASC humanitarian system-wide Level-3 emergencies are declared by the United Nations Emergency Relief Coordinator. In such emergencies, UNHCR usually:

- Leads the protection, shelter, and camp coordination and camp management (CCCM) clusters when internal displacement is conflict-related.

- Determines its interventions and cluster leadership on a case-by-case basis when internal displacement is due to a natural disaster.

Responding to emergencies

10,670
metric tons of core relief supplies worth $55.3 million, were delivered to 1.2 million people of concern in 31 country operations worldwide.

In line with its new Policy on Emergency Preparedness and Response, UNHCR made 359 emergency deployments in 2017, providing 31,881 days of staff support to field operations, including through redeploying staff from other operations and from Headquarters. Multi-functional teams ensured a comprehensive emergency response and standby partners provided critical support, including with 110 staff deployments, mostly to Bangladesh, South Sudan and Uganda.

UNHCR prepositioned its relief items in seven global stockpiles across Africa, Europe and the Middle East. Doing so enabled the Office to deliver relief items at any given time to 600,000 displaced people by air, road or sea in multiple locations. Simplified procurement rules for emergencies made it easier to purchase items locally and regionally.

Thousands of newly arrived Rohingya refugees cross the border near Anzuman Para village, Palong Khali, Bangladesh.

Responding to the Rohingya refugee crisis

Between August and December 2017, nearly 655,000 refugees fled to Bangladesh from Myanmar's Rakhine State to escape targeted violence and serious human rights violations. They joined more than 276,000 refugees from Myanmar who had fled to Bangladesh in previous years (see the *Asia and the Pacific* regional summary).

Responding to the emergency, UNHCR provided critical protection, shelter, water, sanitation, health and nutrition assistance, and also offered support services to survivors of SGBV.

AT A GLANCE

AUGUST 2017   DECEMBER 2017

17 AIRLIFTS

$20.4M VALUE OF RELIEF ITEMS DELIVERED

2,580 METRIC TONS OF RELIEF ITEMS DELIVERED

100 STAFF AND PARTNERS DEPLOYED

$31M
Raised by the private sector and six National Partners for the Rohingya refugee emergency in Bangladesh

= 10,000 REFUGEES

340,000 REFUGEES REACHED

In partnership with the Government, UNHCR developed and implemented a digital data collection system using an innovative approach to household registration. The system enabled UNHCR and partners to understand the size and breakdown of the population, their location, and their protection needs. Refugee families in the Kutupalong camp—known as the Kutupalong-Balukhali expansion site—and surrounding settlements did not need to queue to make themselves known to UNHCR, thanks to a smartphone application that allowed staff to collect shelter-to-shelter data. More than 175,000 refugee families from Myanmar were registered and provided with documentation. The data collected was also used to streamline and verify refugee identities ahead of the distribution of relief items. The aggregated data from the exercise was also shared with partners to improve evidence-based planning and programming and ensure timely protection interventions for refugees in need of support.

In addition, UNHCR and partners built the Kutupalong-Balukhali expansion site in just five months, and more than 40,000 shelters have been erected since the beginning of the crisis. Together with partners, the Office delivered WASH services rapidly, meeting standards in most of the settlements during the emergency phase, and ensuring interventions were sustainable.

Delivering in high-risk security environments

UNHCR protected and assisted people forced to flee their homes in complex and high-risk security environments. In Afghanistan, Iraq, Somalia, South Sudan, the Syrian Arab Republic (Syria) and Yemen, security measures were vital to protect staff, allowing them to continue delivering lifesaving aid and seek solutions for refugees.

In 2017, UNHCR's security personnel managed more than 400 incidents. Security advisers formed part of multi-functional teams deployed to emergencies, focusing on access to displaced people and appropriate security management systems. The Office applied the programme criticality framework—a common United Nations system policy for decision-making used to determine levels of acceptable security risk for programmes and activities implemented by United Nations personnel—to assess how it could deliver adequate support to people of concern in high-risk environments.

Goodwill Ambassador support

Through wide-ranging activities, UNHCR's supporters illustrated the Office's capacity to respond in a timely and effective manner with lifesaving support to displaced people. Goodwill Ambassador Jung Woo-sung's meetings with Rohingya refugees in Bangladesh, for instance, helped highlight the enormous needs and challenges of the emergency response. In addition, Goodwill Ambassador Helena Christensen's visit to elderly people displaced by conflict in eastern Ukraine spotlighted the central role that UNHCR has played in providing shelter for some of the region's most vulnerable.

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UNHCR Goodwill Ambassador, Jung Woo-sung, meets Rohingya refugees in Bangladesh.

AREAS OF INTERVENTION	KEY ACHIEVEMENTS

EMERGENCY PREPAREDNESS AND RESPONSE

REINFORCE EMERGENCY RESPONSE CAPACITY AND EFFECTIVENESS. IN 2017, UNHCR:

Enhance emergency preparedness	Introduced a dedicated Emergency Level 1 response through its revised Policy on Emergency Preparedness and Response, which triggers preparedness activities. Organized 10 advanced preparedness missions, assessing and prioritizing local and national preparedness interventions. Used the HALEP in 90 operations to assess their preparedness in cases of displacement and developed 33 refugee contingency plans.
Build capacity in emergency preparedness and response, security and the supply chain	Trained more than 850 people on emergency preparedness and response during: 3 workshops on emergency management, 2 emergency team leadership programmes, 1 senior emergency leadership programme, 11 situational emergency training sessions, 2 emergency management training sessions, 1 training session on information management in emergencies, 1 training session on emergency registration, and 5 inductions to UNHCR emergency response. Trained more than 500 people from 28 countries through UNHCR's regional centre for emergency preparedness (e-Centre) in Bangkok, which facilitated 19 workshops and trainings. Participants comprised regional, national and local partners, as well as UNHCR staff. Trained 600 people on security by organizing security management learning programmes, field safety adviser workshops, security management exercises, security risk management workshops, and a programme aimed at increasing women's security awareness. Trained 2,500 people on supply chain management including in emergencies. Continued testing innovative approaches, focusing on the Office's accountability to people of concern, as well as participatory assessments and communication with communities.
Deploy standby emergency coordination, preparedness and response teams	Ensured deployment to emergencies through agreements with 18 standby partners, as well as internal capacity. Internal capacity included UNHCR's emergency services standby team; the senior corporate emergency roster; its emergency response team; and technical rosters for supply, human resources, administration, finance and programme. Deployed 359 UNHCR and standby partner staff to emergencies within 72 hours to 25 operations to work as multi-functional teams.
Strengthen inter-agency and strategic partnerships	Continued to work with the IASC Emergency Directors Group and Reference Group on Risk, Early Warning and Preparedness, as well as the United Nations Crisis Management Working Group. Actively participated in and contributed to inter-agency security forums, including the working groups and steering groups of the Inter-Agency Security Management Network and the United Nations Security Management System.
Enhance policy development	Issued the revised Policy on Emergency Preparedness and Response and mainstreamed it into learning programmes. Updated the Emergency Handbook (in English and French) to reflect policy changes. Conducted a real-time review of the emergency response in Angola and incorporated lessons learned into training programmes and ongoing activities. In line with the duty of care for personnel in high-risk duty stations, developed a support package for staff welfare.

AREAS OF INTERVENTION | KEY ACHIEVEMENTS

EMERGENCY PREPAREDNESS AND RESPONSE

REINFORCE EMERGENCY RESPONSE CAPACITY AND EFFECTIVENESS. IN 2017, UNHCR:	
Reinforce security management as an organizational culture	Continuously assessed operations to ensure appropriate risk mitigation measures were in place and managed 404 security incidents.
	Undertook 62 support missions over 588 days, including to Angola, Bangladesh, Iraq, Uganda and Zimbabwe.
	Continued its campaign to reduce road crashes and trained more than 50 trainers to increase awareness.
	Developed programme criticality guidelines to ensure UNHCR can deliver effective programmes in high-risk environments.
	Trained 15 women (security and staff welfare) to deliver women's security awareness training globally.

OPTIMIZE GLOBAL SUPPLY MANAGEMENT FOR EFFICIENT DELIVERY. IN 2017, UNHCR:	
Optimize supply chain for shelter and relief items in emergencies	Maintained the capacity to deliver relief items to 600,000 people in simultaneous emergencies through the global stockpile system.
	Delivered 10,670 metric tons of relief items from UNHCR global stockpiles to 31 emergency operations using 31 airlifts, as well as sea and road transport.
	Enhanced the global stockpile system by creating a new stockpile in Uganda and 72 new framework agreements with suppliers.
	Undertook 21 supply support missions in emergency operations and revised procurement rules and the new local procurement toolkit.
	Supported 23 country operations to develop and implement CBIs and procurement, tools and guidance.

PREVENTING, MITIGATING AND RESPONDING TO SEXUAL AND GENDER-BASED VIOLENCE

Brazilian and Venezuelan women paint a wall in the context of the 16 days of activism against sexual and gender-based violence.

Whether a primary cause of their displacement or a significant risk as they flee, men, women and children are too often at risk of sexual and gender-based violence (SGBV) and other forms of abuse, including exploitation and abduction. SGBV remains a critical protection concern for UNHCR. It has devastating and long-term consequences for those displaced people who experience it, and while women and girls are at higher risk from such violence, it also affects men and boys.

Ensuring sexual and gender-based violence programming in emergencies

In 2017, UNHCR deployed Senior Protection Officers dedicated to addressing SGBV in emergency situations in 11 operations for a total of 60 months, as part of the "Safe from the start" initiative. Assessments carried out in follow-up to these deployments showed that UNHCR operations increased the core multi-sectoral activities addressing SGBV and increased the geographical coverage of SGBV programming. The risk of SGBV was therefore mitigated and access to quality services to survivors improved.

In 2017, 41 trainees from the Africa and Middle East and North Africa regions completed an SGBV learning programme on SGBV prevention and response. This has helped expand capacity of UNHCR staff to deliver training for refugees and partner organizations.

In 2017, UNHCR made good progress addressing SGBV by enhancing support to survivors in 33 refugee situations and four IDP situations globally.

Cash and SGBV programming

In 2017, UNHCR conducted studies in Ecuador, Lebanon and Morocco to better understand how to optimize the use of cash to achieve protection outcomes. The findings will be used to develop guidance in cash programming to prevent, mitigate and respond to SGBV.

In addition, UNHCR endeavoured to increase the portion of women as direct beneficiaries of cash assistance, and in particular, survivors and people at risk of SGBV received cash assistance in the Congo, the DRC and Morocco, alongside other complementary forms of assistance such as counselling and livelihood support.

Innovation for protection

UNHCR and partners continued to pilot innovative, multi-sectoral projects aimed at better protecting women and girls from SGBV in different settings. These projects identified the most effective approaches and showed promising ways of mitigating SGBV.

In 2017, 10 multi-sectoral projects were implemented in nine countries, addressing SGBV risks and focusing on four circumstances in which SGBV is more likely to occur—namely, where there are fewer livelihood opportunities, a lack of safe access to energy for cooking, reduced access to technology, and insufficient levels of lighting at night.

With this is mind, UNHCR is piloting projects that provide refugee communities with access to alternative energy sources in Rwanda and the United Republic of Tanzania in order to reduce the risk of SGBV associated with the collection of firewood.

Liquid petroleum gas project reduces risks for women and children in the United Republic of Tanzania

Firewood collection and cooking is the responsibility of women and girls in most refugee situations. It is hard work and can be dangerous. In camps in the United Republic of Tanzania, they can walk 10 kilometres to collect firewood, and many women have been sexually assaulted undertaking this task.

To address this, UNHCR piloted a liquefied petroleum gas (LPG) project, which not only provides refugees with alternative sources of fuel but also helps ensure their protection. A LPG kit includes one full LPG cylinder, a burner and igniter. The project saw the number of women and girls collecting firewood fall from 92 per cent to 30 per cent. As the pilot has proven successful and generated further demand, UNHCR is considering how to increase LPG access across the camps in 2018.

© UNHCR/Jordi Matas

Burundian refugee Frida Nehebauwayo, 17, waits to have her LPG cylinder refilled at Nyarugusu camp in the United Republic of Tanzania.

"Gas helps us a lot. I used to collect firewood from six in the morning and was always late for school. Now, I go to school on time."

—Frida Nehebauwayo, Burundian refugee in the United Republic of Tanzania

Increasing efficient data management

In 2017, UNHCR implemented the Gender-based Violence Information Management System (GBVIMS), an inter-agency initiative that enables humanitarian actors to collect, store, analyze and share data safely and effectively on incidents of SGBV in a consistent and coordinated way. Better quality data can help inform decisions, ultimately to improve prevention and the care provided to survivors. The GBVIMS has enhanced the safe collection and management of data on incidents of SGBV and trends in many operations, including in the context of the Syria response.

In 2017, the GBVIMS initiative developed the "Inter-agency gender-based violence case management guidelines" which have been used for capacity-building on enhanced quality case management.

> The GBVIMS was operational in 14 countries as of the end of 2017.

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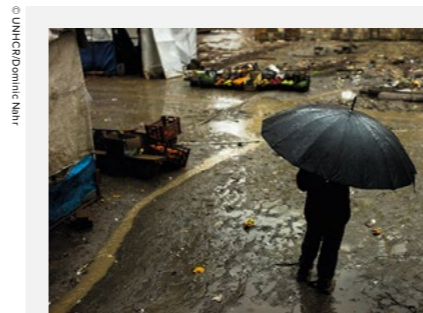
"We keep it in our heart": sexual violence against men and boys in the Syria crisis.

Male rape and sexual torture widespread in the Syria crisis

Detained during the war in his native Syria, Tarek was held in a darkened cell for a month with 80 other people—but those harsh conditions were the least of it. Kept naked, he and other detainees were strung up by their hands at night, tortured with electric shocks to their genitals, and gang-raped by their captors. "They would come into the cell to violate us, but it was dark–we couldn't see them," he recalled. "All we could hear were people saying, 'Stop! Don't!' I thought we would die."

Tarek's experience is far from unique. A UNHCR report, published in 2017, indicates that sexual violence and torture of men and boys in Syria by multiple parties to the conflict may be far more widespread than previously thought. UNHCR researchers heard accounts of violence against boys as young as 10, and against men, including those in their 80s.

Recommendations geared towards humanitarian organizations, and others involved in working with refugees, included the need for stronger prevention strategies, better confidentiality arrangements, protection against reprisals, improved survivor care, and strengthened awareness of the risks of SGBV among aid workers.
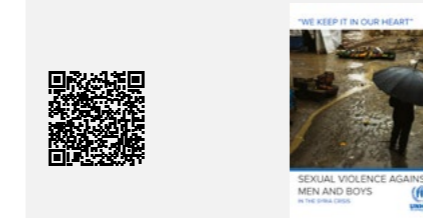
"These are most disturbing accounts revealing just how grave the risk of sexual violence has become for women, girls and, as shown by UNHCR's recent report, also men and boys."

—Volker Türk, UNHCR's Assistant High Commissioner for Protection

The report revealed that the risk of sexual violence is higher for those who are gay, bisexual, transgender or intersex, and does not end when people leave Syria. Inside Syria, armed groups were reported as the main perpetrators, while outside Syria, the danger is often from opportunistic abuse.

Refugee boys in countries of asylum suffer sexual violence at the hands of other male refugees and men in the local community. Sexual exploitation and blackmail of refugee men were reported in countries of asylum, especially among those working in the informal economy, where the vast majority of their families live below the poverty line.

EXPANDING CASH-BASED INTERVENTIONS

Brahim (left) with his wife Halima and their six children from Syria show the cash card they just received from UNHCR and its partners in Greece. The monthly cash assistance will help cover the family's basic needs, giving them the dignity of choice.

CASH FACTS | 2017

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

8M PEOPLE OF CONCERN RECEIVING CASH ASSISTANCE

94 COUNTRIES IMPLEMENTING CASH ASSISTANCE

2,300 TRAINED STAFF AND PARTNERS ON CASH ASSISTANCE

ENVIRONMENT   HEALTH   NUTRITION   SHELTER   WINTERIZATION   WASH

LIVELIHOODS   EDUCATION   PROTECTION   FOOD / NON-FOOD ITEMS   ENERGY   SOLUTIONS INCLUDING RETURNS

$502M CASH-BASED INTERVENTIONS

61% WERE MULTIPURPOSE

61% Multipurpose
39% Sector specific

UNHCR uses CBIs for a wide range of purposes, typically through multipurpose cash grants, helping people of concern to meet their essential needs, including access to protection, shelter, health, education and livelihoods. Cash, together with in-kind assistance and services, increases efficiency, gives people of concern more choice and more options, and is an integral part of UNHCR's protection strategy.

Delivering cash assistance

UNHCR's policy on CBIs and its institutionalization strategy (2016-2020) set out its commitment and objectives for the expanded, systematic and innovative use of cash-based assistance. In 2017, the Office delivered $502 million in cash to

people of concern—a significant increase over the 2015 Grand Bargain baseline of $325 million. While the overall volume of cash assistance has decreased compared to the previous year, mainly due to fewer return grants in Afghanistan in 2016, more operations, including in Greece, Rwanda and Somalia, have introduced or expanded CBIs (see regional summaries and the chapters on *Safeguarding fundamental rights* and *Building better futures* for more CBI examples).

The Office continued to research the use of cash to improve protection, health, education, WASH and basic needs outcomes. More than 61 per cent of CBIs were multipurpose cash grants enabling people of concern to choose how to meet
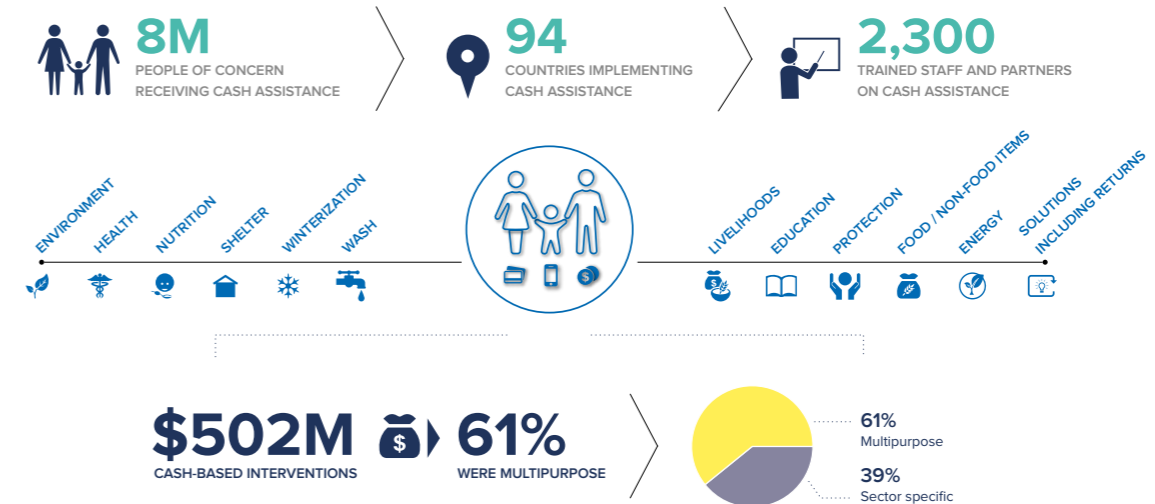
their needs best and, importantly, allowing them to contribute to local economies and host communities. In addition, 25 per cent of the overall cash assistance was provided to meet specific protection objectives.

In line with its institutionalization strategy, UNHCR has integrated cash in existing guidance, tools and processes while developing additional cash tools. Illustrative of this, the Office undertook a global mapping of cash interventions promoting protection, which covered more than 180 CBI programmes across 42 country operations. UNHCR also studied the outcomes related to health, education, WASH and basic needs when delivering cash assistance.

$159M CASH FOR PROTECTION

42 COUNTRIES

835,000 BENEFICIARIES

Maximizing effectiveness, efficiency and innovation

UNHCR promoted unified arrangements for cash transfers to maximize the efficiency of CBIs. The Office's corporate tool for managing cash assistance, CashAssist, was strengthened by establishing a direct link between the registration system and the financial service provider. This upgrade enables UNHCR and its partners to deliver and track assistance to people of concern, and staff and partners can now track cash.

In Jordan, the common cash facility (CCF) is a secure and efficient cash transfer facility that is scalable and makes payments more predictable. The CCF provides 90 per cent of all cash assistance to vulnerable refugees living outside camps. With 17 of UNHCR's partners having joined the cash facility, bank fees for cash transfers have fallen from as high as 5 percent to 1 per cent. Building on this experience in Jordan, the project has been expanded to Greece, and has become part of the addendum on cash assistance to the memorandum of understanding between UNHCR and WFP.

Furthermore, UNHCR has established key partnerships with development actors in Africa and the Middle East to include refugees and others of concern in their programmes. These partners include the UNCDF, Financial Sector Deepening Africa, Grameen Crédit Agricole Foundation and the Swedish International Development Agency (Sida).

AREAS OF INTERVENTION | **KEY ACHIEVEMENTS**

BASIC NEEDS AND ESSENTIAL SERVIVES

CASH-BASED INTERVENTIONS. IN 2017, UNHCR:

AREAS OF INTERVENTION	KEY ACHIEVEMENTS
Enable UNHCR operations to systematically consider and implement CBIs	Increased the number of CBI dedicated experts based in operations, from 26 in 2015 to 29 by the end of 2017.
	Supported 31 operations in processing the procurement of financial services.
Provide cash assistance across UNHCR operations	Delivered 60% of CBIs through multipurpose cash grants.
	Provided 80% of CBI funding to country operations.
Continue to build the capacity of UNHCR to consider, implement and monitor CBIs	Trained more than 2,300 UNHCR staff and partners in CBIs.
	Provided dedicated CBI support to 57 countries and 5 regional offices.
	Undertook 22 CBI and multi-functional country support missions.
	Updated UNHCR's financial management system.
Conduct reviews, and develop tools and guidance on CBIs	Undertook 15 CBI-focused reviews, studies and evaluations covering protection and technical sectors.

UNHCR steps up aid as displaced Syrians brace for winter

Sitting in the single, unheated room that serves as their home in a run-down neighbourhood of the Lebanese capital Beirut, Samira and her husband, Hussein, have a familiar sense of foreboding at the prospect of their sixth winter in exile since fleeing Syria.

Like the majority of the roughly one million registered Syrian refugees living in Lebanon, the couple—originally from Deir Ez-Zour—have good reason to fear the arrival of colder temperatures and winter storms. Conditions were particularly harsh when temperatures fell below zero in previous years. To help vulnerable refugees prepare for the cold weather, UNHCR began providing in between $225-$375 winter cash assistance to help with additional costs related to fuel, clothing and medical expenses. Around 650,000 people have received such payments. The programme targeted vulnerable families with a mix of cash assistance, building materials to repair and weather-proof shelters, and distributions of winter items, including high thermal blankets, gas heaters and warm clothes. It also included plans to assist more than 1.1 million people displaced inside Syria, with priority given to those most recently displaced and others living in hard-to-reach or besieged areas.

Samira and her family, who are among the beneficiaries, say the additional support helped keep them warm. "Heating for example, especially with the harsh weather here, is of great help in dealing with my son's condition."

© UNHCR/David Azia

Syrian refugees in Lebanon received winter cash assistance from UNHCR, which they use to pay for food, firewood, clothing and medication.

MEETING BASIC NEEDS AND ESSENTIAL SERVICES
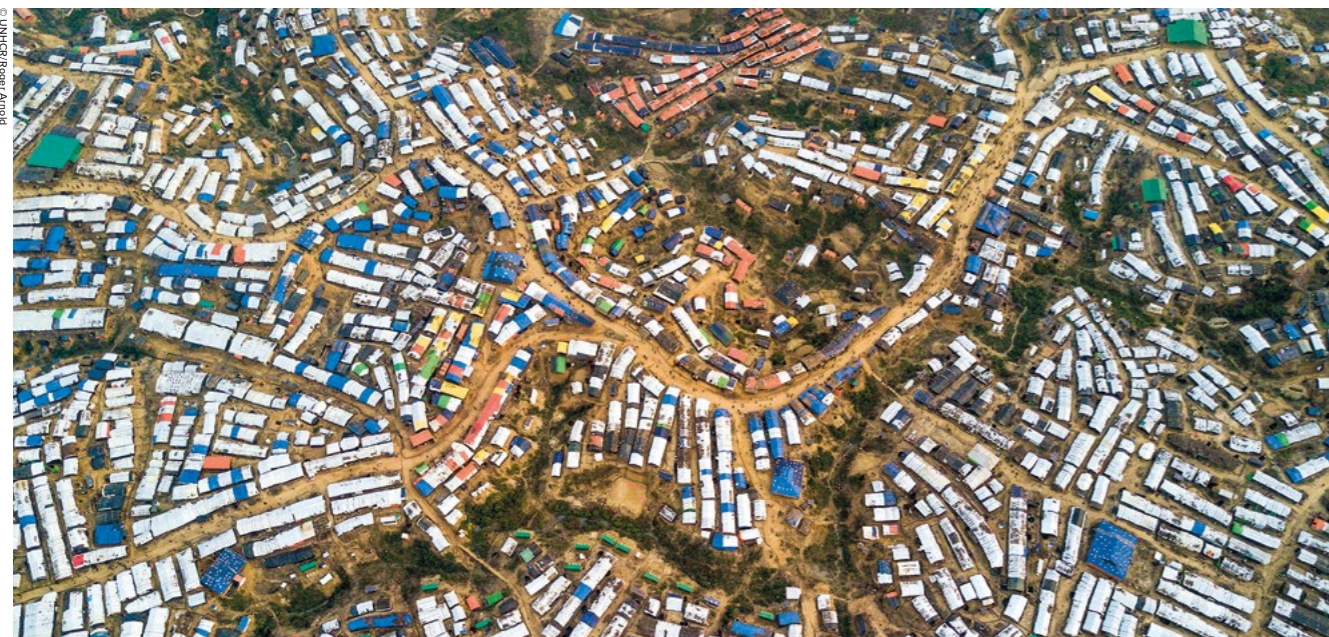
The newly constructed Kutupalong-Balukhali extension site as seen from the air. New arrivals have been relocated here on government-allocated land with newly built latrines and freshly dug wells.

Many new and existing emergencies continued to highlight critical challenges, particularly in public health, food security and shelter in urban and semi-urban areas. UNHCR designs its basic needs and essential lifesaving interventions with an agile, adaptable and contextualized response for refugees, IDPs and stateless persons. Its interventions are in line with the 2030 Agenda for Sustainable Development; UNHCR's age, gender and diversity approach; and the United Nations' collective goal to advance gender equality.

Effective, strategic and operational partnerships are, as outlined within the CRRF, essential for meeting the immediate needs of people of concern and improving their quality of life. These needs include shelter, WASH, nutrition and food security, and health, including HIV prevention and treatment, and reproductive health.

Shelter and settlement

UNHCR's global strategy for settlement and shelter (2014-2018) provides a framework to ensure refugees and others of concern can access dignified, secure settlements and shelter, whether they live in urban or rural settings. The framework seeks to improve the quality of emergency shelter responses and supports sustainable settlement solutions by adopting an integrated master plan approach.

In 2017, UNHCR improved the quality of shelter and settlements. It provided accommodation to more than 4.5 million refugees in planned or self-settled camps. At the onset of emergencies, the Office deployed experts and new technology, and developed new partnerships to improve its response.

AT A GLANCE | 2017

$500 MILLION
AMOUNT SPENT IN RESPONDING TO THE SHELTER AND SETTLEMENT NEEDS OF PEOPLE OF CONCERN

33%
SPEND ON EMERGENCY SHELTER NEEDS

43
SITUATIONS IN WHICH HOUSEHOLDS IMPROVED OR MAINTAINED THEIR ACCESS TO ADEQUATE SHELTER
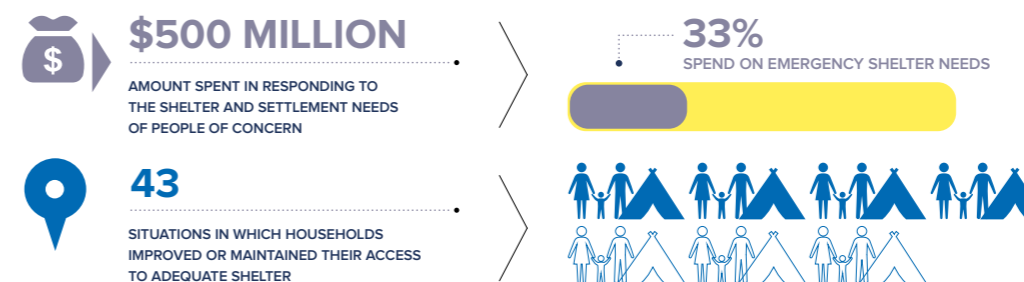
In Bangladesh, for example, UNHCR enlisted technical expertise to ensure sound planning and management of the densely populated refugee sites. By using drone technology to map inaccessible areas and to assess flood and landslide risk, it provided a rapid shelter response for 80,000 families.

Families living in refugee housing units in Al Jemea'a camp in Iraq.

Improved shelter solutions

UNHCR's longstanding partnership with Better Shelter and the IKEA Foundation improved the refugee housing unit model, in consultation with people of concern. This durable, cost-effective, flexible and all-in-one shelter solution includes a solar energy unit for a LED lamp and telephone charger, and provides greater dignity, privacy and protection from the elements to displaced families.

In 2017, about 10,000 refugee housing units were deployed to facilitate more sustainable shelter responses in eight operations across Africa and the Middle East. "It provides us with more privacy. My wife and I sleep behind the curtain and my kids sleep on this side, in the main 'room'. The refugee housing unit is a blessing from God for us in the desert," said Hamid and Fatma, beneficiaries at Al Jamea'a camp in Iraq.

UNHCR also developed a new self-standing family tent—a lightweight, self-supporting structure that can be erected by just three people in 30 minutes.

Both the refugee housing unit and the new self-standing family tent offer better shelter solutions and protection-related improvements.

In protracted refugee situations, UNHCR used the master plan approach to prepare more sustainable settlement options for people of concern. For example, in Damak, Nepal, UNHCR committed to improving the living conditions of 7,000 Bhutanese refugees by facilitating the camp's consolidation and upgrading temporary emergency shelters to semi permanent solutions within three years. Partnerships with private sector and academia strengthened the research and technical approaches UNHCR employs in the field and enhanced cost efficiency.

"Nobody left outside" for global shelter fundraising campaign

Prompted by the significant need for shelter and protection funding, UNHCR launched a three-year global shelter campaign, "Nobody left outside", in May 2016, targeting private sector donors.

By the end of 2017, the shelter campaign had raised more than $20 million from companies, foundations, philanthropists and individuals worldwide, helping to provide shelter solutions to thousands of families in some UNHCR's most challenging operations as well as to deliver cash assistance and emergency shelter in humanitarian crisis.

The campaign runs until May 2019 and has been implemented by UNHCR offices in 20 countries and UNHCR's National Partners.

A Rohingya refugee, Alin Nisa, with her daughter in Kutupalong Camp Extension site, Bangladesh.

"Our core aim is to ensure that refugees receive the physical protection they need and rightfully deserve."

—*Phoebe Goodwin, UNHCR's Associate Site Planner on an emergency mission to Bangladesh*

AREAS OF INTERVENTION | **KEY ACHIEVEMENTS**

SHELTER AND SETTLEMENT

ESTABLISH, IMPROVE AND MAINTAIN SHELTER AND INFRASTRUCTURE. IN 2017, UNHCR:

AREAS OF INTERVENTION	KEY ACHIEVEMENTS
Implement the UNHCR global strategy for settlement and shelter (2014-2018)	Assisted 17 operations to develop comprehensive shelter and settlement strategies.
	Implemented the master plan approach to site planning in 3 additional operations in Malawi, Nepal and Uganda.
Continue the development of alternatives to camp policy and master plan approach	Developed a site planning technical training package, including 88 software licenses assigned to technical experts and sent 33 physical site planning toolkits to the field, 15 of which in the context of an emergency deployment.
	Developed 4 comprehensive e-learning modules, in partnership with Microdesk.
	Strengthened partnerships, particularly with UN-Habitat, to support the development of urban response guidance.
	Developed practical tools to guide how CBIs could support shelter responses.
Ensure the systematic deployment of senior shelter and settlement staff from the onset of emergencies	Deployed senior technical staff who undertook 51 missions to ensure the integrity of field responses and reinforce emergency response capacity.
	Developed standby partnership arrangements for emergency shelter deployments.
Improve the range of shelter solutions available to UNHCR operations	Completed the design of an improved refugee housing unit, in partnership with Better Shelter.
	Completed the self-standing family tent design in preparation for its roll-out in UNHCR's operations in 2018.

Public health

Clinical staff at Nyumanzi integrated health centre for both Ugandan nationals and refugees from South Sudan.

Refugees and asylum-seekers are often unable to benefit from livelihood opportunities and social protection, making it difficult for people to access essential services, such as health care. In its public health strategy (2014-2018), UNHCR aimed to ensure all refugees can access lifesaving and essential health care, and advocated for the inclusion of people of concern in national programmes. In partnership with host governments, United Nations agencies and development partners, UNHCR is working towards a holistic approach to meet and address the needs of both refugees and host communities (see the chapters on *Expanding partnerships* and *Building better futures*).

In 2017, country assessments were conducted in the DRC, Djibouti, Guinea and Rwanda in partnership with ILO on the inclusion of refugees in national health care structures, including through community-based health insurance schemes. Capacity-building activities in Algeria, the Congo, South Sudan and Uganda helped train some 240 primary health care workers to provide mental health support to refugees. These efforts also aimed to promote the integration of mental health into refugee primary health care.

UNHCR continued delivering HIV prevention and treatment and reproductive health programmes within a framework of public health, protection and community development. In 2017, UNHCR reinforced reproductive health and HIV prevention and

UNHCR uses its health information system, Twine, to monitor the health status of refugees and the coverage and quality of interventions for some 4.7 million refugees in 26 countries.

treatment programmes in Cameroon, Niger, Rwanda, the United Republic of Tanzania and Zambia. With measures to improve maternal health outcomes enhanced, 17 UNHCR operations had coverage rates of skilled birth attendance of above 90 per cent. Cost-effective and high-impact, neonatal interventions were expanded in Jordan, Kenya and South Sudan.

The Office assisted national authorities with HIV prevention activities and the delivery of antiretroviral therapy to refugees, including in Rwanda. Together with UNFPA, it strengthened maternal health and HIV services for South Sudanese refugees in Uganda by offering training to staff and partners and clinical services to survivors of SGBV, and provided refugee peer education in Niger.

Cash assistance for health

In Jordan, UNHCR and partners use cash as part of a wider programme of referral services for refugees to access health care. Pregnant refugee women were able to use the cash to pay for their deliveries. Using cash enables UNHCR to serve more refugees and people of concern with the same level of funding, as the cost of using a referral system is about three times greater.

© UNHCR/Ibrahima Diane

Central African refugee midwife giving back to the community in the south of Chad

Amina Assafi, 37, is the mother of two children and joined her parents in a refugee camp in the south of Chad after her husband was killed during the war in the CAR. She is now living in Amboko camp with her family. She is proud of her achievement going from a community health worker to becoming a midwife thanks to UNHCR's support and a DAFI scholarship. She works in the health centre of the Chadian village of Beureuh, serving refugees and Chadians.

"I have a lot of hopes. Before, I did not study in university. But now I came to the camp, I was patient for 10 years and got the opportunity to study. This is hope. Before I didn't know but now I am a state-graduated midwife. This is a success. Be it in Chad or in the CAR or elsewhere in Africa, I can work," says Amina.

Amina Asafi, a Central African refugee midwife, works in the health centre of the Chadian village of Beureuh, serving refugees and Chadians.

AREAS OF INTERVENTION	KEY ACHIEVEMENTS

BASIC NEEDS AND ESSENTIAL SERVICES

IMPROVE HEALTH STATUS OF POPULATION. IN 2017, UNHCR:

Strengthen interventions to reduce the incidence and impact of communicable diseases, including outbreaks	Collaborated with the Centres for Disease Control and Prevention to develop a toolkit on an expanded programme for immunization (EPI) and include it as a module in the balanced score card (BSC) monitoring tool for primary health care.
Improve access to expanded non-communicable disease services at primary health care level	Rolled out the second phase of UNHCR's non-communicable disease project in Algeria and Rwanda. This helped to scale up the management of non-communicable disease at the primary care level through targeted capacity-building conducted by partners and through linkages to national programmes.
Support and strengthen the provision of mental health services through primary care providers	Completed an evaluation, which demonstrated that trained staff were able to better identify and manage refugees with mental health concerns. In partnership with War Trauma Foundation, trained 240 primary health care workers on mental health in Algeria, the Congo, South Sudan and Uganda.

ENSURE ACCESS OF PEOPLE OF CONCERN TO REPRODUCTIVE HEALTH AND HIV SERVICES. IN 2017, UNHCR:

Take measures to improve access to skilled attendance at delivery	Provided skilled birth attendance for 90% of deliveries in 17 UNHCR operations.
Expand the availability of neonatal care	Completed a two-year project to strengthen neonatal care in Jordan, Kenya and South Sudan. The project helped health workers to improve their skills in newborn care and monitor the progress of deliveries.
Take measures to improve access to a comprehensive range of HIV prevention and treatment services	Supported national structures to make antiretroviral therapy available, including for the prevention of mother-to-child transmission among refugees in the CAR, the DRC and South Sudan.

Food security and nutrition

Congolese refugees collect their monthly food aid at a distribution centre in Nyarugusu refugee camp in the United Republic of Tanzania, where rations have been cut due to lack of funding.

In 2017, many children were severely malnourished, especially where limited resources resulted in food, water and health cuts. Approximately 3.3 million refugees received less than the acceptable standard of food assistance (based on 2,100 kcal/person/day). Countries in Africa—in particular sub-Saharan countries—experienced food cuts greater than others (see *Africa* regional summary). Food insecurity led to malnutrition and posed protection risks. Data from Chad and Rwanda indicated that some women use transactional sex to help their families' basic needs. Domestic violence also often increased when men were unable to support their households.

In 2017, global acute malnutrition (GAM) reached acceptable levels in 62 per cent of surveyed refugee sites—a minor improvement over 2016. Only around

a quarter (23 per cent) of refugee sites surveyed found that children under the age of five were not stunted, and half (50 per cent) of surveyed sites showed critical levels of child anaemia, indicating an increasingly precarious situation. The infant and young child feeding (IYCF) framework was rolled out with nutrition treatment and prevention programmes, including in the emergency in Bangladesh, where childhood and adult malnutrition levels were high.

To address the complex causes of malnutrition, UNHCR promotes low-cost, high-impact interventions. With WFP, the Office implemented a self-reliance strategy to make the best use of limited resources. The approach targeted the most vulnerable people of concern, providing cash and assistance to cover basic needs. It also pursued initiatives promoting refugee self-reliance.

Cash assistance help to boost the local economy

UNHCR is pursuing the expansion of cash in close collaboration with host countries and donors. A recent study in Rwanda found an increase in real income of the community surrounding the refugee camps between 0.31-0.75 cents per dollar where refugees were receiving cash instead of food assistance. This plays a role in the host community's relationship with refugees and helps to improve the environment for asylum and peaceful coexistence.

AREAS OF INTERVENTION	KEY ACHIEVEMENTS

BASIC NEEDS AND ESSENTIAL SERVICES

IMPROVE FOOD SECURITY AND NUTRITIONAL WELL-BEING. IN 2017, UNHCR:	
Expand the use of the IYCF framework and nutrition roadmap	In partnership with Save the Children, rolled out the IYCF framework in 4 additional countries (Ethiopia, South Sudan, Sudan, and Uganda).
	Strengthened the implementation of the framework in Bangladesh, Jordan and Kenya, where the IYCF framework had already been rolled out.
Strengthen linkages between reproductive health services and nutrition	Conducted a joint nutrition, food security, reproductive health and HIV support mission in Uganda to encourage better quality nutrition and reproductive health care services, and highlighted the linkages between them.
	Developed a nutrition roadmap including to guide operations to strengthen the linkages between reproductive health services and nutrition.
Expand self-reliance projects for food security and nutrition	Developed UNHCR's global agriculture strategy and supported agriculture programming to improve food security and livelihoods in Ethiopia, Kenya, South Sudan, Sudan and Uganda.
Improve availability of data to support nutrition and food security decision-making	Conducted nutrition surveys in 98 refugee sites. The data also provided key food security indicators.
	Reviewed data and updated them to incorporate international norms to inform the revision of the standardized and expanded nutrition surveys.
Improve joint programming at the country level	Developed joint plans of action after joint assessment missions to Djibouti and Nepal.
Strengthen food security monitoring in the context of livelihood initiatives to better assess impact	Trained staff and partners to conduct surveys measuring the impact of agricultural programmes on refugee livelihoods in 11 operations (Burkina Faso, Cameroon, Chad, Ethiopia, Ghana, Guinea, Malawi, Niger, Somalia, Zambia and Zimbabwe).
Improve targeting methods for food assistance	Conducted vulnerability assessments in Cameroon and Uganda.
	Signed the joint UNHCR/WFP principles aimed at designing targeted approaches for the provision of food and other essential assistance.

Water, sanitation and hygiene

AT A GLANCE | 2017

8.5M REFUGEES SUPPORTED

50 COUNTRIES

UP TO
80%
COST REDUCTION
OF WATER PUMPING THROUGH
RENEWABLE SOLAR ENERGY

REPLACING
DIESEL GENERATORS

IN 19 COUNTRIES

In 2017, UNHCR provided safely managed water and sanitation services to nearly 8.5 million people in 50 countries. Strategic partnerships allowed UNHCR to adopt cost-efficient, sustainable WASH technologies. The Office encouraged the inclusion of people of concern in national WASH service systems and development plans, in line with the CRRF and SDG 6 on ensuring access to water and sanitation for all.

UNHCR completed a four-year project to create an online database of boreholes in refugee settings worldwide, as well as a tool to measure the efficiency of a particular WASH response. This tool has improved budgeting for water provision in camps, particularly in post-emergency situations, and supported the expanded use of motorized water pumps run with hybrid or

solar energy rather than fossil fuel, which could reduce associated costs by up to 80 per cent. In 2017, UNHCR reduced the cost of sanitation services in Bangladesh, Ethiopia, Kenya, and Mozambique by providing sanitation solutions, which converted refugee waste into value-added products, including cooking fuel briquettes, biogas, fertilizer and solid waste recycling.

Furthermore, UNHCR strengthened its emergency WASH response, particularly in Angola, Bangladesh, the DRC and Zambia. The Office involved refugees more heavily in the design and implementation of WASH programmes, resulting in specific toilet designs that improved access for people with disabilities. Furthermore, positioning water points in safer locations helped reduce the risk of SGBV.

AREAS OF INTERVENTION | **KEY ACHIEVEMENTS**

BASIC NEEDS AND ESSENTIAL SERVICES

INCREASE OR MAINTAIN THE SUPPLY OF POTABLE WATER TO ENSURE AFFECTED POPULATIONS LIVE IN SATISFACTORY CONDITIONS OF SANITATION AND HYGIENE. IN 2017, UNHCR:

AREAS OF INTERVENTION	KEY ACHIEVEMENTS
Improve rapid and effective response to WASH in emergencies	Undertook emergency WASH response and provided remote support to teams in Angola, Bangladesh, the DRC, Uganda and Zambia.
	Updated WASH emergency equipment specifications catalogue and frame agreements jointly with UNICEF.
	With UNICEF, supported training for staff and standby partners in the provision of WASH services during emergencies.
	Published the report, "Rapid methods for assessing water, sanitation and hygiene (WASH) services at refugee camps in emergency settings", successfully applied these methods in Bangladesh and provided key information to WASH partners accordingly.
Strengthen evidence-based programming	Developed WASH monitoring mechanisms, including a monthly report card and standardized KAP survey in 4 additional countries (Cameroon, Chad, the DRC and Ethiopia) to improve gap analysis and resource allocation.
	Designed a water tool that enables operations to better calculate the costs of their water programmes and include related costs in their planning.
Support the development of multi-year WASH strategies and site-level WASH operational plans	Developed multi-year WASH strategies and site-level operational plans in 18 situations, covering short (emergency), medium (post-emergency), and long-term (protracted) plans.
Develop innovative solutions for cost-effective and sustainable WASH solutions in protracted situations	Supported 7 country operations (Cameroon, Chad, Congo, the DRC, Ethiopia, Niger and the United Republic of Tanzania) using cash-for-WASH programmes.
Improve UNHCR's levels of WASH service provision in urban settings	Reviewed urban WASH programmes and published a guidance note on WASH provisions for refugees in urban situations, which included case studies from Lebanon, Turkey and Uganda.

Cash assistance for WASH

UNHCR is placing more emphasis on cash-based interventions as a means of delivering WASH assistance. In its report, "Cash-based interventions for WASH programmes in refugee settings", recommendations and best practice guidance for the use of CBIs in refugee settings are put forward. A WASH and cash response matrix was also developed to provide ongoing support to field operations using cash in refugee WASH programmes.

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Building better futures

A group of Syrian refugees living in Turkey have been awarded DAFI scholarships to complete their higher education in Ankara.

Displaced and stateless persons are no different from anyone else in wanting better and more dignified futures for themselves and their loved ones. But to achieve their dream of a better future, people of concern to UNHCR need education opportunities, identity documents, freedom of movement, work and employment. These are all things that can make a tremendous impact in their lives.

In 2017, UNHCR continued to work with host governments with the goal of achieving durable and comprehensive solutions for all people of concern. In line with the New York Declaration for Refugees and Migrants, collective efforts were undertaken to deliver sustainable responses from the outset of an emergency and to promote the inclusion of refugees in national systems.

Key policy developments in recent years—the 2030 Agenda for Sustainable Development and its pledge to "leave no one behind", the World Humanitarian Summit's commitment to a "new way of working", and the Comprehensive Refugee Response Framework (CRRF) annexed to the New York Declaration—have helped bring about a shift towards more systematic and predictable solutions to situations of forced displacement. The ultimate goal remained to find solutions for all people of concern and, pending this, help refugees actively contribute to host communities and enjoy basic services alongside nationals of the countries that host them.

Building on these policy shifts, in 2017, UNHCR set about working with governments and other partners to ensure better alignment in humanitarian and development efforts for the benefit of refugees and host communities alike. To that end, the Office rolled out the CRRF in 13 countries, developing partnership-based responses to large-scale refugee situations, and working with new government counterparts, such as local authorities. The application of the CRRF generated an increase in global responsibility-sharing in line with its first objective of easing pressure on host countries.

Greater engagement with bilateral development actors saw the launch of more projects supporting access to services for both refugees and host communities which, in turn, promoted inclusive policies in refugee-hosting areas. Comprehensive approaches fostered greater synergies with the 2030 Agenda on Sustainable Development Goals, and reinforced the inclusion of refugees in national development plans and the United Nations Development Assistance Frameworks (see the chapter on *Expanding partnerships*).

This chapter outlines UNHCR's response, including innovative practices, progress made, and challenges encountered in the search for comprehensive and durable solutions for people of concern to UNHCR.

COMPREHENSIVE SOLUTIONS
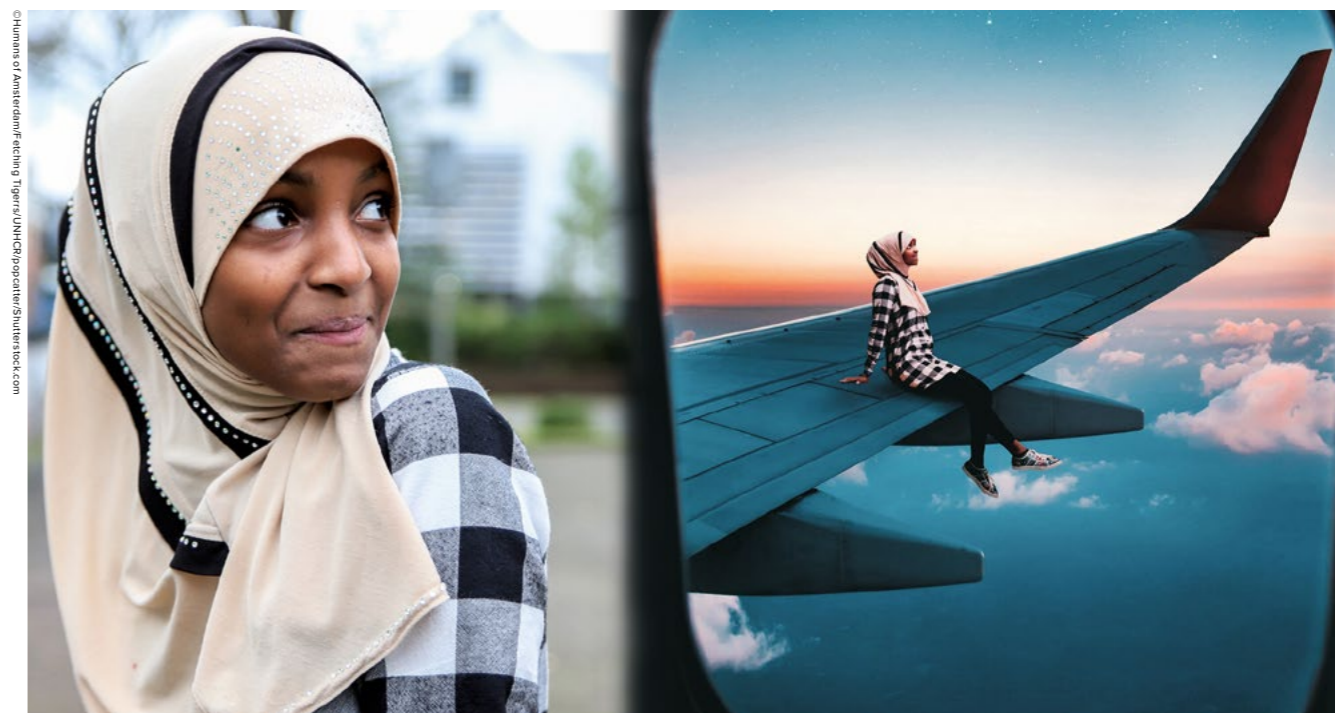
Manaal, 14, is from Somalia and lives in Amsterdam, in the Netherlands. She dreams of being a flight attendant to "be able to travel, see Paris and have butterflies in my stomach."

Voluntary repatriation

Most displaced people would prefer to return to their country or area of origin, even after many years in exile. Under the New York Declaration, States committed to promoting durable solutions, with an emphasis on sustainable and timely return in safety and dignity. These commitments, made in the New York Declaration and the CRRF as part of it, recognize that voluntary repatriation requires not only support for the return process, but also that sustainable returns need more support from humanitarian, development, and peacebuilding perspectives.

While voluntary repatriation conditions remained challenging in 2017, the number of refugees who returned to their countries of origin increased during the year from 552,200 in 2016 to 667,400, most of whom (518,600) received assistance

from UNHCR. While the return to their country of origin is often the preferred solution for many refugees, repatriation should be based on a free and informed decision and with the full commitment of the country of origin to the reintegration process to ensure that returnees are able to safely rebuild their lives. These contexts in which such returns took place in 2017 were often complex. In places where people returned despite conditions not being conducive to sustainable reintegration, UNHCR engaged in protection monitoring and provided refugees and IDPs with information on return conditions, protection risks and obstacles to ensure they were making free and informed decisions about their return. For people of concern wanting to return home voluntarily, key factors in their decision-making remained the existence of a functioning government and rule of law, legal recognition of property rights,

and security and safety. Apart from these general considerations, factors related to culture and identity were also important in the decision to return home.

When conditions are not conducive to return, people may end up internally displaced, seeking refuge outside their country or otherwise at risk. Globally, UNHCR observed large, self-organized returns to potentially unsafe situations and where the sustainability of reintegration is at risk. This scenario reflects the complex and fluid dynamics in which many refugees find themselves. People who wish to return before circumstances are conducive have the right to do so. UNHCR's response to such situations balances respect for every person's right to return to their country of origin or habitual residence, and the principle that repatriation should be on the basis of a free and informed decision by refugees without incentivizing or encouraging them to return prematurely. In 2017, the Office continued to work with partners to leverage the rule-of-law so as to make progress in the development, conflict prevention and peacebuilding sectors to help create conditions conducive for return of people of concern.

For example, UNHCR prepared for the facilitated voluntary repatriation of a group of refugees from the Republic of the Congo to one area of the Central African Republic (CAR), while simultaneously responding to a displacement emergency in another part of the country. In Nigeria, while there were reports of significant self-organized returns,

UNHCR has not to date facilitated voluntary repatriation in neighbouring countries due to the prevailing conditions. In the future, UNHCR anticipates facilitating voluntary repatriation from Cameroon and Niger for Nigerian refugees wishing to return to areas in the north-east, if the security situation in potential return areas becomes stable.

In 2017, UNHCR assisted around 58,800 registered Afghan refugees, mostly from Pakistan, to voluntarily return and strengthened its return monitoring systems in Afghanistan. Nevertheless, there was a limited absorption capacity in return areas notably due to a lack of work and employment opportunities, clarity surrounding land and property rights and restitution, and adequate housing. Together with a worsening security situation and increased internal displacement, voluntary repatriation to, and sustainable reintegration in, Afghanistan remained challenging.

The situation in Burundi remained such that UNHCR could not comprehensively encourage or promote returns. However, UNHCR supported the voluntary return of 13,000 refugees from the United Republic of Tanzania to Burundi during the period of September to December 2017. In Burundi, a joint FAO, UNDP, UNFPA and UNHCR programme supported border monitoring and access to justice, and security and social services for returnees and local communities, along with increased work and employment opportunities. The Office also facilitated the voluntary return of refugees elsewhere, including to Côte d'Ivoire, Mali, Somalia, Sri Lanka and Sudan.

Cash for returnees

In 2017, UNHCR started working to help returnees from Kenya access banking services in Somalia. Returnees were able to use ID cards issued by UNHCR to access their funds. The initiative involved UNHCR bringing together its work in cash assistance programmes and its relationship with private sector partners to create opportunities for people of concern for financial inclusion.

In Somalia, UNHCR participated in several joint United Nations programmes. One of them involved partners from UNDP and UN-Habitat and focused on making relevant institutions accessible to both IDPs and returnees by enhancing local governance mechanisms. The programme also helped to improve refugee access to affordable housing and other essential services involved in the integration journey.

UNHCR also actively engaged in the development of the next phase of the joint United Nations Rule of Law Project, which is expected to expand access to justice and community-oriented policing support to IDP, returnee and other displacement-affected communities.

© UNHCR/Fetsal Omar

Fadumo sells her tie-dyed fabric in Kismayo market where she also sells fruit and vegetables.

Support programmes give Somali returnees a chance to rebuild better futures

Despite ongoing challenges related to drought, food insecurity, conflict and lack of services in Somalia, some 111,000 Somali refugees have returned home since 2014, mainly from Djibouti, Kenya and Yemen. UNHCR assisted nearly 35,000 refugees to repatriate from Kenya to Somalia voluntarily in 2017.

With partners, UNHCR is helping returnees like Fadumo transition back into their country of origin. The 24-year-old was born and raised in Kenya's Dadaab camp, but she and her family decided to return to Kismayo in southern Somalia.

However, settling in Somalia was not easy. Besides adjusting to a new environment rife with insecurity and a severe lack of infrastructure, Fadumo needed a job to help her take care of her three young sons. She learned of a centre supporting returnees in Kismayo, which was run by the American Refugee Committee and UNHCR. She registered for courses in computer literacy and technical vocational training.

Fadumo has now started her own business and runs a busy workshop, making beautiful garments that she sells in the local market. She has found success, and a sense of belonging, for the first time in her life. "Life here is much better than in the refugee camp," she says. "I can afford food. I am able to pay rent and take my eldest son to school."

In the CAR, UNHCR worked with peacebuilding and development partners to include IDPs and potential returnees in a national perception survey on justice, security and peace. With partners, the Office also supported returnees' access to housing, land and property, in addition to aiding the work of local peace and reconciliation committees.

Globally, UNHCR supported other mechanisms promoting social cohesion, such as inter-faith platforms and return committees, to encourage stronger connections between returnees and national civil society. In Honduras, to help address potential conflict in areas where refugees were returning, UNHCR encouraged civil society cooperation

between local and national authorities. This included work to analyze the local housing, land and property situations in line with the Comprehensive Regional Protection and Solutions Framework, known as MIRPS— *Marco Integral Regional para la Protección y Soluciones*, the regional iteration of the CRRF. In Sudan, a joint United Nations programme continued to strengthen justice and security, including dispute resolution mechanisms, and the rebuilding of the criminal justice system in pilot areas where IDPs are likely to return.

Local integration

Local integration for refugees in a country of asylum is a complicated and gradual process with the hope of leading to a durable solution. The process has different but inter-related dimensions.

Local integration is a legal and civil-political process. Host States grant refugees a progressively wider range of rights and entitlements, which are broadly commensurate with those enjoyed by nationals. These include freedom of movement, access to education and the labour market, access to public services, the possibility of acquiring and disposing of property, and valid travel and identity documents. Family reunification is also crucial to local integration. As a result, UNHCR continued to advocate in 2017 for naturalization and permanent residence with States. The Office also supported refugees in addressing administrative and practical barriers in accessing these rights, and worked with national authorities on legal integration policy and legislation.

Between late 2016 and 2017, Costa Rica, India, Kazakhstan, Mexico and the former Yugoslav Republic of Macedonia all granted citizenship to refugees. Zambia also confirmed that it would issue three-year

residence permits to former Rwandan refugees no longer requiring international protection, without the requirement of a national passport. It is also moving forward on granting permanent residency visas to former Angolan refugees.

Beyond its legal and social components, local integration is also an economic process whereby refugees become less reliant on State and humanitarian aid over time. As refugees become more economically independent, their contribution to their host communities grows too. In recognition of the importance of economic inclusion to refugees, in 2017, UNHCR continued to encourage States to better facilitate refugee access to labour opportunities and employment (for more information on this, see the section on *Economic inclusion and livelihoods* in this chapter).

In addition, local integration is a social and cultural process that involves the relationship between host communities and refugees, and requires public institutions to meet the needs of a diverse population. Promoting peaceful coexistence between displaced and host communities is one of UNHCR's Global Strategic Priorities, and is aligned with the principles of inclusion contained in the CRRF. In 2017, community-based approaches to protection provided opportunities for displaced and host communities to jointly identify concerns, and design and implement actions to respond to them.

In Brazil, the national government and the municipality of São Paulo continued work to create conditions conducive to refugee inclusion. Together, the municipality, international organizations, civil society members, migrants, and refugees developed the first public policy for inclusion and integration.

Community-based approaches promoted social cohesion within displaced populations by ensuring inclusiveness and representation of all groups, including those with specific needs and the most marginalized. Regular participatory assessments were undertaken with refugees on their integration experience, with proposals and feedback given to national authorities.

Other interventions globally included initiatives with cultural institutes, participation in State working groups, joint assessments of the challenges to local integration which took into account the perspectives of refugees and local communities, and work with private sector and civil society actors involved in improving reception conditions and integration prospects. For example, in Mexico the UN High Commissioner for Refugees met with Chief Executive Officers to discuss the role of the corporate sector to further support refugee integration. In Gambia, UNHCR met with authorities to discuss how refugees' access to agricultural land might be included as part of that country's plans to stimulate development and economic growth in rural areas.

UNHCR continued to broaden engagement with local and national authorities, and host communities. All of these stakeholders have a role to play in the successful integration of refugees. In Europe, the Office has developed a partnership with OECD to develop ten case studies on local authorities' engagement with refugees, to better understand refugee policy in cities. An example of where local authorities took a leading role in integration is in the city of Gdansk in Poland. There, local authorities developed an integration plan in 2016 that was so successful it was rolled out to a further 11 other Polish towns and cities in 2017.

In 2017, UNHCR was heartened by the work of the Global Mayors Summit and Cities of Solidarity. These entities demonstrated the value of leadership at the local level in building successful refugee integration policies and approaches. In Latin America, where Cities of Solidarity is based, authorities in Brazil, Chile, Costa Rica, and Ecuador made progress towards better inclusion of refugees in social safety nets and in health and housing programmes (see the *Americas* regional summary). In Mexico, UNHCR supported the relocation of refugees from border regions to the city of Saltillo, where there is a specific local integration programme and opportunities for formal work. Relevant ministries and employers have ensured coordinated support to refugees seeking to access the labour market. Recognizing the need for secure land tenure to facilitate local integration, UNHCR worked with authorities in Colombia on legalizing 30 informal urban IDP settlements, an essential step towards local integration and helping IDPs enjoy rights such as access to housing, land and work and employment. Also in Colombia, UNHCR was hopeful that the development of a new government policy on the management of urban settlements would help deliver benefit to people of concern as well as host communities.

200
National ID cards were issued by Ecuador to refugees in 2017, allowing them to exercise the same rights and services as nationals.

The Global Mayors Summit and Cities of Solidarity showcase the value of local leadership in refugee integration in Latin America.

Resettlement

AT A GLANCE | 2017
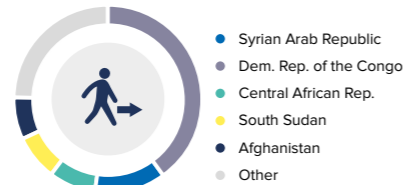
71.4 MILLION
PEOPLE OF CONCERN

19.9 MILLION
REFUGEES UNDER UNHCR'S MANDATE
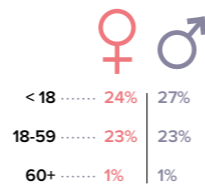
1.2 MILLION
REFUGEES IN NEED OF RESETTLEMENT

75,200
RESETTLEMENT SUBMISSIONS

Top five nationalities in need of resettlement

- Syrian Arab Republic
- Dem. Rep. of the Congo
- Central African Rep.
- South Sudan
- Afghanistan
- Other

Resettlement submissions by age and gender

	♀	♂
< 18	24%	27%
18-59	23%	23%
60+	1%	1%

Many refugees cannot return home because of continued conflict and persecution. Some live in perilous situations or have specific needs that cannot be addressed in the country where they have sought protection. In such circumstances, UNHCR helps them resettle to a third country.

In 2017, there were 19.9 million refugees of concern to UNHCR worldwide, of which 1.2 million were in need of resettlement. However, close to 75,200 resettlement places were made available—a 54 per cent drop compared to 2016 (163,200). The fall represents declining resettlement opportunities driven by a changed international environment.

In response, UNHCR stepped up its advocacy efforts to increase the number of resettlement places and ensure programmes were protection centred, strategic and in line with global resettlement priorities.

The Office advanced the quality and integrity of resettlement processes, in particular through a resettlement innovation project. This project involved UNHCR taking stock of its internal procedures while leveraging existing innovations in the resettlement process.

Throughout the year, the Office helped States implement protection-centred resettlement programmes and influenced legal and policy developments that could impact resettlement, particularly in the European Union. UNHCR expanded the global resettlement base through the emerging resettlement countries joint mechanism (ERCM). Advocacy efforts helped contribute towards increased resettlement quotas by some States, this included ensuring access to emergency resettlement places for refugees whose lives were at imminent risk (see regional summaries).

The Syrian Resettlement Core Group played a critical role in mobilizing support for large-scale resettlement, testing new approaches to processing people for resettlement, sharing best practices and building relationships between States with a critical interest in better responding to refugee outflows from the Syrian Arab Republic (Syria). In August 2017, a Central Mediterranean Core Group for enhanced resettlement and complementary pathways was established. The Group mobilized efforts to increase resettlement for the most vulnerable refugees, and proactively pursued opportunities for safe and regulated admission through complementary pathways (for more information on the central Mediterranean situation see the chapter on *Safeguarding fundamental rights*).

UNHCR invested in, and widened, its partnerships with States and non-traditional actors to expand resettlement and humanitarian admission. It participated in the Global Refugee Sponsorship Initiative to promote and support the establishment of community-based sponsorship programmes. The Office assisted civil society involvement in these programmes by conducting two scoping assessments in Argentina and Chile and coordinating a roundtable in Brazil. Its efforts led to stronger participation of civil society in the implementation of community-based sponsorship programmes. Through annual tripartite consultations on resettlement, and working groups on integration, integrity and capacity-building, UNHCR also built and maintained partnerships with States, sponsoring organizations, multilateral and NGO partners, the private sector, development actors, academia and refugee communities.

Complementary pathways to protection and solutions

While resettlement remains one of the most important tools by which States can meet the protection needs of refugees, complementary pathways for admission can provide further opportunities to achieve long-lasting solutions. By learning new skills, contributing to the labour market, acquiring an education, or reuniting with family members in third countries, refugees can enjoy a safe and lawful stay in a place where their international protection needs are met. Complementary pathways are not meant as a substitute for the protection afforded to refugees under the international protection regime: rather, they complement it and serve as an important expression of solidarity and responsibility-sharing, as reaffirmed in the New York Declaration and the CRRF.

While refugees face many barriers and challenges in accessing complementary pathways—for instance, obtaining exit permits, entry visas or travel documents or meeting strict eligibility criteria—important progress was made in 2017. UNHCR supported action on States' pledges and existing initiatives on complementary pathways, for instance higher education programmes offered by France and Japan for Syrian refugees. The Office developed guidance in setting up the systems and mechanisms needed to support complementary pathways and worked with all those concerned, including States, civil society, the private sector, academia, governmental organizations and refugees.

Goodwill Ambassador support

UNHCR Goodwill Ambassadors, such as Khaled Hosseini, highlighted UNHCR's essential work building better futures for displaced people. Hosseini's mission to Uganda explored the impact of innovative approaches such as land-sharing between Ugandan nationals and refugees, while David Morrissey's meeting with a Syrian family recently housed in London gave a human angle to the resettlement process. Alek Wek also penned an op-ed for CNN, emphasizing to global audiences the central importance of education for refugee empowerment.

UNHCR Goodwill Ambassador, Khaled Hosseini, with Ugandan Yahaya Onduga, Head of the Local Committee (LC) at Bidibidi settlement, Uganda.

UNHCR assisted countries in the Asia and the Pacific and the Middle East and North Africa regions, as well as countries concerned by the central Mediterranean route situation, to design solutions strategies for refugees and identified interventions and partnerships that could expand refugee access to these safe and regulated avenues. At the regional level, the Office supported the adoption of an African Union protocol on free movement of people, the right of residence and establishment, which will create opportunities for refugees to access solutions in the region. UNHCR established new partnerships with, for example, the United World Colleges (UWC) to expand secondary education for refugee students in third countries.

The United World Colleges helps expand refugee access to secondary education

A UNHCR-supported initiative is working to provide 100 refugees and internally displaced students with a scholarship for secondary education at UWC schools and colleges every year.

In 2017, less than 1 per cent of refugees attended university and only 23 per cent attended secondary school. But UWC, a member of UNHCR's #WithRefugees coalition, is hoping its commitment to young refugees and IDPs worldwide will help to change that.

A lack of access to education is a major issue facing young refugees. Of the 19.9 million refugees under UNHCR's mandate, half are children. The education of these young refugees is crucial to the peaceful and sustainable development of the countries that have welcomed them, and to their home countries when they return. Yet compared to other children and adolescents around the world, the gap in opportunity for refugees has continued to grow.

UWC, which has 17 secondary schools on four continents, supported 47 refugee students to undertake their international baccalaureate diploma in 2017 by giving them access to universities worldwide. UWC's students are selected by national committees in 159 countries according to their potential and independent of socioeconomic means.

The United World Colleges has helped extend access to education for refugees.

With the OECD, UNHCR initiated a mapping of non-humanitarian, safe and regulated entry and visa pathways used by refugees in OECD countries. Initial findings, presented in November 2017, are hoped to better inform future UNHCR guidance on complementary pathways, and improve development programming and policy approaches to this issue in OECD countries. Together, ILO and UNHCR in 2017 explored ways to implement complementary pathways through labour mobility, which are detailed in a joint work plan.

AREAS OF INTERVENTION	KEY ACHIEVEMENTS

DURABLE SOLUTIONS

SUPPORT VOLUNTARY RETURN IN SAFETY AND DIGNITY. IN 2017, UNHCR:

Support refugees' voluntarily return in safety and dignity in situations where conditions are conducive	Supported 518,600 refugees to voluntarily return in safety and dignity in situations where conditions permitted.
	Assisted 19,000 Rwandans to return home. The Rwanda Comprehensive Solutions Strategy formally ended in December 2017. Since its inception in 2009, some 70,000 Rwandans have returned.
	Conducted structured dialogues with refugees in countries of asylum, together with national authorities, development partners, and other stakeholders, and with IDPs and returnees in countries of origin to plan and support sustainable reintegration.
Develop Multi-Year, Multi-Partner solutions strategies, together with national authorities, development partners and other stakeholders, for the reintegration of refugee and IDP returnees	Developed 22 Multi-Year, Multi-Partner (MYMP) protection and solutions strategies. These strategies include support for voluntary repatriation and reintegration, where relevant, based on the context.

REALIZE POTENTIAL FOR INTEGRATION. IN 2017, UNHCR:

Make integration more sustainable	Supported governments and engaged with UNCTs on the inclusion of people of concern in local and national development plans and sector-specific projects, including through the roll-out of the CRRF and MYMP protection and solutions strategies.
	Developed technical guidance for operations on inclusion in local and national development plans.
	Supported the government of Malawi to conduct an institutional capacity self-assessment on RSD systems.
Strengthen capacities for including specific needs of people of concern in national processes related to housing, land and property projects in partnerships with development actors	Implemented 3 projects on housing, land and property with development actors in Myanmar, Somalia and Ukraine.
	Continued to roll out a project in Niger aimed at identifying and resolving ongoing and potential housing, land and property related challenges to the achievement of durable solutions by refugees, IDPs and returnees.

SUPPORT COMMUNITY EMPOWERMENT AND SELF-RELIANCE. IN 2017, UNHCR:

Identify obstacles to accessing rights and related national services from the perspective of affected communities	Worked with peacebuilding and development partners to include refugees from the CAR in a national perception survey on justice, security and peace.

REALIZE POTENTIAL FOR RESETTLEMENT. IN 2017, UNHCR:

Submit resettlement cases	Made 75,200 resettlement submissions globally to 35 States.
	Assisted 6 countries to develop and expand their resettlement and humanitarian admission programmes through guidance and technical advice, training and capacity-building activities, and the mobilization of international expertise.
	Commissioned a review of its resettlement processing methods to maximize efficiencies and map innovative field practices.
	Submitted 10 comprehensive proposals outlining key resettlement priorities to resettlement States, including to the European Union. This led to increased quotas by several important State resettlement programmes, including Australia, Iceland, Sweden and the United Kingdom.
	Advocated, with resettlement States through the Syria Resettlement Core Group, the submission of more than 37,000 cases for Syrian refugees.
	Established a new core group for enhanced resettlement and complementary pathways along the central Mediterranean route.
Arrange resettlement departures	Arranged the departure of some 65,100 refugees globally to 34 resettlement States.
Ensure the integrity of the process	Issued a new policy on addressing fraud committed by people of concern.
	Undertook anti-fraud assessment missions and provided regular guidance to support targeted operations on fraud risks, prevention and response.
	Developed an online training module for the new anti-fraud policy.
	Organized webinars for resettlement staff on integrity measures in case processing.
Training and capacity-building	Organized resettlement learning programmes, interview learning programmes and counselling skills workshops, as well as on the job training in resettlement policy and procedures for 300 UNHCR staff and affiliated workers.
	Trained 46 government officials and NGO staff in new or emerging resettlement countries on ERCM.
	Launched a comprehensive web-based resettlement data portal (http://rsq.unhcr.org), to provide an accessible evidence base of UNHCR's global resettlement programme.

SUPPORT AND EXPAND COMPLEMENTARY PATHWAYS. IN 2017, UNHCR:

Facilitate complementary pathways for refugees to third countries and mechanisms for enhanced protection and solutions	Supported States and partners in 6 countries to establish and develop community-based sponsorship, including as a co-founder of the Global Refugee Sponsorship Initiative.
	In collaboration with the Government of Japan, supported 19 Syrian students and their families to complete a master's degree in Japan.
	With the involvement of civil society, assisted 25 Syrian refugees to study at the Universities of Toulouse and Montpellier, through a scholarship programme sponsored by the Occitane-Pyrénées-Méditerranée region in France.
	Supported Argentina and Brazil in implementing their humanitarian visa programmes for Syrians, leading to the arrival of more than 600 Syrians in Argentina and the establishment of necessary legal and institutional capacities in Brazil.
Capacities and partnerships strengthened in the identification, development and expansion of complementary pathways	Forged new partnerships to expand resettlement and complementary pathways to protection and solutions, including with the Global Refugee Sponsorship Initiative on community sponsorship, the Center for Global Development on increasing financing for resettlement, and the Community of Sant'Egidio on the humanitarian corridors project.
	With the NGO partner, Talent Beyond Boundaries, established a database of refugee talent in Jordan and Lebanon to expand labour mobility opportunities in third countries. More than 9,000 refugees were registered in 2017.
	Developed UNHCR training module on complementary pathways and trained staff in the operations.

IMPROVE ACCESS TO QUALITY EDUCATION

Rohingya refugee children in the classroom after receiving school supplies in a camp school in Bangladesh.

*"Refugees have skills and talents that only need a chance to grow and flourish."*

—Filippo Grandi, UN High Commissioner for Refugees

Applying a "whole-of-society" approach, UNHCR has systematically worked on the commitment in SDG 4 to "ensure inclusive, equitable quality education for all". All partners are encouraged to include refugee children and youth in national education plans. The CRRF approach builds on this commitment by making the inclusion of refugee children and youth in the national education systems one of its core elements.

- REFUGEE CHILDREN
- CHILDREN WORLDWIDE

PRIMARY SCHOOL ENROLLMENT RATES

61%
91%

Source: UNESCO/UNHCR
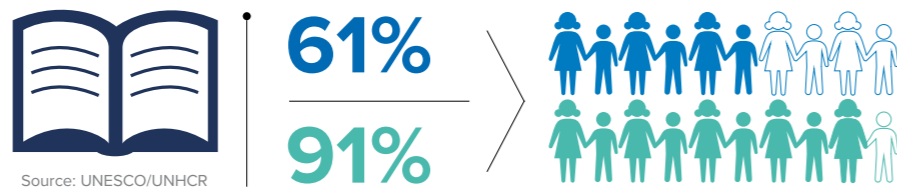
As one of the Education 2030 co-convening agencies, UNHCR supported the Regional Meeting of Ministers of Education of Latin America and the Caribbean in January 2017 and the Ministerial SDG 4 Regional Forum for Eastern Africa held in the United Republic of Tanzania in February 2017. For both regions, States made commitments and formulated priorities to include refugees in national education systems. Stronger collaboration with the Intergovernmental Authority on Development (IGAD), which covers seven countries in East Africa, led to a commitment to include refugees in national education systems by 2020 (see the *Africa* regional summary).

Educate A Child Programme—Education Above All Foundation

UNHCR's multi-year partnership with Educate A Child (EAC), an initiative of the Education Above All foundation, founded and chaired by Her Highness Sheikha Moza bint Nasser of Qatar, continued to provide quality education and increase primary enrolment rates of refugee and IDP children in 12 countries across Africa, Asia and the Middle East.

The partnership between EAC and UNHCR has helped to strengthen education programming, identifying and addressing barriers refugee children face in enrolling, attending and completing primary school. This has been achieved through activities such as the delivery of certified qualifications, training courses for primary school teachers, improvements to infrastructure and cash-based interventions. The partnership has also supported host countries' efforts to include refugees and IDP children in national education planning. Close to 680,500 children were enrolled in primary education in EAC countries of focus since the beginning of the project, including over 355,000 in 2017. "I like teaching refugee children who need teachers who can understand their situation best and provide them with the special care they need," says Bako, a refugee teacher who received school supplies from the UNHCR and EAC project in Uganda.
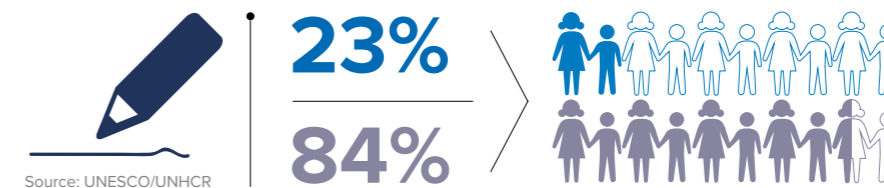

© UNHCR/David Azia

Bako, a refugee teacher at the Ofonze Primary School in Bidibidi settlement in Uganda, poses with teaching supplies received through the Educate A Child programme.

- REFUGEE CHILDREN
- CHILDREN WORLDWIDE

SECONDARY SCHOOL ENROLLMENT RATES

23%
84%

Source: UNESCO/UNHCR

In 2017, UNHCR continued to address barriers to education for refugee students by supporting alternative pathways to secondary education. To that end, last year, the Office embarked on a multi-year youth education programme to increase access and completion of secondary school for more than 230,000 displaced young people and host community youth in Kenya, Pakistan, Rwanda and Uganda. The programme sought to create opportunities for education and training, creating pathways to higher education and actively encouraging youth to participate in decision-making processes and to monitor programme impact.

UNHCR continued to support alternative and flexible education options for refugee children and youth who have missed out on substantial amounts of schooling as a result of forced displacement. Certified accelerated education programmes helped increase access to flexible condensed education programmes. In addition, the Office continued to lead the multi-agency accelerated education working group (AEWG)—a grouping that includes United Nations agencies, NGOs and development partners—and that works to expand the quality of accelerated education programming globally.

UNHCR launched a multi-year youth education programme targeting 230,000 refugee youth in four countries to encourage the continuation of studies through secondary education and skills training.

Cash for education

Cash-based interventions (CBIs), when paired with education programmes, have become a useful tool to address barriers to education in a variety of contexts.

UNHCR has increasingly used CBIs to support education of refugees and others of concern, while also preserving their right to make choices about their own needs. In Pakistan, UNHCR provides cash assistance to girls in grades 9-12 in refugee villages in Balochistan. Sensitive to the unique cultural constraints placed on girls in the area, the Office has developed separate girls-only classrooms with female teachers and located within two kilometres of the refugee villages. This allows girls to walk to school in groups rather than take public transport. These seemingly simple adaptations to the programme design, combined with the financial reward for school attendance, encourages families to allow their daughters to stay in school.

● REFUGEE CHILDREN
● CHILDREN WORLDWIDE

HIGHER EDUCATION ENROLLMENT RATES

1%
36%

Source: UNESCO/UNHCR
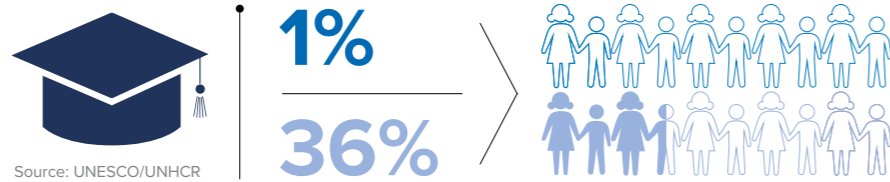
Access to higher education for refugees is a pathway to solutions because it helps them develop leadership skills and is often critical for their future employment prospects. Education also helps refugee students gain the knowledge, skills and experience needed to build a future for themselves and their community. Many refugees who graduate from higher education become leaders in their communities, whether they return to their country of origin, or settle in their host country.

The Albert Einstein Academic Refugee Initiative (DAFI), funded by the Government of Germany, with support from other partners including, increasingly, private donors, provides scholarships that enable refugees to undertake undergraduate degree in their country of asylum. Since its creation in 1992, more than 14,000 DAFI refugee students have been supported through higher education, including 6,700 refugee students in 50 countries during 2017.

The programme reported a 44 per cent increase of DAFI scholarships in 2017 compared to 2016 and the programme reach an additional 13 countries of operation. Beyond scholarships, over 3,500 refugee students in 12 countries have now participated in DAFI-facilitated digital connected learning programmes run by a range of universities and organizations.

The DAFI higher education scholarship programme has continued to help improving refugee access to higher education. In 2017, the programme supported 6,700 refugee students in 50 countries.

Innovation for education

Innovative education programming and interventions, such as the Instant Network Schools and the Humanitarian Education Accelerator, helped boost refugee enrolments in education, improve the quality of teaching and learning, and contributed to building an evidence base of innovative education programmes.

In partnership with the Vodafone Foundation, UNHCR established 31 Instant Network Schools in the DRC, Kenya, South Sudan and the United Republic of Tanzania. The integration of new technologies—particularly interactive digital technologies—in teaching and learning environments transformed classrooms into innovation hubs for learning, thereby improving access to quality teaching and learning resources. As of the end of 2017, nearly 62,500 young refugees and over 860 teachers had benefitted from these services.

Through the Humanitarian Education Accelerator programme, UNICEF and UNHCR are working on approaches to scale up innovative education projects. The programme helps five key partner organizations—Caritas, Kepler, Libraries Without Borders, War Child and World University Service—to improve their monitoring and evaluation capacity in their work to deliver education projects in more than nine countries in Africa, Europe and the Middle East. With the support of the American Institute for Research, partner organizations in this work have now all developed research and evaluation plans.

In addition to establishing robust data management and improving education data quality, UNHCR commenced a roll out in 2017 of a refugee education management information system that captures education statistics on refugee children. A regional workshop on this new system was held in Rwanda and included participants from five countries in the East Africa region.

© UNHCR/Assadullah Nasrullah

Girl students using tablets pre-loaded with educational software at their Instant Network Schools (INS) classroom in Juba primary school, Dadaab, Kenya.

© UNHCR/Helena Pes

Fatimetou feels relieved after finishing her first English exam at Nouakchott University.

Award puts Malian refugee on road to university in Mauritania

Fatimetou is the only woman among 2017's 18 DAFI scholarship recipients at Nouakchott University. The scholarship enables young refugees to enrol in higher education. After her school in northern Mali closed and she was forced to flee to Mauritania, she did not imagine she would go to school again, let alone study English at university.

Most refugees in Mauritania have missed years of school and struggle to acquire an education, particularly at higher level. Many face a language barrier or lack the funds to support themselves during their studies. Often, girls like Fatimetou with parents who are illiterate, grow up believing that education is not an option for them.

Fatimetou completed her baccalaureate in Mbera camp, which allowed her to compete for the DAFI scholarship. She is among a small number who took on the challenge of studying English in the Arabic- and French-speaking country.

"The most important thing to me is to help my community," she said. "I want to be able to talk about the reality we experience to the world, and I know that learning English will help me do that. It will also help me to understand the world and discover things that are different, new and interesting ways of living."

AREAS OF INTERVENTION	KEY ACHIEVEMENTS

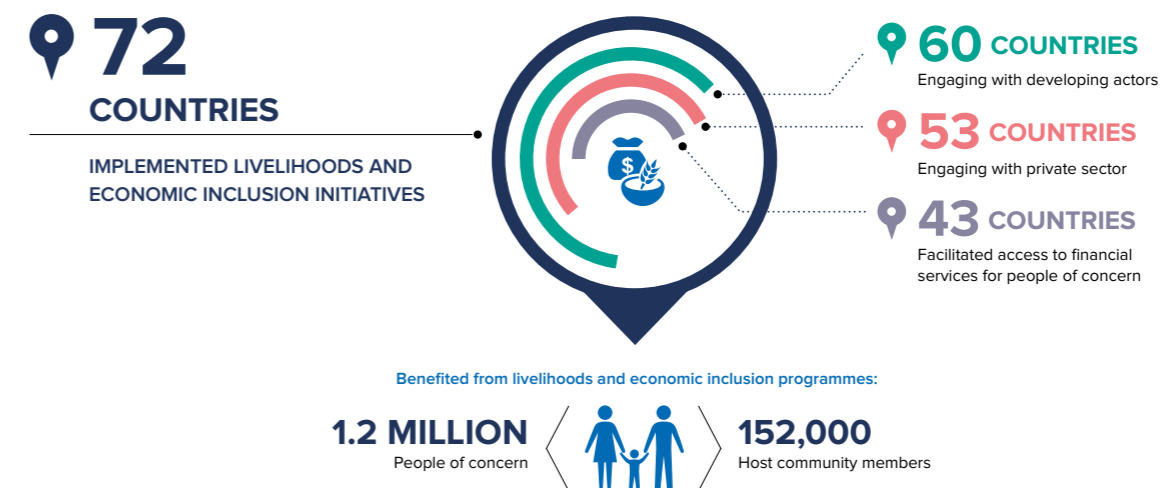## BASIC NEEDS AND ESSENTIAL SERVICES

IMPROVE ACCESS TO QUALITY EDUCATION. IN 2017, UNHCR:

Provide technical support to operations for inclusion of refugees within national education systems and programmes	Together with the Global Partnership for Education, UNHCR supported 22 country programmes to develop and implement national education policies, programmes and practices that helped ensure students from both refugee and host communities could access high-quality education through national systems.
	Delivered 20 training and mentoring programmes.
Increase enrolment and retention of out-of-school children and youth in primary and post-primary education in country operations	Increased primary school enrolment from 50% to 61% globally and enrolled over 355,000 refugee children in primary school in 12 countries under the UNHCR-EAC partnership.
	Developed and launched a Youth Education Programme in 4 countries, focusing on secondary education.
Expand and promote the use of innovation in education	Expanded innovative educational services in 20 countries, benefitting more than 150,000 refugees through Instant Network Schools and humanitarian education accelerator and other programmes.
	Coordinated the AEWG, which launched a set of guidance materials and a learning agenda to strengthen the evidence base for accelerated education. Refugees accessed accelerated education programmes in 10 countries.
Enhance access to tertiary education	Expanded the provision of scholarships through the DAFI programme to 6,700 students.
	Rolled out 10 Connected Learning programmes on connected learning to support 3,500 refugee students to participate in higher education programmes.

ECONOMIC INCLUSION AND LIVELIHOODS

UNHCR is committed to working in new ways that include and empower refugees and other people of concern. The Office has sought to build on refugees' resilience, knowledge and skills, recognizing the contribution they can make to the development of their host communities.

Building on previous years' results, UNHCR expanded its work and partnerships in 2017 to improve the economic empowerment and inclusion of refugees, in line with its global livelihoods strategy and its 2017–2021 Strategic Directions.

AT A GLANCE | 2017

72 COUNTRIES
IMPLEMENTED LIVELIHOODS AND ECONOMIC INCLUSION INITIATIVES

60 COUNTRIES
Engaging with developing actors

53 COUNTRIES
Engaging with private sector

43 COUNTRIES
Facilitated access to financial services for people of concern

Benefited from livelihoods and economic inclusion programmes:

1.2 MILLION
People of concern

152,000
Host community members

Work to support refugees' economic independence continued to require diverse partnerships with development, private sector, government and civil society partners. In 2017, UNHCR focused on ensuring the sustainability and efficacy of its work and economic inclusion and livelihoods initiatives across 72 countries. These efforts necessarily relied on the involvement and support of key partners. Reflecting the growing recognition of work and employment to refugee well-being, the Office also increased its number of in country livelihoods experts from 39 in 2016 to 61 in 2017. UNHCR also worked with ILO to assess labour market and other economic factors in refugee hosting countries and

completed analysis in six countries. These assessments helped ensure that initiatives designed to help boost refugee economic independence took into account local market conditions.

Expanding efforts for refugees' economic and financial inclusion in host countries

Building on the results of UNHCR's graduation approach pilots since 2014, the Office worked with the NGO, Trickle Up, to roll out new projects with this approach targeting refugees and host community members living in extreme poverty in Argentina, Mozambique and Sudan in 2017. The Office also maintained its

The graduation approach is a time-bound, sequenced household-level livelihood intervention, which has proven effective in supporting people living in extreme poverty and other vulnerable populations to achieve sustained income and asset gains and begin the journey out of deep poverty.

support of its existing projects in six other countries—in Burkina Faso, Costa Rica, Ecuador, Egypt, Zambia and Zimbabwe. In all countries, UNHCR and Trickle Up worked with government stakeholders and local NGOs. The Office's work to promote the graduation approach generated interest from government and development actors in new contexts, such as Lebanon, Pakistan and Uganda, who were keen to scope out opportunities to invest in, and include refugees in similar programmes.

Inclusive Market System

AT A GLANCE | 2017
Improving livelihoods of people of concern and host communities through economic and financial inclusion.
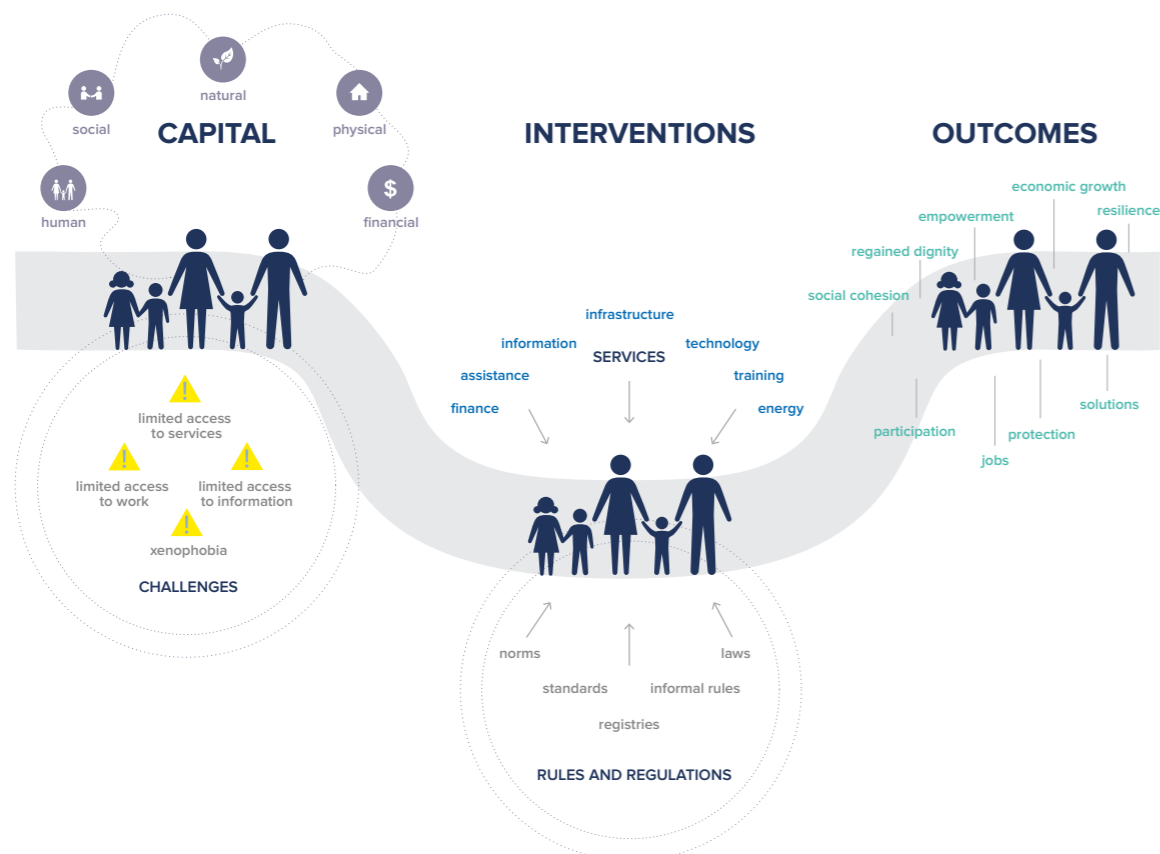
Expanding its efforts to advance refugees' financial inclusion, UNHCR also partnered with UNCDF to establish a joint, multi-year facility to improve efforts to work with financial service providers in ten countries. The establishment of this new facility helped encourage financial service providers to grant refugees and host communities access to credit, savings, financial services and micro-insurance. UNHCR and the Swedish International Development Cooperation Agency (Sida) also partnered with Grameen Crédit Agricole Foundation to implement the Credit Guarantee Facility in Jordan and Uganda, which provides refugees and host communities with access to financial services through a lender's guarantee facility, as well as loans (for more information on cash-based interventions, see the chapter on *Responding with Lifesaving support*).

Promoting entrepreneurship

UNHCR increased its collaboration in 2017 with development actors and the private sector. These efforts helped ensure greater leveraging of comparative advantage and resources. UNHCR embarked on a global, collaborative initiative to better link refugee artisans' access to international, regional and local markets through the MADE51 initiative, which focuses on market access, design and empowerment for refugee artisans. The Office introduced product lines created by refugees in partnerships with local social enterprises in eleven countries. The products underwent market testing at the *Maison & Objet* trade show in Paris.

> "It is only through sales that these refugee artisans will be able to employ their skills and earn income. By including refugee-made products in their sourcing plans, retailers and brands have a vital role to play. They can be part of the solution."
>
> —*Filippo Grandi, UN High Commissioner for Refugees*

Kapya Katungwa, a refugee from the Congo, arranging his pieces during the Market Day in Nairobi, Kenya.

Market opportunities open up for refugee entrepreneurs

Kapya, a 40-year-old refugee, has lived in Kenya since 2000 after fleeing war in the Congo. The only thing he carried with him was his skill in making sculptures. Kapya currently employs six refugees and three Kenyans and is a participant in UNHCR's enterprise development programme.

"I started carving when I was about 20-years-old back home in the Congo. There are so many trees in my country and working with wood is our tradition," says Kapya.

Among the challenges experienced by refugee artisans are limited access to local, national and international markets owing to lack of documentation; lack of information on markets available; and inaccessibility of product development services.

Together with FAO and IFAD, UNHCR worked on joint agriculture development programmes in 12 countries, including value chain development for livestock, animal feed, crops and vegetables. Funded by the IKEA Foundation, UNHCR continued to work on irrigation infrastructure development and livestock interventions benefiting both refugees and the host community in Dollo Ado, southern Ethiopia (see *Africa* regional summary). By the end of 2017, results appeared positive, with self-sustained employment opportunities generated for more than 1,500 households including in irrigation, agriculture, animal husbandry, livestock management, and leather craft.

Promoting the right to work

While host governments, development actors, the private sector and UNHCR have made significant advances in fostering refugee self reliance, access to legal employment and decent work remains limited in certain contexts.

Several CRRF roll-out countries started adopting new policies to enable refugees to benefit from essential social services on par with nationals, as part of efforts to deliver integrated services for both refugees and host communities (see chapter on *Expanding partnerships*).

To promote refugees' access to local labour markets, UNHCR deepened its collaboration with ILO and OECD in 2017. An ILO recommendation on employment and decent work for peace and resilience served as a useful advocacy tool and a starting point for conversations with stakeholders about refugees' access to employment and decent work. UNHCR and OECD worked with private sector stakeholders to tackle barriers to refugees' employment and promoted refugees' access to labour markets in OECD countries. The fourth OECD dialogue held in Canada saw 36 private sector employers discuss and develop recommendations to address barriers to refugees' employment. A joint UNHCR-OECD policy brief was published and promoted with key supporters of refugees in OECD countries.

> New refugee policies were adopted, or are in the process of being implemented, in countries such as Djibouti and Ethiopia, which have granted refugees broader rights to foster self-reliance and inclusion.

UNHCR and Sheraton Hotel in Tajikistan offer Afghan refugees a chance to shine

Tajikistan hosts the largest number of refugees in the Central Asian region, some 3,000 people, primarily from neighbouring Afghanistan. To help both refugees and the local population to compete in the labour market, UNHCR and the Sheraton Hotel launched an innovative programme. The programme runs twice yearly, for four months at a time. Upon completion, apprentices are issued with accredited certificates.

Nargis Alinazar Timuri, a determined 27-year-old Afghan refugee, is one of five refugees selected for this pilot apprenticeship programme, along with five Tajik youngsters. She has been assigned to the housekeeping department. "I couldn't sleep after the first day, I was really excited," she said. The group will learn the secrets of high end hospitality–from immaculate housekeeping and fine dining to basic management. "I thought this is my chance to apprentice at an international hotel," said Nargis. "This could open doors for me in the future, maybe even a job in a hotel anywhere in the world."

© UNHCR/Nodira Akbaralieva

Nargis fled Afghanistan and was forced to abandon her studies. She has been selected with UNHCR and Sheraton to participate in the pilot apprenticeship programme.

AREAS OF INTERVENTION	KEY ACHIEVEMENTS

FAVOURABLE PROTECTION ENVIRONMENT

DEVELOP OR STRENGTHEN LAW AND POLICY. IN 2017, UNHCR:

Advocate for law and policy to protect, respect and fulfil the right to work for refugees	Provided technical input and protection expertise during the drafting of an ILO recommendation on employment and decent work for peace and resilience.

DURABLE SOLUTIONS

IMPROVE SELF-RELIANCE AND ACCESS TO LIVELIHOODS. IN 2017, UNHCR:

Support and enhance enabling environment for refugees' economic inclusion	Developed a joint OECD-UNHCR action plan to encourage employers to hire refugees, based on the outcome of consultations with private sector employers in Europe and Canada.
	Worked with ILO to fundraise for implementation of market-based livelihoods interventions. This resulted in the development of an agriculture project proposal and initial funding approval of $6.1 million in Cameroon.
Promote the financial inclusion of refugees	Strengthened partnership with Sida to roll out a $15 million Credit Guarantee Facility in Jordan and Uganda.
	Extended financial services to refugees by partnering with Financial Sector Deepening Africa in Rwanda for a market assessment and a "design sprint" competition for financial service providers (FSPs).
	Forged partnership with UNCDF on the establishment of a technical assistance facility for FSPs in 10 countries, as well as research on issues affecting refugees' access to affordable remittance channels.
Increase income levels and employment opportunities for poor and ultra-poor refugees in a coordinated manner	In partnership with Trickle Up, introduced the graduation approach targeting the poorest and most vulnerable refugees and host community members in 3 countries (Argentina, Mozambique and Sudan) in addition to the 6 pilots (in Burkina Faso, Costa Rica, Ecuador, Egypt, Zambia, and Zimbabwe) for which continued support was provided on the ongoing implementation of the strategy.
	With FAO, launched joint agriculture programmes for refugees in 12 countries.
Increase technical capacity of UNHCR country operations in economic inclusion and livelihoods programming	Trained staff and partners in 18 operations and supported monitoring of the impact of livelihoods interventions with revised livelihoods indicators, surveys and mobile-based tools.
	Deployed livelihood experts in 13 operations, 10 of which were identified through the livelihoods roster.
	Trained 50 UNHCR staff and partners on livelihoods and economic inclusion, including through a global training session hosted by Hungary and an in-country training session in Cameroon engaging government, humanitarian and development actors.
	Published the joint UNHCR-ILO "Guide to market-based livelihood interventions for refugees" in 4 languages and shared with UNHCR field staff and other practitioners.
	Trained 40 participants from UNHCR, ILO, government agencies, the private sector and civil society on market-based livelihoods interventions for refugees. The course, offered by UNHCR and ILO-ITC, will be held annually in the future.
Improve strategic planning for economic inclusion and livelihoods	In collaboration with ILO, supported 6 countries (Argentina, Cameroon, the DRC, Djibouti, Pakistan, and Tunisia) to complete market and value chain analysis. Results of the assessments were used to design economic inclusion and livelihoods strategies that are market-oriented.
	With IFAD, developed a targeting study for refugees that will benefit from a 3-year livestock project in 4 districts of Jordan.

ACCESS TO ENERGY AND A HEALTHY ENVIRONMENT

A Burundian refugee works in the tree-planting nursery at Nduta camp, in the United Republic of Tanzania, established by the NGO, Relief to Development Society.

Almost 10 million displaced people are living in camp settings. The vast majority of these people have minimal access to energy for cooking, lighting, education or livelihood activities. Many refugee camps and settlements remain in ecologically-sensitive areas that are also vulnerable to climate change (see the chapter on *Safeguarding fundamental rights*). In 2017, UNHCR focused on addressing environmental hazards that threaten people of concern and host communities, and work to mitigate the impacts of environmental damage.

Access to energy

In line with its Global Strategy for Safe Access to Fuel and Energy (SAFE), developed in 2014, UNHCR continued to treat energy as a cross-cutting issue. The Office focused on expanding green energy

options for clean cooking, electricity, lighting, as well as the use of clean and affordable energy in refugee schools, health and community centres.

Building on the CRRF approach, UNHCR revised its monitoring tools and indicators to improve how the impact of its energy programmes was measured and to enable evidence-based programming for energy interventions in refugee settings by the private sector and development partners. Lessons learned concerning cleaner fuels, household and communal power, and reduced dependency on fossil fuel were collected to inform more efficient future programming. UNHCR also focused on improving refugees' access to clean energy to improve their health and well-being, in particular for those living in camp settings. Increasing access to electricity and lighting for refugee and host communities improves their safety, builds their dignity, and gives

> Providing for the basic energy needs of the camp-based refugees is estimated to cost more than $500 million per year.

people the possibility to work and study longer. As a result, in Ethiopia, UNHCR established energy cooperatives across refugee and host communities, enabling them to purchase energy for marketplace, livelihood and household activities using

solar mini-grids to complement existing power supplies. Refugees were also trained as vendors for company products, thereby creating an opportunity for refugees to generate income.

A mother carries firewood to her shelter at Mahama refugee camp in Rwanda's Eastern Province. When night falls, the camp is in darkness.

Launch of International Olympic Committee campaign to bring light to refugee camps

There are around 4 million refugees living in more than 230 refugee camps worldwide without access to adequate lighting. When night falls, almost all activity ends. The effects of this are stark. There is no option for family or community gatherings or activities; no possibility for work, sports, culture, education or music.

It can be dangerous for refugees to do even the most mundane of activities like walking to the washroom or going to see a friend—especially for women and girls, who are exposed to a significant risk of SGBV.

Through its "Become the light" campaign, the International Olympic Committee has teamed up with UNHCR to bring light to residents of Mahama refugee camp, in northern Rwanda. The camp is home to more than 55,000 refugees who have fled violence in neighbouring Burundi.

Environmental protection

UNHCR helped refugees and host communities access climate finance, building resilience against shocks, and promoting awareness of climate change. To increase the understanding and management of natural resources, the Office worked with partners to undertake biomass and forest assessments and developed environmental management plans.

To better understand and mitigate environmental impacts during the early critical phases of emergencies, UNHCR collaborated with partners to develop a coordinated assessment on the environment in cases of humanitarian action. This initiative aimed to improve coordination of humanitarian and

environmental actors before and after disasters. In areas hosting Rohingya refugees in Bangladesh, removal of vegetation on hillsides has created erosion and increased the landslide and flood risk. UNHCR collaborated with the Asian Disaster Preparedness Center and UNDP to develop a risk map that will inform preparedness and warning systems for refugees.

Reforestation operation in Minawao refugee site, Cameroon

As the region of Minawao in Cameroon faces critical deforestation due to global warming and the activity of some 58,000 Nigerian refugees, UNHCR and its partners, Land Life Company and LWF, started a reforestation project. In the next two years, they expect to plant—with the assistance of refugees—20,000 trees in and around the site, using "cocoon" technology to allow plants to survive in a hostile environment.

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The "Make Minawao green again" project aims to fight deforestation caused by global warming and human activities in Cameroon.

To ameliorate some of the immediate impacts of environmental degradation, UNHCR has worked with communities to improve clean cooking practices for refugees and host communities. Clean cooking practices have helped to address the substantial health, environmental, and social hazards related to poor quality fuels. In Chad, the introduction of fuel efficient wood reduced household monthly wood use by 27 per cent. If households continued to use this technology at the same levels in 2018, this could save an estimated 27 football fields of forest and avoid 331 tons of CO_2 emissions.

AREAS OF INTERVENTION	KEY ACHIEVEMENTS

BASIC NEEDS AND ESSENTIAL SERVICES

POPULATION HAS INCREASED ACCESS TO CLEAN ENERGY. IN 2017, UNHCR:

AREAS OF INTERVENTION	KEY ACHIEVEMENTS
Create lighting solutions to improve safety during hours of darkness	Installed solar mini grids in Ethiopia and Nepal to provide lighting and electricity.
	Completed 12 megawatt solar power plant in Jordan, providing electricity to 80,000 people in Zaatari camp.
Increase access to energy products and services	In Rwanda, created livelihood opportunities for refugees by facilitating private sector access to camps, and selling portable solar devices to ensure households have access to a sustainable source of lighting.
	Trained refugees to act as vendors for company products, creating income generation opportunities.
Reduce carbon emissions	Introduced initiative to reduce emissions at UNHCR Headquarters and the need for offsets in the future. The solar farm in Jordan allows the yearly reduction of about 14,000 tons of CO_2.
Improve health and well-being through safe energy initiatives	In collaboration with other agencies and private sector, implemented an "alternatives to generators" strategy. A template for future hybrid energy solutions is being developed in Ethiopia and Zimbabwe.
	Finalized the procurement specifications for improved cooking stoves, having established long-term agreements with suppliers.
	In Cameroon, continued the partnership with Landlife Company on its innovative watering cocoon, which helps trees survive and thrive in harsh conditions. Installed 10,000 tree cocoons on camp and host community lands, with the long term view of improving the Zamay forest.
Build capacity and expertise and strengthen partnerships	Strengthened private sector and NGO partnerships, including with Eurelectric, GIZ, Phillips Lighting Foundation, Practical Action, Schneider and UNITAR to increase refugees' access to energy.
	Updated and standardized environmental impact assessment approaches in emergency settings.
Refine and improve energy interventions through monitoring and evaluation	Developed and improved energy indicators that will better measure (and monitor) energy programmes. Tested these newly developed indicators in Burkina Faso, Chad, Rwanda and the United Republic of Tanzania.

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 functions (mainly on protection issues), and oversee the Office's finances and administration.

ExCom holds an annual session in Geneva every October. The 68th session took place from 2 to 6 October 2017. Meetings of the Executive Committee's Standing Committee are held at various dates throughout the year to carry on the work between plenary sessions.

ExCom membership is 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 2017, there were 101 ExCom members in the following table - in blue - which also shows the State Parties to the 1951 Refugee Convention relating to the Status of Refugees and its Protocol of 1967 and to the 1954 Convention relating to the Status of Stateless Persons and the 1961 Convention on the Reduction of Statelessness.

ExCom members (in blue) and other States parties to the Conventions

Convention relating to the Status of Refugees and its Protocol

Conventions on the Status of Stateless Persons and the Reduction of Statelessness

Fiji, Lithuania and Paraguay became ExCom members in 2017.

Burkina Faso and Luxembourg acceded to the 1961 Convention on the Reduction of Statelessness in 2017.

	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	2017
Burundi	1963	1971		
Cabo Verde		1987		
Cambodia	1992	1992		
Cameroon	1961	1967		

	1951	1967	1954	1961
Canada	1969	1969		1978
Central African Republic (the)	1962	1967		
Chad	1981	1981	1999	1999
Chile	1972	1972		
China	1982	1982		
Colombia	1961	1980		2014
Congo	1962	1970		
Costa Rica	1978	1978	1977	1977
Côte d'Ivoire	1961	1970	2013	2013
Croatia	1992	1992	1992	2011
Cyprus	1963	1968		
Czechia	1993	1993	2004	2001
Dem. Rep. of the Congo	1965	1975		
Denmark	1952	1968	1956	1977
Djibouti	1977	1977		
Dominica	1994	1994		
Dominican Republic	1978	1978		
Ecuador	1955	1969	1970	2012
Egypt	1981	1981		
El Salvador	1983	1983	2015	
Equatorial Guinea	1986	1986		
Estonia	1997	1997		
Ethiopia	1969	1969		
Fiji	1972	1972	1972	
Finland	1968	1968	1968	2008
France	1954	1971	1960	
Gabon	1964	1973		

	1951	1967	1954	1961
Gambia	1966	1967	2014	2014
Georgia	1999	1999	2011	2014
Germany	1953	1969	1976	1977
Ghana	1963	1968		
Greece	1960	1968	1975	
Guatemala	1983	1983	2000	2001
Guinea	1965	1968	1962	2014
Guinea-Bissau	1976	1976	2016	2016
Haiti	1984	1984		
Holy See	1956	1967		
Honduras	1992	1992	2012	2012
Hungary	1989	1989	2001	2009
Iceland	1955	1968		
India				
Iran (Islamic Republic of)	1976	1976		
Ireland	1956	1968	1962	1973
Israel	1954	1968	1958	
Italy	1954	1972	1962	2015
Jamaica	1964	1980		2013
Japan	1981	1982		
Jordan				
Kazakhstan	1999	1999		
Kenya	1966	1981		
Kiribati			1983	1983
Kyrgyzstan	1996	1996		
Latvia	1997	1997	1999	1992
Lebanon				
Lesotho	1981	1981	1974	2004
Liberia	1964	1980	1964	2004
Libya			1989	1989
Liechtenstein	1957	1968	2009	2009
Lithuania	1997	1997	2000	2013
Luxembourg	1953	1971	1960	2017
Madagascar	1967			
Malawi	1987	1987	2009	
Mali	1973	1973	2016	2016
Malta	1971	1971		
Mauritania	1987	1987		
Mexico	2000	2000	2000	
Monaco	1954	2010		
Montenegro	2006	2006	2006	2013
Morocco	1956	1971		
Mozambique	1983	1989	2014	2014
Namibia	1995	1995		
Nauru	2011	2011		
Netherlands	1956	1968	1962	1985
New Zealand	1960	1973		2006
Nicaragua	1980	1980	2013	2013
Niger	1961	1970	2014	1985
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

	1951	1967	1954	1961
Peru	1964	1983	2014	2014
Philippines	1981	1981	2011	
Poland	1991	1991		
Portugal	1960	1976	2012	2012
Republic of Korea	1992	1992	1962	
Republic of Moldova	2002	2002	2012	2012
Romania	1991	1991	2006	2006
Russian Federation	1993	1993		
Rwanda	1980	1980	2006	2006
Saint Kitts and Nevis	2002			
Saint Vincent and the Grenadines	1993	2003	1999	
Samoa	1988	1994		
Sao Tome and Principe	1978	1978		
Senegal	1963	1967	2005	2005
Serbia	2001	2001	2001	2011
Seychelles	1980	1980		
Sierra Leone	1981	1981	2016	2016
Slovakia	1993	1993	2000	2000
Slovenia	1992	1992	1992	
Solomon Islands	1995	1995		
Somalia	1978	1978		
South Africa	1996	1996		
Spain	1978	1978	1997	
Sudan	1974	1974		
Suriname	1978	1978		
Swaziland	2000	1969	1999	1999
Sweden	1954	1967	1965	1969
Switzerland	1955	1968	1972	
Tajikistan	1993	1993		
Thailand				
the former Yugoslav Republic of Macedonia	1994	1994	1994	
Timor-Leste	2003	2003		
Togo	1962	1969		
Trinidad and Tobago	2000	2000	1966	
Tunisia	1957	1968	1969	2000
Turkey	1962	1968	2015	
Turkmenistan	1998	1998	2011	2012
Tuvalu	1986	1986		
Uganda	1976	1976	1965	
Ukraine	2002	2002	2013	2013
United Kingdom of Great Britain and Northern Ireland	1954	1968	1959	1966
United Republic of Tanzania	1964	1968		
United States of America		1968		
Uruguay	1970	1970	2004	2001
Venezuela (Bolivarian Republic of)		1986		
Yemen	1980	1980		
Zambia	1969	1969	1974	
Zimbabwe	1981	1981	1998	
Total Parties	**145**	**146**	**89**	**70**

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 is seeking international protection. In countries with individualized procedures, an asylum-seeker is someone whose claim has not yet been finally decided on by the country in which the claim is submitted. Not every asylum-seeker will ultimately be recognized as a refugee, but every refugee was initially an asylum-seeker.

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 children of concern to UNHCR 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 people, and end the difficult situation faced by stateless persons in the region.

Cash-based interventions
Refers 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. The term can be used interchangeably with cash-based transfers, cash transfer programming and cash transfer assistance.

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 1C of the 1951 Convention and in Article I.4 of the 1969 OAU Refugee Convention.

Community-based protection approach
An inclusive partnership strategy that recognizes and builds on the capacities and resources of people of concern, by promoting participation in programme activities.

Complementary pathways for admission to protection and solutions for refugees
Safe and regulated avenues by which refugees may be admitted and stay in a country, and have their international protection needs met while they are also able to support themselves to potentially reach a sustainable and lasting solution. Complementary pathways are not meant to substitute the protection afforded to refugees under the international protection regime—they complement it and serve as an important expression of global solidarity, international cooperation and more equitable responsibility-sharing. These pathways may include family reunification, scholarship and education programmes, as well as labour regional mobility schemes.

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 refugees 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 communities 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 the Convention.

Convention refugees
Persons recognized as refugees by States, under the eligibility criteria in Article 1 of the 1951 Convention, and who 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 1st 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
A durable solution is achieved when a sustainable legal status is obtained which ensures national protection for civil, cultural, economic, political and social rights. Durable solutions can be achieved through voluntary repatriation, local integration, resettlement or complementary pathways.

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.

SOFTLY EARMARKED CONTRIBUTION
Earmarked contributions towards a region (e.g. Africa), sub-region (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 sub-regional level; as well as contributions for supplementary programmes that cover more than one country, such as at the sub-regional or regional level for a specific situation (e.g. Somalia situation); and contributions that are earmarked for a specific theme or activity at the sub-regional 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 people 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 101 States (2017) 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 Refuges 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.

Local integration
Involves a durable legal status for refugees in the country of asylum which ensures national protection for rights without discrimination.

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)
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.

Multi-Year, Multi-Partner
A multi-year approach that will be included in UNHCR planning to support inclusion and comprehensive solutions for people of concern and will engage a broader range of partners, including development actors, to plan with a longer-term vision.

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 2016, 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 hosting countries.
• Enhance refugees' self reliance.
• Expand access to third-countries 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 in 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, internally displaced people 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 (such as international human rights law, international humanitarian law and international refugee law.).

Protection Information Management
Principled, systematized, and collaborative processes to collect, process, analyze, store, share, and use data and information to enable evidence-informed action for quality protection outcomes.

Refoulement
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, *refoulement* 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 residence 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 the physical, social, legal and material security needed to maintain their lives, livelihoods and dignity, and which eventually leads to the disappearance of any distinctions or discrimination *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.

Resettlement Core Group

Core and Contact Groups are established through the agreement of resettlement States and UNHCR based on a joint assessment of the need for a coordinated, multi-annual approach to resettlement. In particular, Core Groups aim to facilitate and improve information-sharing initiatives, enhance dialogue among stakeholders, increase predictability to the planning of resettlement activities in relation to the specific refugee situation, including the number of resettlement places offered and the number of countries involved.

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 internally displaced people 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

Refers to the ability of individuals, households or communities to meet their essential needs and enjoy their human rights in a sustainable manner and to live with dignity.

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.

Sphere project

The Sphere project was launched in 1997 by a group of humanitarian NGOs and the Red Cross and the Red Crescent Movement. The project has developed several tools, such as a handbook, identifying a set of minimum standards for lifesaving sectors of WASH, food security and nutrition, shelter and NFIs and health actions, in order to improve the quality of assistance provided to people affected by disasters, and to enhance the accountability of the humanitarian system in disaster response.

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.

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 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.
• 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*

AfDB African Development Bank

AGD Age, gender and diversity

ASEAN Association of Southeast Asian Nations

AU African Union

BIMS Biometric Identity Management System

BPA Brazil Plan of Action

CBIs Cash-based interventions

CCCM Camp coordination and camp management (cluster)

CCF Common Cash Facility

CERF Central Emergency Response Fund

COI Country of origin information

COP Country Operations Plan (for UNHCR)

COP21 Conference of the Parties to the United Nations Framework Convention on Climate Change

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)

DPKO Department of Peacekeeping Operations (UN)

EC European Commission

ECA Economic Commission for Africa (UN)

ECHO Directorate-General for European Civil Protection and Humanitarian Aid Operations

ECOSOC Economic and Social Council (UN)

ECOWAS Economic Community of West African States

ETM Emergency transit mechanism

EU European Union

ExCom Executive Committee of the High Commissioner's Programme

FAO Food and Agriculture Organization (UN)

GAM Global acute malnutrition

GIZ *Deutsche Gesellschaft für Internationale Zusammenarbeit* (German Agency for International Cooperation)

GPC Global Protection Cluster

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

IASC Inter-Agency Standing Committee

IATI International Aid Transparency Initiative

ICT Information and communications technology

ICRC International Committee of the Red Cross

ICVA International Council of Voluntary Agencies

IDA International Development Association (World Bank)

IDMC Internal Displacement Monitoring Centre

IDP Internally displaced person

IFAD International Fund for Agricultural Development

IFRC International Federation of Red Cross and Red Crescent Societies

IGAD Intergovernmental Authority on Development

ILO International Labour Organization

IOM International Organization for Migration

IPSAS International Public Sector Accounting Standards

IRC International Rescue Committee

IYCF Infant and young child feeding

JICA Japan International Cooperation Agency

JIPS Joint IDP Profiling Service

JPO Junior Professional Officer

KAP Knowledge, attitude and pratices

LGBTI Lesbian, gay, bisexual, transgender and intersex

LWF Lutheran World Federation

MERCOSUR *Mercado Común del Sur* (Common Market of the South)

MIRPS *Marco Integral Regional para la Protección y Soluciones* (Comprehensive Regional Protection and Solutions Framework)

MSB Swedish Civil Contingencies Agency

MYMP Multi-Year, Multi-Partner (for UNHCR)

NCA North of Central America

NFIs Non-food items

NGO Non-governmental organization

NRC Norwegian Refugee Council

OAS Organization of American States

OAU Organization of African Unity

OCHA Office for the Coordination of Humanitarian Affairs (UN)

OECD Organization for Economic Cooperation and Development

OHCHR Office of the High Commissioner for Human Rights (UN)

OPEC Organization of the Petroleum Exporting Countries

OSCE Organization for Security and Cooperation in Europe

PRIMES Population registration and identity management ecosystem

PSP Private Sector Partnerships (for UNHCR)

PTA Protection transfer arrangement

QAI Quality assurance initiative

QIP Quick impact project

RBM Results-based management (for UNHCR)

RCM Refugee Coordination Model

RRP Refugee Response Plan

RSD Refugee status determination

SDC Swiss Agency for Development and Cooperation

SDG Sustainable Development Goal(s)

SGBV Sexual and gender-based violence

SIDA Swedish International Development Cooperation Agency

SSAR Solutions strategy for Afghan refugees

THW *Technisches Hilfswerk* (German Federal Agency for Technical Relief)

UNAIDS Joint United Nations Programme on HIV/AIDS

UNCDF United Nations Capital Development Fund

UNCT United Nations Country Team

UNDAF United Nations Development Assistance Framework

UNDP United Nations Development Programme

UNDSS United Nations Department of Safety and Security

UNEP United Nations Environment Programme

UNESCO United Nations Educational, Scientific and Cultural Organization

UNFCCC United Nations Framework Convention on Climate Change

UNFPA United Nations Population Fund

UN-Habitat United Nations Human Settlements Programme

UNICEF United Nations Children's Fund

UNMAS United Nations Mine Action Service

UNITAR United Nations Institute for United Nations Institute for Training and Research

UNODC United Nations Office on Drugs and Crime

UNOPS United Nations Office for Project Services

UN-SWAP UN system-wide Action Plan

UNV United Nations Volunteer

UN Women United Nations Entity for Gender Equality and the Empowerment of Women

UPR Universal Periodic Review (by the Human Rights Council)

WASH Water, sanitation and hygiene

WFP World Food Programme

WHO World Health Organization

WHS World Hummanitarian Summit

We stand
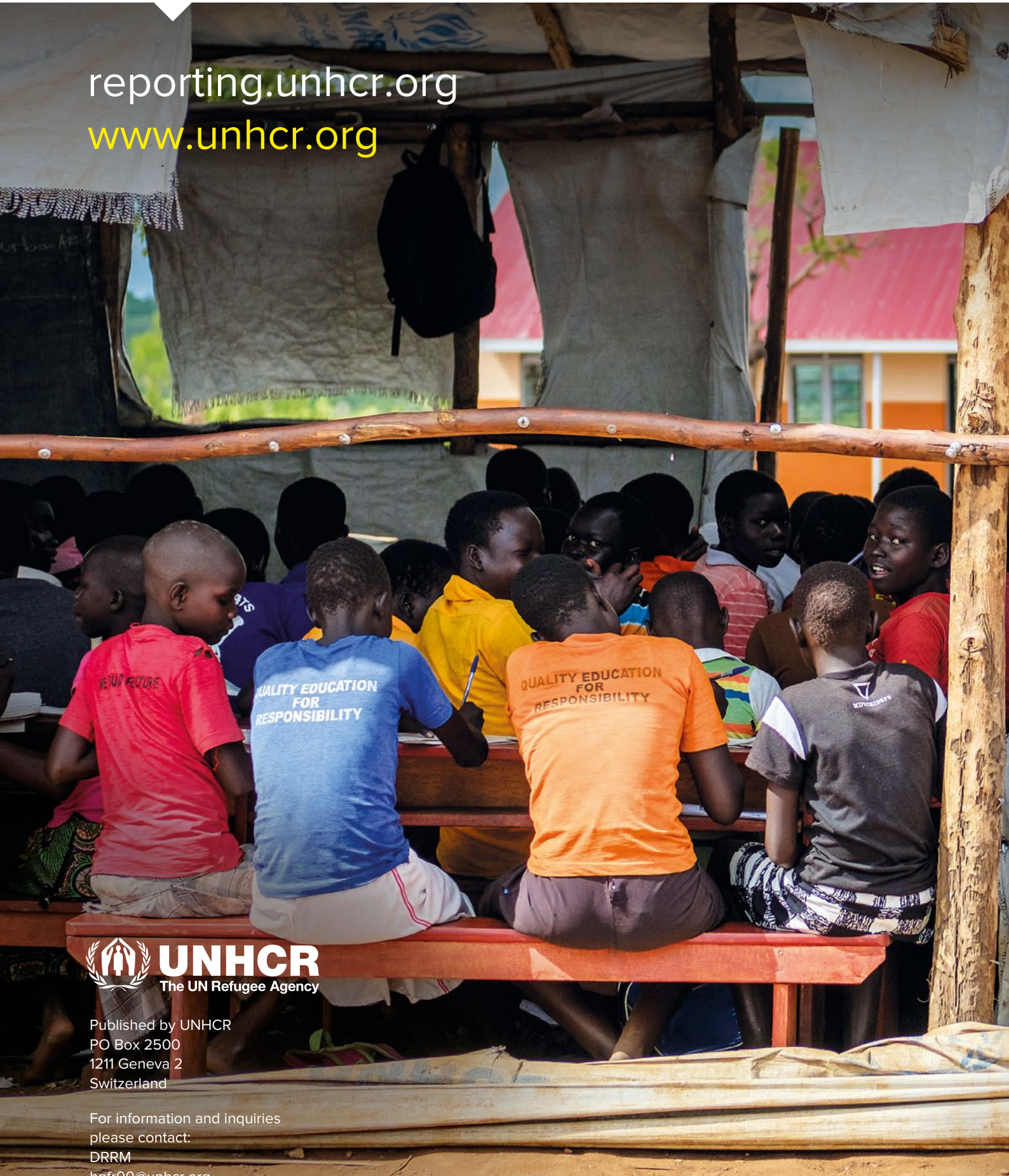#WithRefugees

UNHCR
The UN Refugee Agency

CREDITS

Cover photo:
An elementary school temporarily constructed from wood and plastic sheeting is in disrepair after strong storms at Bidibidi refugee settlement in Yumbe District, northern Uganda, 2 May 2017.
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