

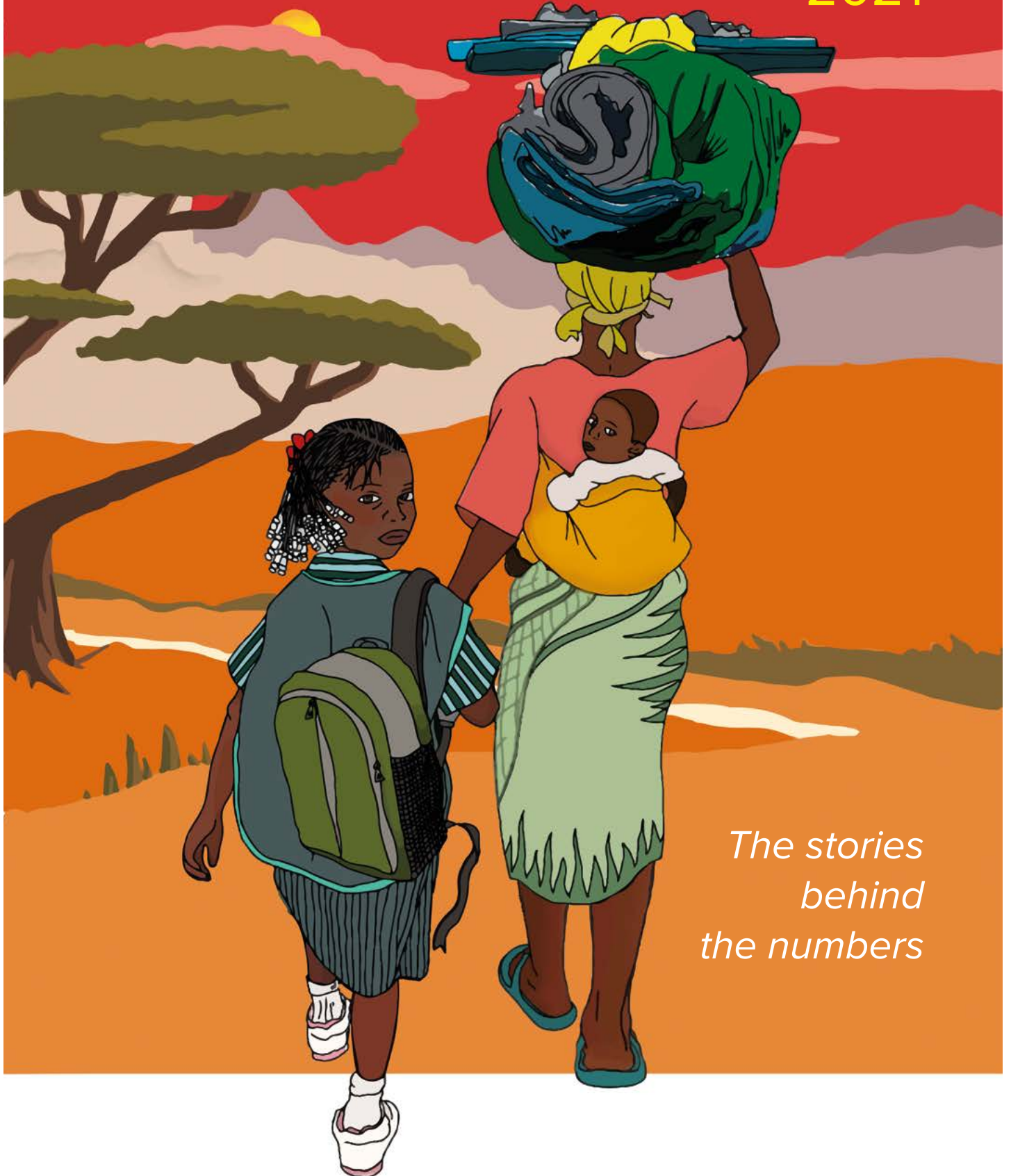


UNHCR
The UN Refugee Agency

70 YEARS
PROTECTING PEOPLE
FORCED TO FLEE

GLOBAL REPORT

2021



*The stories
behind
the numbers*

GLOBAL REPORT 2021

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. Its 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 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. 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.

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The Global Report presents the work carried out by UNHCR in 2021 to protect and improve the lives of tens of millions of people of concern – refugees and asylum seekers, returnees, internally displaced people, stateless persons and others of concern. It highlights the year's achievements, as well as challenges faced by the organization and its partners, in responding to multiple life-threatening crises and ever-growing humanitarian needs.

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644,500

page views
in 2021 (+8%)

28,600

sessions/visits
per month (+8%)

220,700

documents
downloaded
(-9%)

2,857

documents
published
(+48%)

Note: Page views is the total number of pages viewed, whereas visits/sessions are the number of times a user actively engages with the website. All numbers have been rounded.

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The [Global Focus website](#) 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. It also contains a glossary of technical terms used in this publication.





Amid new crises and growing needs, we are determined to deliver

© UNHCR/Santiago Escobar-Jaramillo

High Commissioner for Refugees Filippo Grandi meets Mileydis López and Emanuel Ruiz, asylum seekers in Colombia, who performed during ceremonies marking World Refugee Day in Barranquilla. They began singing together after meeting at a UNHCR-administered transit centre.

Despite the widely-shared view that we are living in a time of increasing division and discord, more and more people are asking themselves the same question: “What can I do to help?” The conflict in Ukraine has awoken millions to their own ability to make a difference, proving that there are great reserves of generosity in our modern society. Ukraine is not the first tragedy to have jolted the conscience of the world: it follows the crisis in Afghanistan in 2021 and

many other displacement situations that have arisen in past decades. Each is a reminder that people who are forcibly displaced or stateless, from anywhere in the world, are *ordinary* people. They did not want, expect or ask to be displaced or stateless. They are not a *type* of person. What they have in common – what could happen to any of us – is their misfortune to find themselves in this vulnerable situation and their need for the generosity of others to survive, recover and

resume a normal, stable life, hopefully back at home. UNHCR is determined to bring this about, not just for Ukrainians but for all people of concern. But we cannot do so alone.

This is why we are so grateful to all the States and communities that host forcibly displaced people, as well as to our donors. In 2021, States such as Bangladesh, Colombia, Germany, the Islamic

Republics of Iran and Pakistan, Jordan, Lebanon, Sudan, Türkiye and Uganda were among the leaders in welcoming refugees. It takes a wide network of support to safeguard the life and prospects of a person who is forced to flee. In the past half-decade, there has been a restated consensus that responsibilities and burdens must be shared, expressed through the Global Compact and at the Global Refugee Forum, and I hope that the inspiring responses to many tragedies, including the war in Ukraine, will help to spread awareness and give further impetus to the global momentum for action.

Our supporters know that each well-publicized crisis they see on their screens is merely the tip of an iceberg of global need. Most crises flare up unnoticed, and they can burn for decades without drawing global attention. In 2021, UNHCR responded to 40 new emergencies, in Afghanistan, the Central African Republic, Chad, the Democratic Republic of the Congo, Ethiopia, Mozambique, Myanmar and elsewhere. The numbers of people of concern to UNHCR continued their relentless rise. Climate change triggered extreme weather events and exacerbated shortages, adding to the risk of displacement events occurring, and to the risks encountered by those who were displaced. There was also far too little progress on eliminating statelessness, an avoidable predicament that probably afflicts many millions. The available statistics fail to tell the true story, highlighting stateless populations in States such as Côte d’Ivoire – which deserves praise for being the first, and so far only, country in Africa to introduce a procedure for determining statelessness.

We responded quickly and effectively, with emergency deployments to fortify the protection of people who had been forced to flee, registering them, and providing cash, basic goods, shelter, food and nutrition to meet the most immediate

life-saving needs. Flexible funding, given by some governments and many private sector donors, is the best way to support refugees in such situations. It gives UNHCR invaluable leeway in how and where to use the funds entrusted to it.

Being displaced should not mean putting your life on hold, and we are increasingly emphasizing the need to focus on development and not merely aid. People must be able to continue with their education and to offer their skills to employers and, until they can return home with more experience and skills to rebuild their country, should have a chance to integrate into the local community or resettle in a place that has the capacity to host them.

And solutions – even temporary – must also be sought, something UNHCR is prioritizing from the outset of any emergency. 2021 saw several historic milestones of solidarity, notably Colombia’s decision to offer Temporary Protection Status to 1.8 million [Venezuelans](#) and the strategic consensus in West Africa on a comprehensive solution for [Ivorian refugees](#). Even during a second pandemic-affected year, many of the pledges made at the 2019 Global Refugee Forum moved forward, a positive sign from such a wide array of partners.

However, third country solutions remained exceptionally rare. Resettlement numbers rose only modestly in 2021 and the progress on complementary pathways was slow. The world is failing to live up to the vision set out in 2019, for 3 million refugees to benefit from third country solutions by 2028. We know that there is far more capacity to offer resettlement, and public support for doing so – Ukraine’s crisis has demonstrated as much, and Afghanistan’s crisis in 2021 stirred support far beyond the neighbouring States. Third country solutions will not be the answer for most

forcibly displaced people. For them, the solution is not an “if” but a “when”. Specifically, when will the conflict end? In 2021, the calming of conflicts saw hundreds of thousands return in Burundi, Libya, Somalia and South Sudan. Even if the peace is less than perfect, stopping wars is the best antidote to displacement.

Despite the heightened needs, some States engaged in refoulement and pushbacks on land and at sea, a cruel denial of humanity, and there was a worrying trend towards the externalization of international obligations, as if asylum can be traded for political gain. Many countries also gave into vaccine nationalism, hoarding COVID-19 vaccines in an own goal for global public health.

However, I am heartened that most countries answered the call to include refugees in their national COVID-19 vaccination drives, and the doors that shut so abruptly at the start of the pandemic have mostly reopened, easing access to territory and asylum. Those that have not fully reopened paths to asylum must do so without delay. [Whoever, wherever, whenever: everyone has the right to seek safety.](#)

Having adapted to cope with the pandemic in 2020, UNHCR continued to innovate in 2021, while also continuing to support national responses. Our strategy of prioritizing cash assistance, exploiting communications technology and working through communities proved invaluable, allowing support and information to flow more efficiently to the people who needed it. But the pandemic’s impact went far beyond the dangers of the virus itself. It deepened the relative disadvantage of forcibly displaced and stateless people, increasing poverty, setting back education and employment, and heightening risks for women and children in particular.

To better meet the needs of forcibly displaced and stateless people, UNHCR enhanced its ability to gather and present evidence on their plight and the potential solutions. In 2021, our growing data capabilities included surveys and research conducted by the UNHCR-World Bank Joint Data Center, increasing use of participatory assessments and post-distribution monitoring of cash assistance, a proliferation of contacts and feedback via websites and social media, and a boost in the number of people registered in UNHCR’s PRIMES database. All this helps in protection, assistance, empowerment and eventual solutions. Forcibly displaced and stateless people are the strongest advocates for their own needs, but they often struggle to be heard. UNHCR is working with them to meet their needs, as well as keeping them informed about risks such as dangerous journeys and opportunities such as COVID-19 vaccinations. UNHCR’s work with communities has been significantly enhanced by embracing technology, with stronger communication and accountability thanks to [digital inclusion](#), call centres, high frequency phone surveys and [help](#) websites. Technology is a powerful multiplier across UNHCR. It has enabled us to make a revolutionary switch to cash assistance and is now driving a scale-up of education via Instant Network Schools, and the replacement of diesel-powered water pumping with solarized boreholes via Project Flow.

As well as upgrading our outward-facing capabilities, we have pressed ahead with fundamental internal changes that will make us more agile, efficient, inclusive and collaborative. After decentralizing UNHCR’s structure in 2020, our focus shifted to upgrading systems and simplifying processes through the Business Transformation Programme, taking advantage of cloud-based technology. Importantly, COMPASS – our new results-based management system – was rolled out. The system will allow us to improve multi-year planning and align our plans with development actors and international financial institutions.

Knowing what we know about the needs of forcibly displaced and stateless people, and about the case for including them in development planning and seeking solutions to their plight, we cannot allow UNHCR’s work to continue to be routinely underfunded. We have broadened our funding base but we must do more to secure new sources of funding. In 2021, available funding covered only 56% of budgeted needs, down from 59% in 2020. Underfunding presents us with a cruel dilemma: it is inhumane not to fund nutrition, shelter, health and support for survivors of gender-based violence, but it is a false economy to fail to fund education, integration, repatriation and climate action. UNHCR is striving to mobilize more funds, especially flexible funding, to allow us to do more. We are seeking to broaden our donor base, with more development funding, more private sector funding, and innovative opportunities in Islamic financing.

Our task is growing and becoming more complex. But we are determined to deliver, bolstered by a burgeoning global network of partners, and heartened by the great reserves of altruism, solidarity and generosity that persist in – and perhaps because of – our troubled world.



– Filippo Grandi
UNHCR High Commissioner

UNHCR IN 2021

To protect and assist **94.7 million** people of concern in 135 countries and territories,



UNHCR's budget was
\$9.248 billion

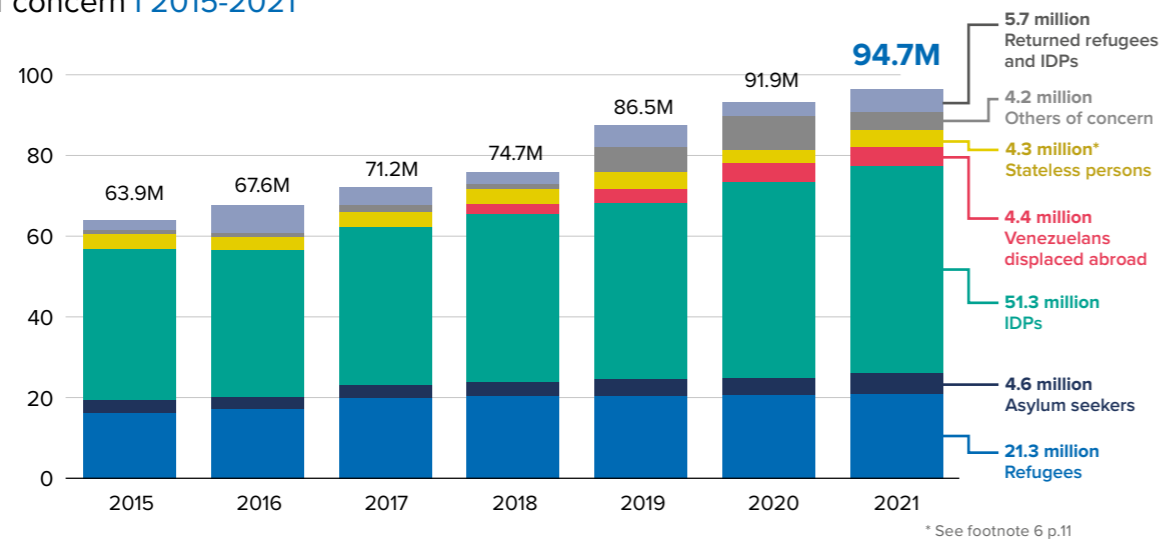


It received
\$4.680 billion

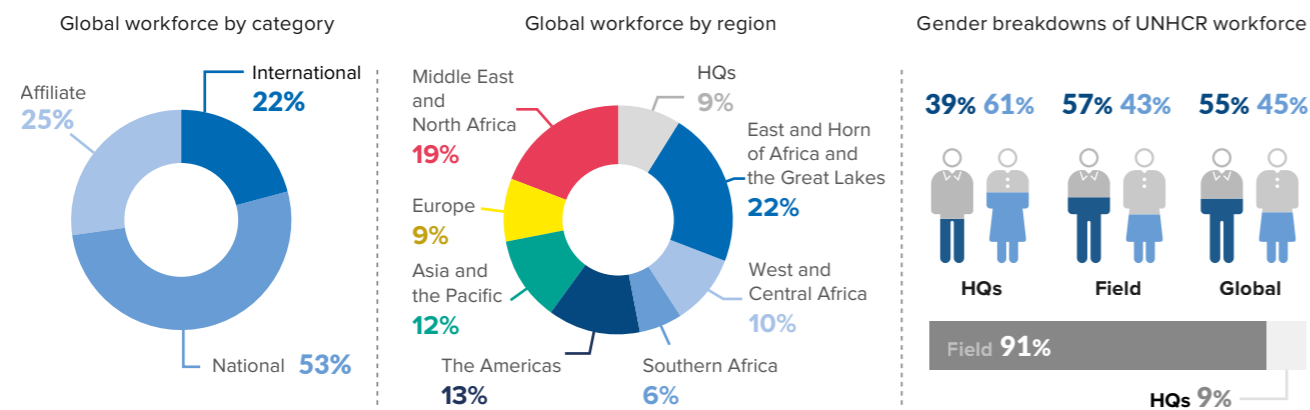


Its expenditure was
\$4.918 billion

People of concern | 2015-2021



UNHCR was present in 135 countries and territories with offices in 523 locations



* Includes UNVs, individual contractors and consultants hired through UNOPS or directly, employees, secondees and interns.

KEY RESULTS IN 2021

Safeguarding fundamental rights

REGISTRATION

21.7 million individual records registered in UNHCR's population registration and identity management ecosystem (PRIMES).
Target: **19 million** | 2020 result: **15 million**

ASYLUM APPLICATIONS

52,800 individual asylum applications processed by UNHCR.
2020 result (revised): **70,700**

STATELESSNESS

81,200 stateless persons acquired a nationality or had it confirmed.
Target: **90,000** | 2020 result: **63,200**

CHILD PROTECTION

53,500 best interests assessments conducted.
2020 result: **46,000**

Responding with life-saving support

EMERGENCY AND CORE RELIEF ITEMS

\$47.6 million worth of core relief items dispatched in emergency-affected countries.
2020 result: **\$36.2 million**

CASH ASSISTANCE

\$668 million of cash assistance delivered to people of concern across all operations.
Target: **\$700 million** | 2020 result: **\$695 million**

SHELTER

318,500 people of concern in at least 40 operations benefited from improved shelter.
Target: **250,000** | 2020 result: **280,000**

HEALTH

0.20 under-5 mortality rate (per 1,000 under-5s per month) in refugee camps.
Target: **<1.5** | 2020 result: **0.19**

FOOD SECURITY AND NUTRITION

53% of surveyed sites had acceptable levels of global acute malnutrition (<10%).
Target: **70%** | 2020 result: **61%**

WATER, SANITATION AND HYGIENE

37% of people of concern had at least 20 litres of safe water per day.
Target: **45%** | 2020 result: **43%**

Building better futures

EDUCATION

1.9 million children enrolled in primary education.
Target: **2 million** | 2020 result: **1.7 million**

183,000 students enrolled in lower and upper secondary education.
Target: **250,000** | 2020 result: **170,000**

8,500 people of concern enrolled in tertiary and higher education.
Target: **15,000** | 2020 results: **7,100**

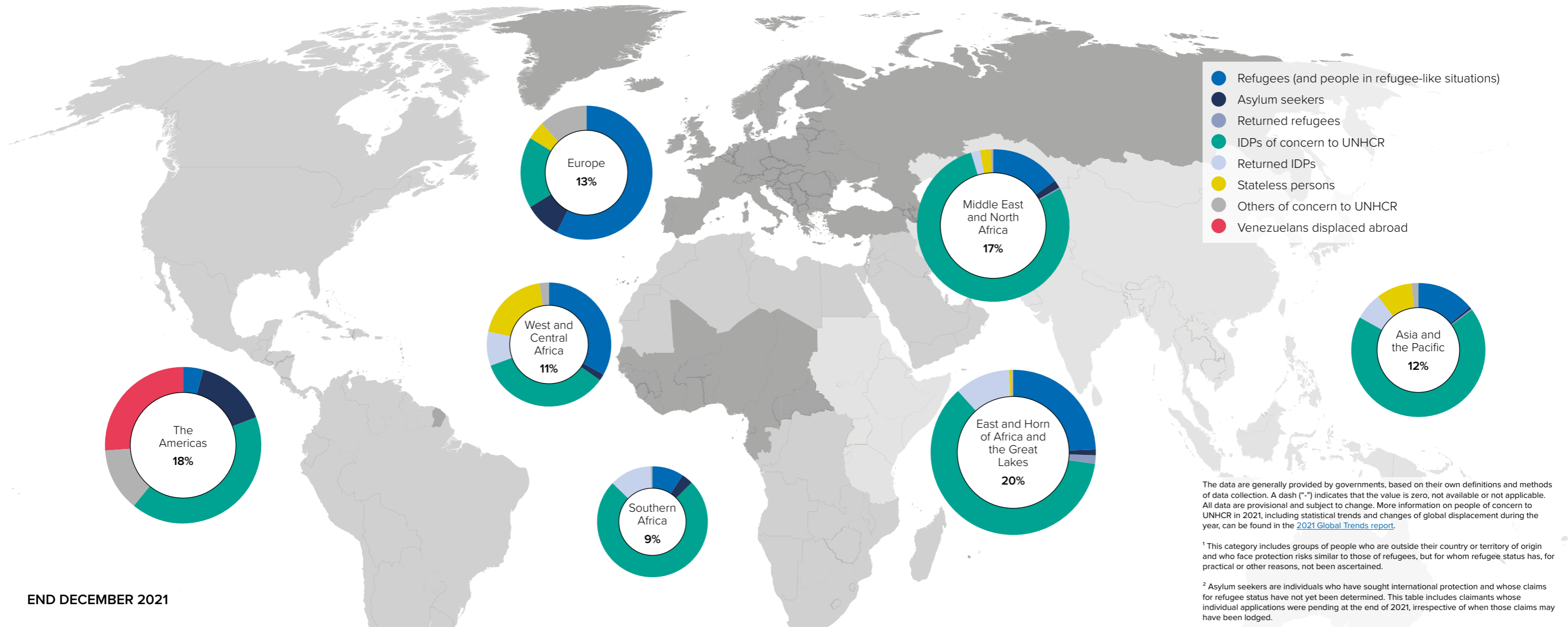
RESETTLEMENT

39,300 UNHCR-facilitated resettlement departures.
Target: **80,000** | 2020 result: **22,800**

ENERGY AND ENVIRONMENTAL PROTECTION

2.5 million people of concern had access to a sustainable source of electricity.
Target: **2.9 million** | 2020 result: **1.7 million**

POPULATIONS OF CONCERN TO UNHCR



END DECEMBER 2021

	East and Horn of Africa and the Great Lakes	Southern Africa	West and Central Africa	The Americas	Asia and the Pacific	Europe	Middle East and North Africa	TOTAL POPULATION OF CONCERN
Refugees	4,717,470	783,247	1,488,350	708,517	3,801,511	6,971,691	2,414,999	20,885,785
People in refugee-like situations ¹	-	-	-	30,000	353,104	32,028	26,000	441,132
Total refugees and people in refugee-like situations	4,717,470	783,247	1,488,350	738,517	4,154,615	7,003,719	2,440,999	21,326,917
Asylum seekers ²	195,753	289,054	57,664	2,524,543	205,789	1,093,527	257,424	4,623,754
Returned refugees ³	342,198	910	46,775	7	1,546	14	37,784	429,234
IDPs of concern to UNHCR ⁴	11,686,769	6,287,219	7,270,520	7,084,592	4,366,634	2,107,239	12,519,650	51,322,623
Returned IDPs ⁵	2,095,357	1,041,368	706,507	-	1,119,268	359	302,763	5,265,622
Stateless persons ⁶	103,281	-	931,281	4,550	2,412,453	515,429	370,564	4,337,558
Others of concern to UNHCR ⁷	23,839	36,520	158,838	2,217,249	284,031	1,446,688	56,662	4,223,827
Venezuelans displaced abroad ⁸	-	-	-	4,406,409	-	-	-	4,406,409
TOTAL	19,164,667	8,438,318	10,659,935	16,975,313	11,342,153	12,097,566	15,985,782	94,663,734

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 2021, including statistical trends and changes of global displacement during the year, can be found in the [2021 Global Trends report](#).

¹ This category includes groups of people 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 Asylum seekers are individuals who have sought international protection and whose claims for refugee status have not yet been determined. This table includes claimants whose individual applications were pending at the end of 2021, irrespective of when those claims may have been lodged.

³ Refugees who have returned to their place of origin during 2021. Source: country of origin and asylum.

⁴ For the purposes of UNHCR's statistics, this population includes only conflict-generated IDPs to whom the Office extends protection and/or assistance.

⁵ IDPs of concern to UNHCR who have returned to their place of origin during 2021.

⁶ Refers to persons who are not considered as nationals by any State under the operation of its law. This category refers to persons who fall under the agency's statelessness mandate because they are stateless according to this international definition, but data from some countries may also include persons with undetermined nationality. The figure reported includes stateless persons who are also refugees or asylum seekers from Myanmar, IDPs in Myanmar, or others of concern to UNHCR. UNHCR's statistical reporting generally follows a methodology that reports on one legal status for each person of concern only. However, due to the extraordinary size of the displaced stateless population from Myanmar, UNHCR considers it important to reflect the dual status that this population group possesses. Additional stateless refugees, asylum seekers, and IDPs will be reported on as UNHCR continues to review and improve its reporting on stateless persons with a dual status.

⁷ Refers to individuals who do not necessarily fall directly into any of these groups above but to whom UNHCR has extended its protection and/or assistance services, based on humanitarian or other special grounds. In 2021, this excludes host communities that are assisted by UNHCR, which are now reported separately (see annex 11 of Global Trends report).

⁸ Venezuelans displaced abroad refers to persons of Venezuelan origin who are likely to be in need of international protection under the criteria contained in the Cartagena Declaration, but who have not applied for asylum in the country in which they are present. Regardless of status, Venezuelans displaced abroad require protection against forced returns, and access to basic services. UNHCR and the International Organization for Migration work together with this population by leading the Regional Inter-Agency Coordination Platform, which is aimed at strengthening the protection dimensions and consistent responses across the region in line with human rights standards.

GLOBAL STRATEGIC PRIORITIES 2021

The Global Strategic Priorities (GSPs) focus on areas targeted by UNHCR to enhance protection for people of concern and find solutions. The GSPs are divided into two categories: eight “operational priorities” for field operations and 10 “support and management priorities” for core organizational functions. The GSPs are in line with the 2030 Agenda for Sustainable Development and commitments made at the World Humanitarian Summit, including under the “Grand Bargain”.

OPERATIONAL GSPs

FAVOURABLE PROTECTION ENVIRONMENT

1. Safeguarding access to territorial protection and asylum procedures; protection against refoulement; and supporting the adoption of nationality laws that prevent and/or reduce statelessness (Legislation on refugees, Law and Policy on IDPs and Legislation on statelessness)

>NARRATIVES in the chapters on *Safeguarding fundamental rights* and *Global initiatives*

IMPACT INDICATOR	HOW WAS UNHCR ENGAGED?	RESULTS
Extent law consistent with international standards relating to refugees and asylum seekers	Improving national law and policy in 80 countries.	Improved in 17 countries
Extent law and policy consistent with international standards relating to internal displacement	Improving national law and policy in 17 countries.	Improved in 17 countries
Extent citizenship law consistent with international standards relating to prevention of statelessness	Improving citizenship laws in 40 countries.	Improved in 13 countries
% of stateless persons for whom nationality granted or confirmed	Seeking rise in rate of stateless people acquiring or confirming nationality in 14 situations.	81,200 stateless individuals acquired a nationality or had it confirmed.

FAIR PROTECTION PROCESS AND DOCUMENTATION

2. Securing birth registration, profiling and individual documentation based on registration (Birth registration and Registration)

>NARRATIVES in the chapter on *Safeguarding fundamental rights*

IMPACT INDICATOR	HOW WAS UNHCR ENGAGED?	RESULTS
% of children under 12 months old who have been issued with a birth certificate by the authorities	Increasing systematic issuance of birth certificates to newborns in 53 situations.	Improved in 14 situations
% of people of concern registered on an individual basis	Maintaining or increasing levels of individual registration in 96 refugee situations.	Improved in 22 situations Maintained in 39 situations

SECURITY FROM VIOLENCE AND EXPLOITATION

3. Reducing protection risks faced by people of concern, in particular, discrimination, gender-based violence and specific risks faced by children (Gender-based violence, Best Interests and Access to National Child Services)

IMPACT INDICATOR	HOW WAS UNHCR ENGAGED?	RESULTS
>NARRATIVES in the chapter on <i>Responding with life-saving support</i>		
Extent known gender-based violence survivors receive appropriate support	Improving support for gender-based violence survivors in 95 refugee operations, 10 IDP situations and 3 returnee situations.	Improved in 46 situations
Extent community is active in gender-based violence prevention and survivor-centred protection	Improving community involvement in prevention of gender-based violence and protection of survivors in 58 refugee situations, 8 IDP situations and 4 returnee situations.	Improved in 23 situations
>NARRATIVES in the chapter on <i>Safeguarding fundamental rights</i>		
% of unaccompanied and separated children for whom a best interest process has been initiated or completed	Maintaining or increasing the rate in 74 refugee situations.	Increased in 25 situations Maintained in 9 situations
Extent children of concern have non-discriminatory access to national child protection and social services	Increasing non-discriminatory access to national child protection and social services in 37 refugee situations, 4 IDP situations and 3 returnee situations.	Increased in 7 situations Maintained in 8 situations

BASIC NEEDS AND SERVICES

4. Reducing mortality, morbidity and malnutrition through multi-sectoral interventions (Global Acute Malnutrition (GAM) and Under-5 mortality rate)

5. Meeting international standards in relation to shelter, water, sanitation and hygiene (Shelter and Water)





>NARRATIVES in the chapter on *Responding with life-saving support*

IMPACT INDICATOR	HOW WAS UNHCR ENGAGED?	RESULTS
Prevalence of global acute malnutrition (GAM) (6-59 months)	Maintaining UNHCR standards or reducing level of GAM in 36 refugee camp/settlement situations.	Standard met in 49 situations
Under-5 mortality rate	Seeking UNHCR standards or reducing under-5 mortality rates in 44 refugee camp/settlement situations.	Standard met in 22 situations
% of households living in adequate dwellings	Maintaining or increasing the percentage of households living in adequate dwellings in 48 refugee situations, 15 IDP situations and 7 returnee situations.	Increased in 60 situations Maintained in 6 situations
Average number of litres of potable water available per person per day	Maintaining or increasing the level of water supply in 46 refugee situations.	Increased in 27 situations Maintained in 5 situations

COMMUNITY EMPOWERMENT AND SELF-RELIANCE

6. Promoting active participation in decision-making of people of concern and building coexistence with hosting communities (Female participation in leadership and management and Coexistence)




7. Promoting human potential through increased opportunities for quality education and livelihoods support (Self-Reliance and Education)

IMPACT INDICATOR	HOW WAS UNHCR ENGAGED?	RESULTS
>NARRATIVES in the chapter on <i>Safeguarding fundamental rights</i>		
% of active female participants in leadership/management structures	Improving participation of women in leadership/management structures in 54 refugee situations and 4 IDP situations.	Improved in 25 situations 
Extent local communities support continued presence of people of concern	Improving relations between refugees and local communities in 65 situations.	Improved in 36 situations 
>NARRATIVES in the chapter on <i>Building better futures</i>		
% of people of concern (18-59 years) with own business/self-employed for more than 12 months	Maintaining or increasing the percentage of people of concern who improve their business/self-employment opportunities in 38 operations.	Increased in 18 operations 
% of primary school-aged children enrolled in primary education	Improving primary school enrolment in 95 refugee situations.	Increased in 43 situations Maintained in 6 situations 

DURABLE SOLUTIONS

8. Expanding opportunities for durable solutions for people of concern, particularly those in protracted situations, including by strengthening the use of comprehensive approaches and contributing to sustainable reintegration, local settlement and successful resettlement in third countries

>NARRATIVES in the chapter on *Building better futures*

IMPACT INDICATOR	HOW WAS UNHCR ENGAGED?	RESULTS
Extent return has been voluntary, and in safety and dignity	Supporting refugees to return voluntarily, and in safety and dignity in 40 situations (where conditions permit).	Supported in 40 situations 
Extent returnees have same access to rights as other citizens	Supporting returnees in 11 situations to reintegrate in a sustainable manner, with the same access to rights as other citizens.	Supported in 6 situations 
Extent social and economic integration is realized	Supporting local integration in 42 refugee situations (where conditions permit).	Improved in 32 situations 
% of people of concern, identified in need of resettlement, submitted for resettlement	Maintaining or increasing the percentage of people submitted for resettlement to support solutions in 74 situations.	UNHCR submitted the cases of 63,190 refugees for resettlement to 23 countries, representing an increase of 60% when compared with the previous year.

SUPPORT AND MANAGEMENT GSPs

1. FINANCIAL ACCOUNTABILITY AND OVERSIGHT

>NARRATIVES in the chapter on *Funding UNHCR's programmes*

INDICATOR	RESULTS
UNHCR streamlines and enhances its financial management and reporting systems and applies effective financial controls.	Programmes were carried out in an environment of sound financial accountability and oversight, with innovative solutions in providing financial support in the field.
UNHCR records and discloses its accounts in compliance with the International Public Sector Accounting Standards (IPSAS).	UNHCR closed its 2020 accounts and obtained an unqualified opinion. Field work for the 2021 audit was finalised and results are expected in 2022.
UNHCR embeds robust financial controls and business processes in delivery of cash assistance.	Operations have deployed UNHCR cash assistance management system and corporate biometric verification tools.
UNHCR simplifies and harmonizes its partnership arrangements and entrusts a greater share of resources to local partners.	\$1.4 billion went to 1151 partners, including 727 national NGOs. 25% of operational programme expenditure went to local/national responders (in line with the 25% Grand Bargain commitment.)

2. INTERNATIONAL PROTECTION

> NARRATIVES in the chapter on *Safeguarding fundamental rights*

INDICATOR	RESULTS
UNHCR strengthens global protection and solutions capacity and response with direct operational support, enhanced monitoring and partnerships.	UNHCR, UN-Women and OHCHR committed to develop a system-wide policy within the Common Agenda to put people at the centre, with a focus on age, gender and diversity (AGD).
UNHCR enhances promotion of gender equality and reinforces accountability to people of concern at global and operational levels.	UNHCR developed a five-year plan to strengthen the organization's accountability to affected people (AAP) and committed resources to better ensure engagement in and support to collective AAP efforts.

3. PROTECTION AND SOLUTIONS

> NARRATIVES in the chapters on *Safeguarding fundamental rights* and *Building better futures*

INDICATOR	RESULTS
UNHCR (in close collaboration with States, international development and peacebuilding entities and other relevant actors) supervises and advocates in favour of national, regional and global protection frameworks and capacities.	UNHCR advocated for States' accession to the 1951 Refugee Convention and its 1967 Protocol, engaging with 78 countries legislative processes. Of 26 new laws or legislative changes, 17 advanced refugees rights. Despite COVID-related disruptions to courts, UNHCR intervened as a third party in 14 cases in 10 jurisdictions.
By partnering, supporting national systems and institutions, and implementing comprehensive responses, UNHCR strengthens the protection of displaced and stateless persons.	Rolled out " Guidance on UNHCR's engagement with national human rights institutions " and developed guidance notes on core international human rights treaties, strengthening understanding of their structure and content and their utility in advancing national legal frameworks to protect refugees, IDPs and stateless persons.

4. USE OF DATA AND INFORMATION

>NARRATIVES in the chapters on *Building better futures* and *Safeguarding fundamental rights*

INDICATOR	RESULTS
UNHCR and partners manage and use data and information to enable evidence-based actions, programme design and resourcing decisions.	Predicting displacement movements using data science and advanced technologies is increasingly important to inform programming and planning. UNHCR developed an empirical gravity model as a basis to predict future refugee flows and help guide multi-year planning projections.
UNHCR makes information and analysis available to support the inclusion of refugees and other people of concern in international and national development frameworks.	UNHCR initiated work on an integrated survey series with guiding principles, akin to those used by the World Bank, UNICEF and ILO, to ensure the comparability of evidence with existing national and international data series. The initial focus of the country pilots is on refugees and host communities.
UNHCR's data and information management approaches, including storing and sharing of personal data, respect protection practices and privacy concerns.	21.7 million individual records in PRIMES proGres v4. In the 80 operations using PRIMES biometrics, over 77% of individuals hold a biometric record. Remote registration solutions were deployed across 42 operations in the context of COVID-19 and in line with UNHCR's five-year action plan on digital identity.

5. HUMANITARIAN COORDINATION

>**NARRATIVES** in the chapters on *Global initiatives* and *Funding UNHCR's programmes*

INDICATOR	RESULTS
<ul style="list-style-type: none"> Effective coordination and leadership is established for refugee responses and for UNHCR-led clusters at the global and operational levels. 	<ul style="list-style-type: none"> Regional RRP were issued for Afghanistan, Burundi, the DRC, Ethiopia and South Sudan. Other established mechanisms included the 3RP, RMRP and JRP for, respectively, the Syria, Venezuela and Bangladesh situations. RRP mobilized over 800 partners to assist some 15.5 million people and supported 9 million people from host communities. UNHCR led 29 of 32 field protection clusters/cluster-like mechanisms, with missions to Burkina Faso, Cameroon, Colombia, the DRC, Ethiopia, Mozambique, Niger, Sudan, and remote support in Afghanistan and the Bolivarian Republic of Venezuela. The Global CCCM Cluster supported 22 clusters/mechanisms (18 UNHCR-led or co-led). UNHCR led 16 of 31 formally activated shelter clusters and 19 mechanisms.
<ul style="list-style-type: none"> UNHCR provides protection expertise and analysis to guide and inform joint humanitarian action. 	<ul style="list-style-type: none"> UNHCR combined coordination and leadership with field operations, enhancing accountability, collaboration and government relations. An Operational Data Review covered collection, analysis, and use of data disaggregated by age, sex, disability, and other diversity considerations.

6. PROGRAMME AND RESULTS-BASED MANAGEMENT

>**NARRATIVES** in the chapter on *Global initiatives*

INDICATOR	RESULTS
<ul style="list-style-type: none"> UNHCR's strategies are informed by improved joint needs assessments and developed and implemented in consultation with key stakeholders, including national authorities, civil society, development partners and private sector representatives. 	<ul style="list-style-type: none"> In 2021, 24 UNHCR operations created their multi-year strategies informed by a situation analysis conducted in collaboration with relevant stakeholders, including displaced and stateless people and partner organizations.

7. CASH ASSISTANCE

>**NARRATIVES** in the chapter on *Responding with life-saving support*

INDICATOR	RESULTS
<ul style="list-style-type: none"> UNHCR has the systems, tools, skills and processes needed to implement and scale up cash assistance programmes in an accountable manner. 	<ul style="list-style-type: none"> UNHCR delivered \$668 million to 9.3 million people in over 100 countries, including Afghanistan, the Democratic Republic of the Congo, the Islamic Republic of Iran and Yemen. 26 countries started using the CashAssist cash management system, enabling end-to-end accountability to affected populations.
<ul style="list-style-type: none"> UNHCR aims for common cash transfer arrangements with partners, in line with UNHCR's cash assistance policy and strategy. 	<ul style="list-style-type: none"> UNHCR continued working towards the UN Common Cash Statement, with common cash arrangements in 25 countries UNHCR conducted a 20-country survey to enhance common procurement, and signed a trilateral Data Sharing Agreement with WFP and UNICEF.

8. EMERGENCY PREPAREDNESS AND RESPONSE

>**NARRATIVES** in the chapter on *Responding with life-saving support*

INDICATOR	RESULTS
<ul style="list-style-type: none"> UNHCR has stocks of core relief items to provide emergency assistance for up to 600,000 people in simultaneous and complex emergencies. 	<ul style="list-style-type: none"> UNHCR's supply chain sent out CRIs worth \$47.6 million from its strategically located global stockpiles (GSM), and carried out 28 airlifts serving 132 requests.
<ul style="list-style-type: none"> UNHCR maintains active standby capacity. UNHCR and partner personnel, with appropriate leadership, coordination and protection skills, are available for immediate deployment to emergency operations. 	<ul style="list-style-type: none"> UNHCR managed 447 emergency deployments, including 306 new deployments (a 43% increase), 58% of deployments were filled through internal rosters and resources and 42% through emergency standby partners.
<ul style="list-style-type: none"> Representation of local and national partners and communities is increased in preparedness action planning. 	<ul style="list-style-type: none"> Some 449 UNHCR staff and partners were trained in emergency management/leadership, security management procedures and awareness, situation emergency, and inter-agency emergency exercises.
<ul style="list-style-type: none"> UNHCR applies a proactive approach to security management, with a qualified security workforce, security training and support to emergencies. 	<ul style="list-style-type: none"> UNHCR undertook security missions to Ethiopia, Mozambique, the Sahel and elsewhere, and responded to 368 security incidents and 36 critical incidents. UNHCR also hosted and facilitated hostage incident management (HIM) training for the UN Security Management System.

9. HUMAN RESOURCES

>**NARRATIVES** in the chapter on *Global initiatives*

INDICATOR	RESULTS
<ul style="list-style-type: none"> UNHCR analyses its talent requirements to improve strategic workforce planning, taking into account diversity and gender balance. 	<ul style="list-style-type: none"> UNHCR's 33 talent pools averaged 1,300 applications a month, helping to meet recruitment needs. 45% of final candidates were women, and the largest geographical source of candidates was Africa (35%). 50% of candidates for senior roles (D1 and P5 level) were women.
<ul style="list-style-type: none"> UNHCR provides learning opportunities and performance reviews to support career management, informed by the organizational demand for skills. 	<ul style="list-style-type: none"> Various virtual learning and development platforms were launched, including GetAbstract, MysteryCoffee and Coursera, and UNHCR invested in strengthening its coaching and mentoring culture.
<ul style="list-style-type: none"> UNHCR uses efficient human resources systems and a fair and transparent assignments framework to ensure diversity and gender balance in the deployment of qualified personnel, particularly in emergencies and high-risk operations. 	<ul style="list-style-type: none"> Some 92,000 applications for 1,681 advertised vacancies, two thirds of them from external candidates. With a surge in the number of emergencies, UNHCR significantly increased fast-track hiring, with 12 rounds of advertisements for 270 posts.
<ul style="list-style-type: none"> UNHCR's operations observe standards of occupational health and safety. 	<ul style="list-style-type: none"> "Policy on managing occupational health and safety" was issued, providing a framework for dealing with threats, injuries and illness affecting personnel – both in relation to COVID-19 concerns and beyond – and developed a digital system for incident reporting.

10. MOBILIZATION OF SUPPORT

>**NARRATIVES** in the chapters on *Funding UNHCR's programmes* and *Global communications*

INDICATOR	RESULTS
<ul style="list-style-type: none"> UNHCR increases its funding from public and private sources. 	<ul style="list-style-type: none"> UNHCR counted 71 governments, the European Union, and three other intergovernmental donors among its public sector supporters, from which it raised \$4.011 billion. Private sector fundraising raised an unprecedented \$625.3 million: \$377.2 million from individual donors and \$248.1 million from companies, foundations and philanthropists, an overall 16% growth in income far exceeding the \$510 million target.
<ul style="list-style-type: none"> UNHCR holds regular and substantive dialogue to enhance and maintain its partnerships with Member States of the Executive Committee, United Nations agencies, NGOs and other partners. 	<ul style="list-style-type: none"> With UN partners, the focus was on areas where complementarity and expertise could assist displaced and stateless people. Addressing root causes of displacement through strengthened collaboration with faith-based organizations through joint UNHCR and Religions for Peace multi-religious council of leaders.
<ul style="list-style-type: none"> UNHCR strengthens its strategic communications with targeted multimedia campaigns, timely public updates and increased outreach to target audiences, building a strong community of supporters. 	<ul style="list-style-type: none"> 49,800 pieces of media coverage, a 45% increase from 2020 and the highest level of media interest in refugees in over three years, with the largest share of voice among peer agencies. Goodwill Ambassadors and high profile supporters with over 200 million followers brought record social media engagement.
<ul style="list-style-type: none"> UNHCR expands political and operational support from private and public sectors to improve the welfare of displaced populations and host communities. 	<ul style="list-style-type: none"> UNHCR launched a digital influencer engagement programme, bringing in younger voices to support the cause of forcibly displaced and stateless people.

As of 2022, UNHCR adopted a new global results framework, which uses a simplified and more flexible results structure, aligned with the Global Compact on Refugees and the Sustainable Development Goals, and enables multi-year planning. This is supported by COMPASS, a new planning, budgeting, monitoring and reporting system – and a core component of UNHCR's Business Transformation Programme. Thus, 2021 will be the final year that the Global Strategic Priorities will be reported on.

UNHCR used the new global results framework for targets in its Global Appeal 2022 and will use those targets to show results in the Global Report 2022. Reporting on UNHCR's achievements in meeting the challenges across all GSP areas in 2021 can be found in the thematic chapters of this Global Report.

Funding UNHCR's programmes

OVERVIEW

This chapter presents an overview of UNHCR's requirements, income and expenditure in 2021. More detailed information can be found on UNHCR's main operational reporting platform, [Global Focus](#).

UNHCR's final 2021 budget was \$9.248 billion, having increased from the 2021 revised budget of \$8.616 billion. Four supplementary budgets totalling \$631.7 million were added during the year.

Expenditure rose 1.7% to \$4.918 billion, leading to a record implementation rate (expenditure over total funds available) of 95%.

Funds available reached \$5.153 billion, leaving an overall funding gap – funds available compared to the needs-based budget of \$9.248 billion – of 44%, compared to 41% in 2020. The funding gap affected all regions, but particularly the three Africa regions.

Programmed activities are field operations; global programmes, which are technical activities undertaken by Headquarters, but which are of direct benefit to field operations; and the work of Headquarters to provide leadership and management, policy guidance, administrative support, and managerial and programmatic assistance to the field.

BUDGET

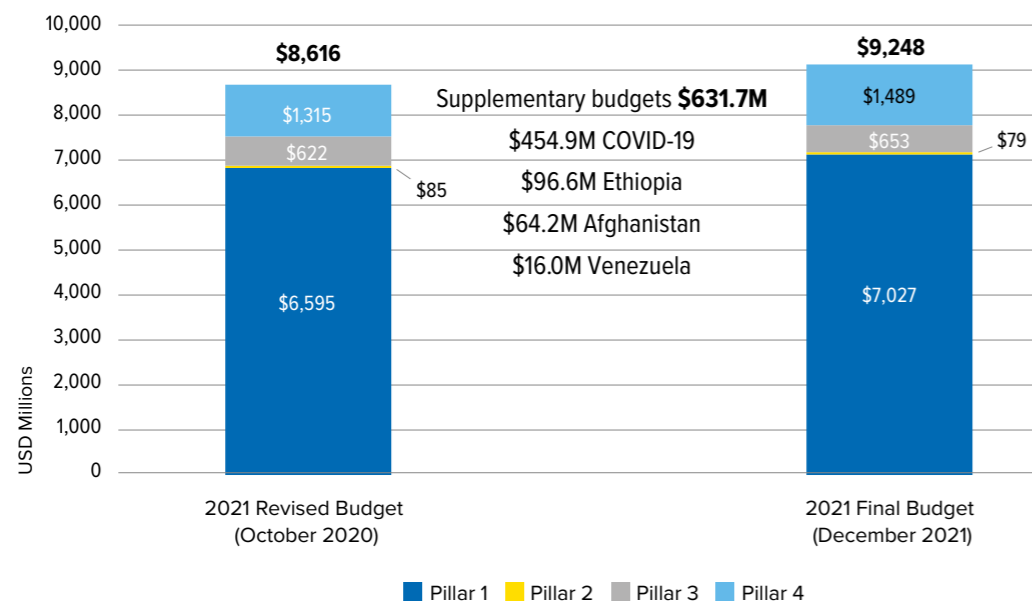
The Executive Committee, at its 70th session in October 2019, approved an original global needs-based budget for 2021 of \$8.616 billion as part of the biennial 2020-2021 budget. At its 71st session in October 2020, the Executive Committee approved a revised budget, with the same level of \$8.616 billion for 2021.

The final budget represents the sum of the approved revised budget of \$8.616 billion and four supplementary budgets of \$631.7 million. It comprised programmed activities of \$8.813 billion; an operational reserve of \$402 million; the “new or additional activities – mandate-related” (NAM) reserve of \$20 million; and \$12 million for Junior Professional Officers.

TABLE 1 | 2021 BUDGET AND EXPENDITURE OVERVIEW | USD

REGION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	% OF GLOBAL
		Refugee programme	Stateless programme	Reintegration projects	IDP projects		
EAST AND HORN OF AFRICA AND THE GREAT LAKES	Budget	1,488,960,922	7,623,240	170,428,354	234,799,160	1,901,811,676	21%
	Expenditure	804,479,554	1,812,706	46,819,844	137,226,950	990,339,055	20%
SOUTHERN AFRICA	Budget	280,404,190	6,192,107	9,280,792	94,074,590	389,951,678	4%
	Expenditure	150,886,484	2,422,207	3,082,164	54,888,224	211,279,078	4%
WEST AND CENTRAL AFRICA	Budget	448,571,965	12,283,999	51,453,591	215,390,846	727,700,401	8%
	Expenditure	301,357,111	7,288,089	18,224,159	119,146,431	446,015,790	9%
THE AMERICAS	Budget	647,746,573	6,665,921	-	76,356,234	730,768,728	8%
	Expenditure	362,829,333	2,763,946	-	49,783,430	415,376,709	8%
ASIA AND THE PACIFIC	Budget	674,885,250	34,010,203	99,649,198	88,351,712	896,896,363	10%
	Expenditure	394,090,136	17,285,739	57,837,185	73,817,384	543,030,444	11%
EUROPE	Budget	656,902,433	9,386,833	236,860	30,485,167	697,011,292	8%
	Expenditure	334,705,349	6,622,763	223,001	17,556,759	359,107,872	7%
MIDDLE EAST AND NORTH AFRICA	Budget	1,627,865,519	2,697,705	322,174,227	749,506,382	2,702,243,834	29%
	Expenditure	843,540,877	1,674,180	108,539,413	332,435,552	1,286,190,023	26%
SUBTOTAL FIELD	Budget	5,825,336,851	78,860,008	653,223,022	1,488,964,089	8,046,383,971	87%
	Expenditure	3,191,888,844	39,869,631	234,725,766	784,854,730	4,251,338,971	86%
Global programmes	Budget	522,003,158	-	-	-	522,003,158	6%
	Expenditure	415,206,883	-	-	-	415,206,883	8%
Headquarters	Budget	245,089,806	-	-	-	245,089,806	3%
	Expenditure	243,040,994	-	-	-	243,040,994	5%
SUBTOTAL PROGRAMMED ACTIVITIES	Budget	6,592,429,816	78,860,008	653,223,022	1,488,964,089	8,813,476,935	95%
	Expenditure	3,850,136,721	39,869,631	234,725,766	784,854,730	4,909,586,847	100%
Operational Reserve	Budget	402,075,990	-	-	-	402,075,990	4%
NAM Reserve	Budget	20,000,000	-	-	-	20,000,000	0.2%
JPOs	Budget	12,000,000	-	-	-	12,000,000	0.1%
	Expenditure	8,388,041	-	-	-	8,388,041	0.2%
TOTAL	Budget	7,026,505,806	78,860,008	653,223,022	1,488,964,089	9,247,552,925	
	Expenditure	3,858,524,761	39,869,631	234,725,766	784,854,730	4,917,974,888	

CHART 1 | REVISED AND FINAL BUDGETS BY PILLAR | 2021



Supplementary budgets

The need to respond to new or worsening crises led to four supplementary budgets being issued: \$454.9 million in support of activities to protect forcibly displaced and stateless people from the impact of the COVID-19 pandemic; \$96.6 million for the Ethiopia situation; \$64.2 million to meet additional needs in preparedness and response in respect to the Afghan situation; and \$16 million for the Venezuela situation. The combined financial requirement for these supplementary budgets was \$631.7 million.

Financial requirements

Financial requirements for 2021 programmed activities amounted to \$8.814 billion, \$92.1 million or 1.1% higher than the financial requirements of \$8.721 billion for 2020.

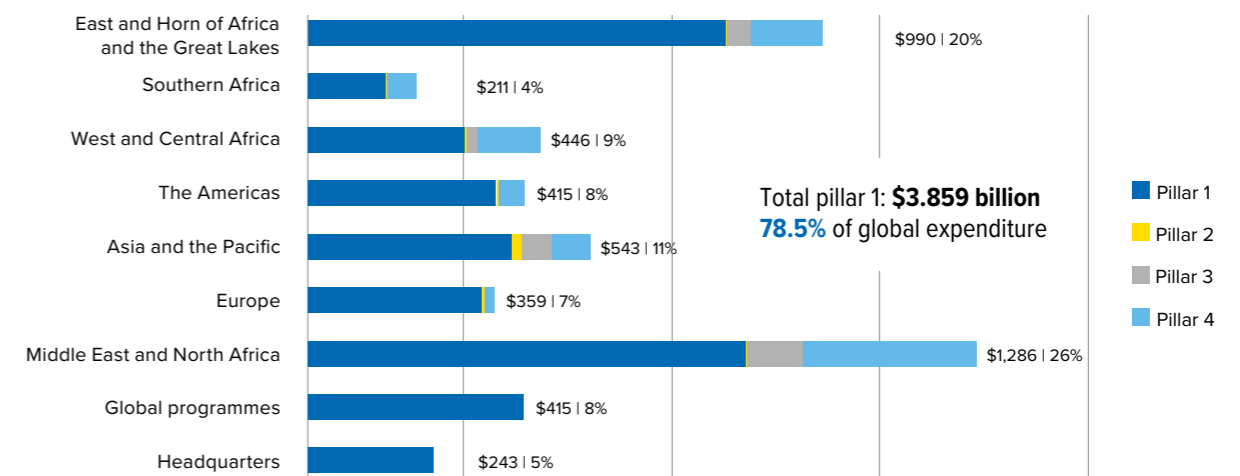
Globally, Pillar 1 (global refugee programme), was the largest component at 75% of programmed activities. The largest requirements under Pillar 1 were in Asia and the Pacific for operations in Bangladesh

(\$295 million); in the East and Horn of Africa and the Great Lakes region for Ethiopia (\$245 million), Sudan (\$268 million) and Uganda (\$345 million); in Europe for Greece (\$151 million) and Türkiye (\$350 million); and in the Middle East and North Africa for Jordan (\$406 million) and Lebanon (\$553 million).

The second largest component of the programmed activities was Pillar 4 (global IDP projects) at 17% of the requirements. The major operations continued to be in the Middle East and North Africa, namely Iraq (\$245 million), the Syrian Arab Republic (\$251 million) and Yemen (\$203 million).

Regionally, the largest requirements were in the Middle East and North Africa at \$2.702 billion, or 31% of the total requirements for programmed activities, and in the East and Horn of Africa and the Great Lakes region, at \$1.902 billion or 22% of the total. This is reflective of a series of protracted and overlapping crises in these two regions.

CHART 2 | EXPENDITURE BY REGION AND BY PILLAR | USD millions



EXPENDITURE

Expenditure totalled \$4.918 billion, with an increase of \$80.3 million or 1.7% in comparison with the expenditure of \$4.838 billion of 2020. This resulted in an implementation rate (expenditure over total funds available) of 95% for 2021. Below are regional expenditure rates and selected operational highlights.

By pillar

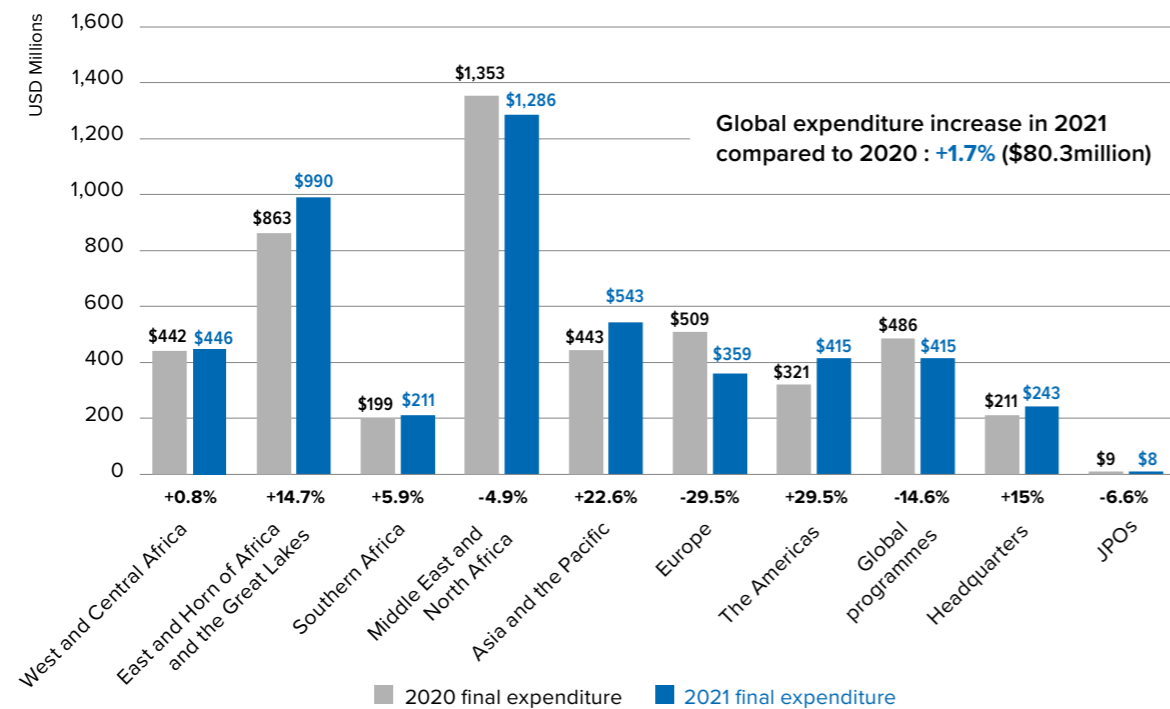
Under Pillar 1 (global refugee programme), expenditure of \$3.859 billion accounted for 78.5% of UNHCR's total expenditure. There was a slight decrease of \$25.4 million or 0.7% compared to \$3.884 billion in 2020, mainly attributable to the operation in Greece, where the integration and accommodation emergency programme was handed over to the Government.

Under Pillar 2 (global stateless programme), expenditure of \$39.9 million decreased by \$1.4 million, or 3.5% compared to expenditure of \$41.3 million in 2020, and accounted for approximately 1% of total expenditure. In the Democratic Republic of the Congo (DRC), the collection of qualitative data on statelessness was prioritized.

Under Pillar 3 (global reintegration projects), expenditure of \$234.7 million was \$23 million or 10.9% higher than 2020 expenditure of \$211.7 million and accounted for 5% of total expenditure. In Afghanistan, communities already supported were provided with additional cash assistance and increased support for basic services. In Burundi, 66,000 returnees were supported with sustainable reintegration. In the Syrian Arab Republic, as part of the "whole of Syria" response, UNHCR is a co-lead of the protection, shelter and CCCM cluster responses. In 2021, UNHCR bolstered local area-based programming and multisectoral assistance, including core relief items and shelter support.

Under Pillar 4 (global IDP projects), expenditure of \$784.9 million increased by \$84.1 million or 12% compared to 2020 expenditure of \$700.7 million and accounted for 16% of total expenditure. These increases addressed increased internal displacement in Afghanistan, El Salvador, Ethiopia, Honduras and Mozambique. UNHCR scaled up protection services and delivered assistance, and proactively engaged with IDPs on durable solutions, including by facilitating voluntary return when feasible and advocating for alternatives when returns were not viable.

CHART 3 | 2021 vs 2020 EXPENDITURE BY REGION | USD millions



By region

In **West and Central Africa**, expenditure remained relatively stable at \$446 million, up by \$3.6 million or 0.8% from \$442.5 million in 2020. The main increases were in Cameroon, Chad and Côte d'Ivoire. In the Lake Chad Basin, more than 3 million IDPs and over 327,000 refugees were displaced, including across Cameroon, Chad, Niger and Nigeria. UNHCR also organized the repatriation of some 33,700 refugees, most notably to Côte d'Ivoire (22,500). Expenditure increases were offset by reductions in Niger due to the reprioritization of activities within the region.

In the **East and Horn of Africa and the Great Lakes**, home to 48% of the continent's people of concern, expenditure grew to \$990.3 million from \$863.3 million in 2020, an increase of \$127 million or 14.7%. Major increases were in Burundi, Ethiopia (related to the Tigray emergency), Sudan and Uganda.

Expenditure in **Southern Africa** amounted to \$211.3 million, an increase of 5.9% or \$11.8 million compared to expenditure of \$199.5 million in 2020. The main increases were in Mozambique, where the conflict in Cabo Delgado province has internally displaced 745,000 people; and the Republic of the Congo, where UNHCR supported a Government initiative during which 25,000 undocumented Congolese received a birth certificate.

Expenditure in the **Middle East and North Africa** amounted to \$1.286 billion, a decrease of \$66.7 million or 4.9% when compared to expenditure of \$1.353 billion in 2020. The main decreases were in Lebanon and Libya. In Lebanon, currency devaluation resulted in the operation being able to deliver assistance as planned, particularly when it came to cash grants which are disbursed in local currency.

In **Libya**, there was a reduction in IDPs from 278,000 in January to 179,000 at year end. Decreases were partially offset by expenditure increases in Egypt, Iraq, Jordan and Yemen. In Yemen, 287,000 people were newly displaced, taking the number of IDPs in the country to almost 4.3 million.

In **Asia and the Pacific**, expenditure stood at \$543 million, an increase of \$100.1 million or 22.6% compared to expenditure of \$442.9 million in 2020. This was mainly due to the Afghan situation with major increases in the operations for the Islamic Republics of Afghanistan, Iran and Pakistan; Kazakhstan and Tajikistan. Expenditure increases were partially offset by decreases in Bangladesh, where services in the refugee camps had been limited due to COVID-19 restriction measures and were only fully restored by the end of 2021.

Expenditure for **Europe** amounted to \$359.1 million, a decrease of \$150 million or 29.5% compared to expenditure of \$509.1 million in 2020. This was mainly due to the transfer of the integration and accommodation emergency programme to the Government of Greece, on 1 October 2021, completing a phased transition. UNHCR refocused its plans on core protection activities and support to the integration of recognized refugees, including ensuring quality access to territory and asylum.

Expenditure for **the Americas** amounted to \$415.4 million, an increase of \$94.5 million or 29.5% compared to expenditure of \$320.8 million in 2020. The increase was spread across the region, with most significant growth in Colombia, El Salvador, Guatemala and Mexico.

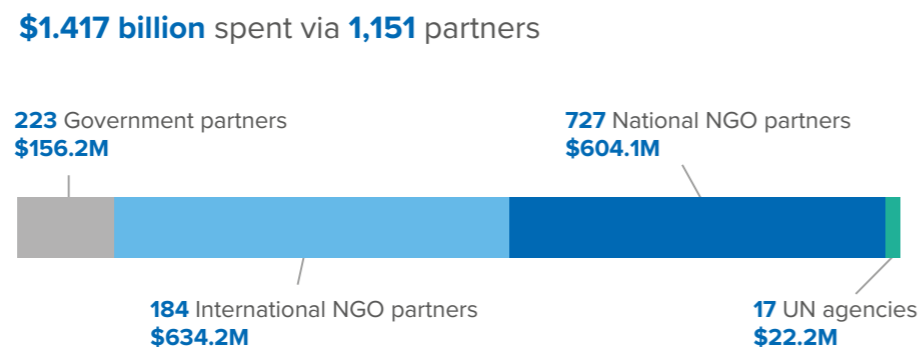
Mexico became the third-largest recipient of asylum claims in the world with more than 130,000 new asylum applications in 2021. In Colombia, more than 1.8 million applicants for Temporary Protection Status from the Bolivarian Republic of Venezuela were registered, as were 124,000 newly displaced Colombians. In El Salvador, Guatemala and Honduras, UNHCR supported a range of multisectoral services under the humanitarian response plans.

Global programmes and Headquarters

Global programme expenditures amounted to \$415.2 million, a decrease of \$71 million or 14.6% compared to expenditure of \$486.3 million in 2020. The decrease is attributable to some centrally managed expenditures now being accounted for under the relevant field operations; emergency stockpiles for COVID-19-related items no longer required in 2021; expenditure for Global Fleet Management being accounted for under a separate fund; and reductions in the need for certain items, such as refugee housing units under the Division of Resilience and Solutions and ICT equipment under the Division of Information Systems and Technology.

Headquarters expenditures amounted to \$243 million, an increase of \$31.6 million or 15% compared to expenditure of \$211.4 million in 2020. This is in part due to investments in the Business Transformation Programme, in ICT security and infrastructure, and rent and one-time refurbishment costs related to Global Service Centre premises in Budapest.

CHART 4 | EXPENDITURE VIA PARTNERS | 2021



Expenditure via partners

UNHCR worked with its 1,151 partners to support the implementation of simplified partnership arrangements introduced at the end of 2020 which gave partners greater flexibility than in previous years. The Office started to develop a Project Reporting Oversight and Monitoring Solution (PROMS), which will bring partnership management processes together in one place and is expected to be rolled out globally in 2023. UNHCR worked with other UN agencies to harmonize partnership practices, including a new framework for joint project audits of shared partners.

Final expenditure data showed UNHCR disbursed \$1.417 billion to its partners. The number of local and national responders receiving funding from UNHCR (including non-governmental and civil society organizations, as well as government partners) reached 950 or 83% of all partners, the highest figure to date. Some 25% of global UNHCR programme expenditure was implemented through local and national responders, meeting the Grand Bargain commitment of 25% for the third year in a row. UNHCR also piloted a new lighter grant agreement with organizations led by people of concern in 8 operations, to ensure that displaced and host communities are treated as equal and active partners.

TABLE 2 | REFUGEE RESPONSE PLANS | USD

Plan	Situation	Total inter-agency funding requested	Total inter-agency funding received	Funding gap (%)
Regional Refugee Response Plans	Afghanistan*	299,210,282	174,471,670	42%
	Burundi	222,592,189	74,588,191	66%
	DRC	585,115,119	128,860,445	78%
	Ethiopia**	155,667,565	85,312,679	45%
	South Sudan	1,211,784,147	241,993,661	80%
Regional Refugee and Resilience Plan	Syria	5,832,737,574	1,920,887,002	67%
Regional Refugee and Migrant Response Plan	Venezuela	1,439,234,410	605,312,814	58%
Joint Response Plan	Rohingya Crisis	943,123,350	678,570,060	28%
TOTAL (IN USD)		10,689,464,636	3,909,996,522	64%

Note: * the 2021 Afghanistan RRP covered the period August-December 2021
 ** the 2021 Ethiopia RRP covered the period November 2020-June 2021

Coordination in refugee situations

Regional Refugee Response Plans were issued for Afghanistan, Burundi, the Democratic Republic of the Congo, Ethiopia and South Sudan. Established mechanisms such as the 3RP for the Syria crisis (co-led with UNDP) and the Regional Refugee and Migrant Response Plan (RMRP) for refugees and migrants from the Bolivarian Republic of Venezuela (co-led with IOM) raised resources and ensured linkages between humanitarian action, resilience activities and development approaches. UNHCR and IOM co-led the joint response plan (JRP)

for the Rohingya humanitarian crisis in Bangladesh.

The RRP mobilized over 800 partners to help protect and assist some 15.5 million displaced people and supported 9 million people from host communities. Other types of support platforms looking at longer term Member State collaboration to foster solutions included MIRPS, the Comprehensive Regional Protection and Solutions Framework in Central America and Mexico, and the Support Platform for the Solutions Strategy for Afghan Refugees.

Global Strategic Priorities
 Humanitarian coordination
 See p. 16 for GSP result



TABLE 3 | 2021 EXPENDITURE BY SOURCE OF FUNDING USD thousands

	SOURCE OF FUNDING									TOTAL
	Carry-over from prior years		Voluntary cash contributions			Voluntary in-kind contributions	Indirect support costs	United Nations Regular Budget	Other income ²	
	Earmarked	Unearmarked	Earmarked	Softly earmarked ¹	Unearmarked					
FIELD OPERATIONS										
East and Horn of Africa and the Great Lakes	53,794	105,972	584,753	104,247	63,567	47,114	7,464		23,427	990,339
Southern Africa	3,905	29,125	74,930	43,224	43,812	1,458	10,872		3,953	211,279
West and Central Africa	10,479	74,886	206,686	79,009	27,124	31,492	7,219		9,121	446,016
Americas	50,209	11,697	232,438	68,566	42,762	3,355			6,350	415,377
Asia and the Pacific	14,687		304,658	145,156	51,671	7,820			19,039	543,030
Europe	12,276		227,298	29,851	66,828	3,025	7,491		12,340	359,108
Middle East and North Africa	76,254	16,780	841,573	254,457	41,036	16,883			39,208	1,286,190
TOTAL FIELD OPERATIONS	221,605	238,460	2,472,336	724,509	336,799	111,146	33,046	-	113,438	4,251,339
Global programmes	10,825		52,060	49,632	270,264	13,453			18,974	415,207
Headquarters			1,239			15,380	180,605	43,132	2,686	243,041
Operational Reserve and NAM Reserve										-
Junior Professional Officers Fund	8,388									8,388
TOTAL	240,817	238,460	2,525,635	774,141	607,063	139,979	213,651	43,132	135,098	4,917,975
% of total expenditure	5%	5%	51%	16%	12%	3%	4%	1%	3%	100%

Notes:
¹ Includes contributions earmarked at the regional, subregional, situation or thematic level.
² Includes miscellaneous income, prior year adjustments, cancellations and other internal transfers.

Table 3 displays how UNHCR used its various sources of income to cover its \$4.918 billion expenditure. 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 implement fully. No unearmarked funding was used for Headquarters.

Global Strategic Priorities
Mobilization of support
See p. 17 for GSP result



UNHCR funded \$213.7 million of expenditure from indirect support costs, \$180.6 million at Headquarters and \$33 million in the regions.

Earmarked voluntary contributions funded 51% of UNHCR operations, softly earmarked funded 16%, and unearmarked voluntary contributions funded 12%. The largest expenditures funded from earmarked voluntary contributions were in the Middle East and North Africa, followed by the East and Horn of Africa and the Great Lakes, and Asia and the Pacific, at 33%, 23% and 12% respectively.

Accounts were recorded in full compliance with IPSAS. UNHCR finished the closure of the 2020 accounts, supporting the audit, and ultimately obtained an unqualified opinion on its financial statements. The fieldwork for the 2021 audit was supported with results expected in 2022.

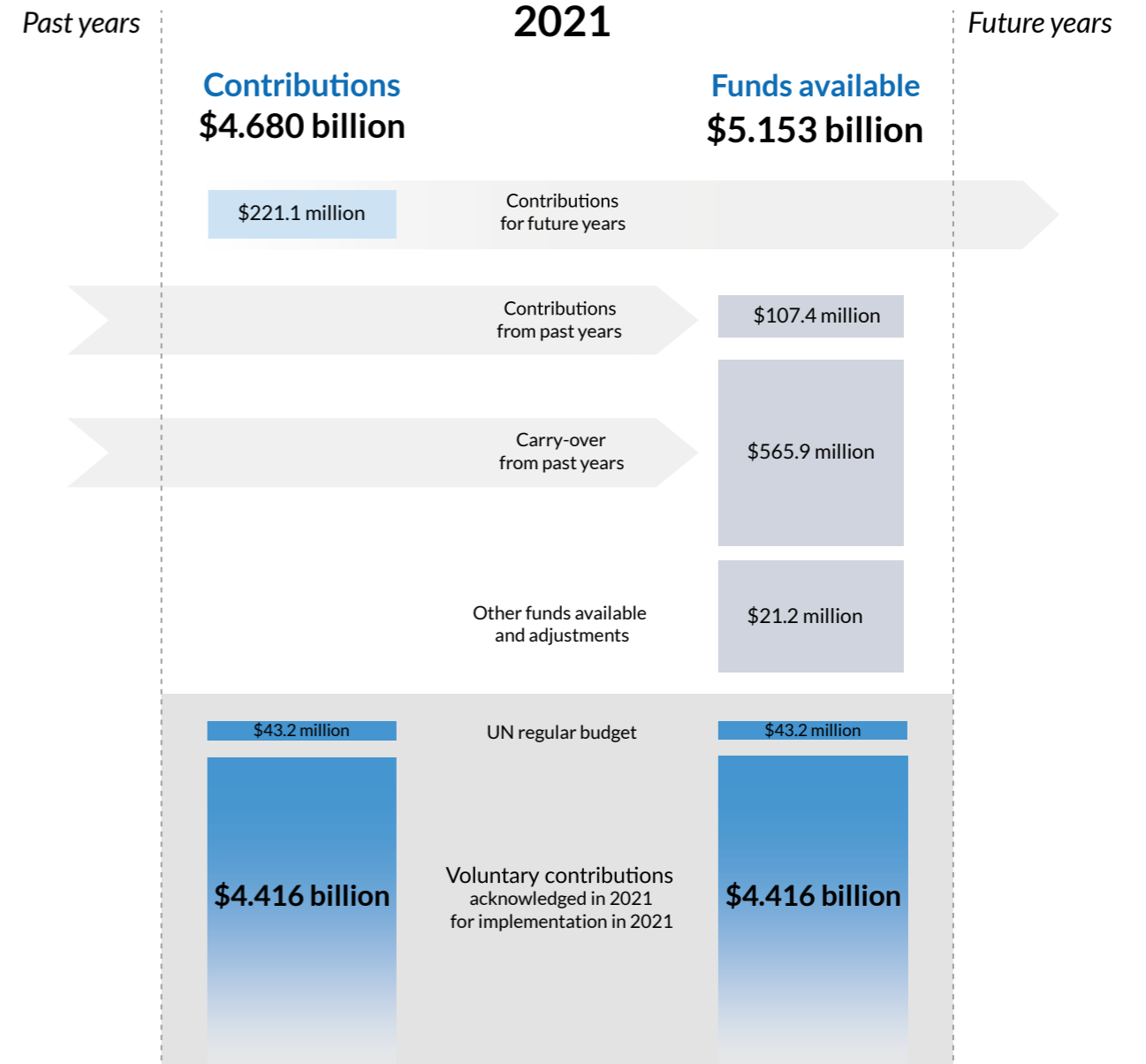
UNHCR delivered cash assistance of \$668 million, with full adoption of financial procedures and control frameworks embedded in the system. Oversight and expertise in financial and risk management were provided throughout to ensure compliance of financial policies and procedures. Operations implementing cash assistance were supported by further guidance on financial risk management and provision of due diligence and risk assessment during procurement of financial service providers. More operations deployed UNHCR cash assistance management system and corporate biometric verification tools, resulting in the reduction of manual processes, increased automation and enhanced end-to-end traceability of individual payment records. UNHCR has also made solid progress towards creating a central banking connectivity platform to enhance access to global financial ecosystems, providing transfer modalities directly to people of concern effectively, securely and in an inclusive manner.

Global Strategic Priorities
Financial Accountability and Oversight
See p. 15 for GSP result



Throughout the year, UNHCR's programmes were carried out in an environment of sound financial accountability and oversight. The year included significant crisis in banking infrastructure in Afghanistan and Ethiopia which required innovative and creative solutions to providing financial support in the field. For the future, UNHCR is in the process of implementing new financial enterprise resource planning, and significant efforts were spent in 2021 understanding the selected tools in order to plan the areas of financial management and internal controls that could be strengthened leveraging the new tools.

CHART 5 | CONTRIBUTIONS AND FUNDS AVAILABLE | 2021



The Big Heart Foundation provides relief and sustainable support to refugee children and their families

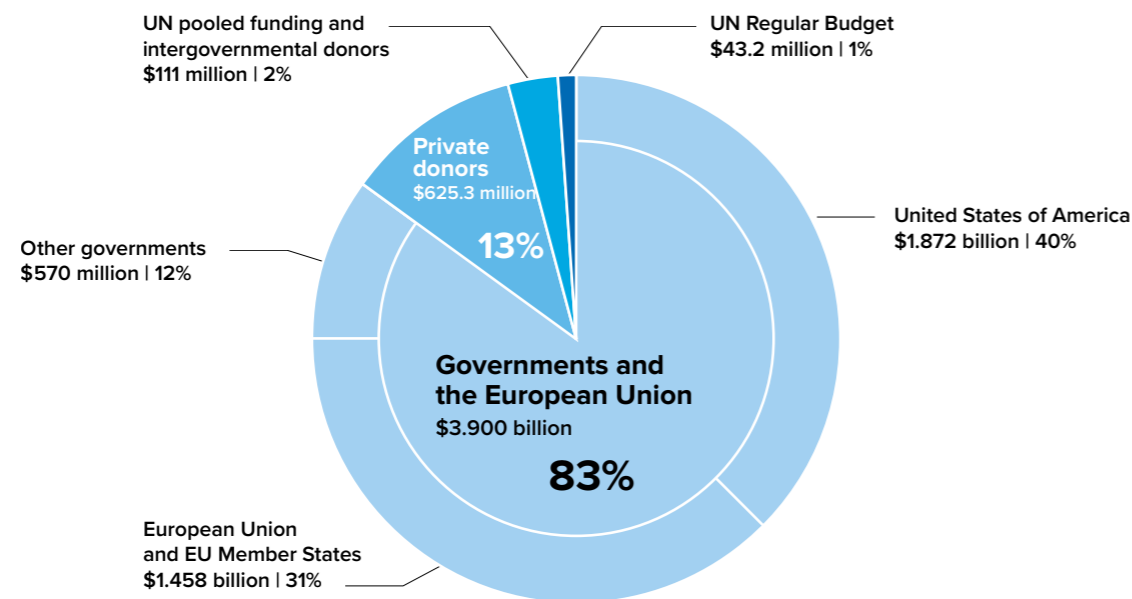
Since 2012, Her Highness Sheikha Jawaher Al Qasimi has been supporting UNHCR both on a personal level and through [The Big Heart Foundation](#). The combined contributions have benefited 1 million refugees and internally displaced persons in over 15 countries with a total financial support totalling around \$26 million. Her Highness received the title of UNHCR's Eminent Advocate in 2013 as an acknowledgement of her commitment to humanitarian values.

INCOME

UNHCR raised \$4.680 billion in contributions in 2021, including funds to support activities beyond 2021 and the assessed contribution of the UN Regular Budget of \$43.2 million. UNHCR's available resources totalled \$5.153 billion when carry-over, contributions from past years, and other funds available and adjustments are considered. This is a slight decrease from the \$5.404 billion available in 2020. In 2020, funds available reached 59% of global budget requirements; in 2021, this dropped to 56%.

In 2021 UNHCR counted 71 governments, the European Union, and three other intergovernmental donors among its public sector supporters.

CHART 6 | SOURCES OF INCOME | 2021

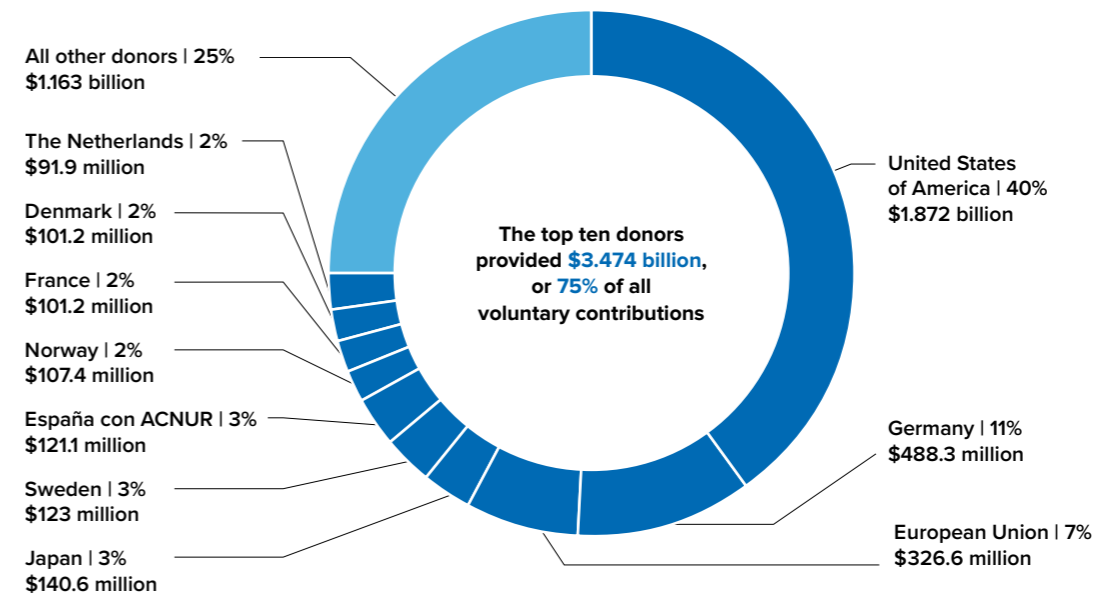


UNHCR's top donors were the United States of America (\$1.872 billion), Germany (\$488 million), and the European Union (\$327 million). Several public sector donors significantly increased their contributions in 2021; France more than doubled its giving in 2021, providing \$101 million, up 128% from 2020. Italy's contribution increased by 83% in 2021, to \$68.8 million. Austria provided \$29.8 million, an increase of 196% from 2020. Other notable increases included a 57% increase from Luxembourg (to \$13.6 million), a 202% increase from China (to \$5.3 million), and increases above 100% from Romania, Slovakia and Slovenia.

Overall contributions from public sector donors declined slightly in 2021, decreasing from \$4.199 billion in 2020 to \$4.011 billion. The sharpest declines were from the European Union (which contributed \$195 million less in 2021, a decrease of 37%), the United Kingdom (which dropped 46% from \$134.7 million to \$72.9 million), the United States (which contributed \$101 million less in 2021 while remaining UNHCR's top donor) and CERF,

which returned to prior giving levels after an increase in 2020. UNHCR received 10.5% of CERF's overall allocations in 2021, down from 12.6% in 2020. Other declines were noted from Gulf donors. These included Kuwait, which contributed \$43 million in 2018 and \$20 million in 2019, but which contributed less than \$4 million in each of 2020 and 2021; and Saudi Arabia, which contributed \$24 million, a 21.7% decrease from 2020.

CHART 7 | CONTRIBUTIONS FROM THE TOP TEN DONORS | 2021



Income from top donors

Together, the top 10 contributors to UNHCR provided 75% of all new contributions. This represents a 5 percentage point decrease since 2020. The decrease in support from top 10 donors in 2021 (\$254 million) poses challenges such as how to reverse decreases from top donors, but also positives such as a move toward diversification of UNHCR's donor base in keeping with Global Compact on Refugees

commitments for greater burden-sharing among donor countries.

The pool of public sector donors who contribute above \$20 million to UNHCR (the "\$20 Million Club") increased to 22 members with the arrival of Austria, which contributed \$29.8 million, a 196% increase from 2020. In total, this group of donors provided \$3.840 billion or 83% of voluntary contributions in 2021.

Quality of income

Early and flexible contributions smooth the delivery of life-saving assistance and protection to millions of people. While tightly earmarked and delayed contributions are also valuable – comprising a large

proportion of funds administered by UNHCR – such contributions introduce additional layers of administrative burden and cost.

Unearmarked funding	Softly earmarked funding	Earmarked funding	Tightly earmarked funding	Multi-year funding
Contributed without restrictions on its use. It provides UNHCR with vital flexibility in determining how best to protect and assist people of concern who are in the greatest need or at the greatest risk.	Allows UNHCR to allocate resources across a range of countries and activities in a given region or situation, or a specific Pillar, theme or activity in accordance with identified priorities.	Contributions for a specific country without any further limitations. Also includes contributions for the response to an emergency situation within a specified country.	Contributions that are earmarked for a specific project or sector within a country or division. Also includes in-kind contributions and Junior Professional Officers.	Pledged for 24 months or more. Whilst not all multi-year funding is flexible, the value of this type of contribution is its predictability, allowing UNHCR to apportion resources where they are needed most at the beginning of the year.

CHART 8 | QUALITY OF INCOME AMONG TOP DONORS | 2021

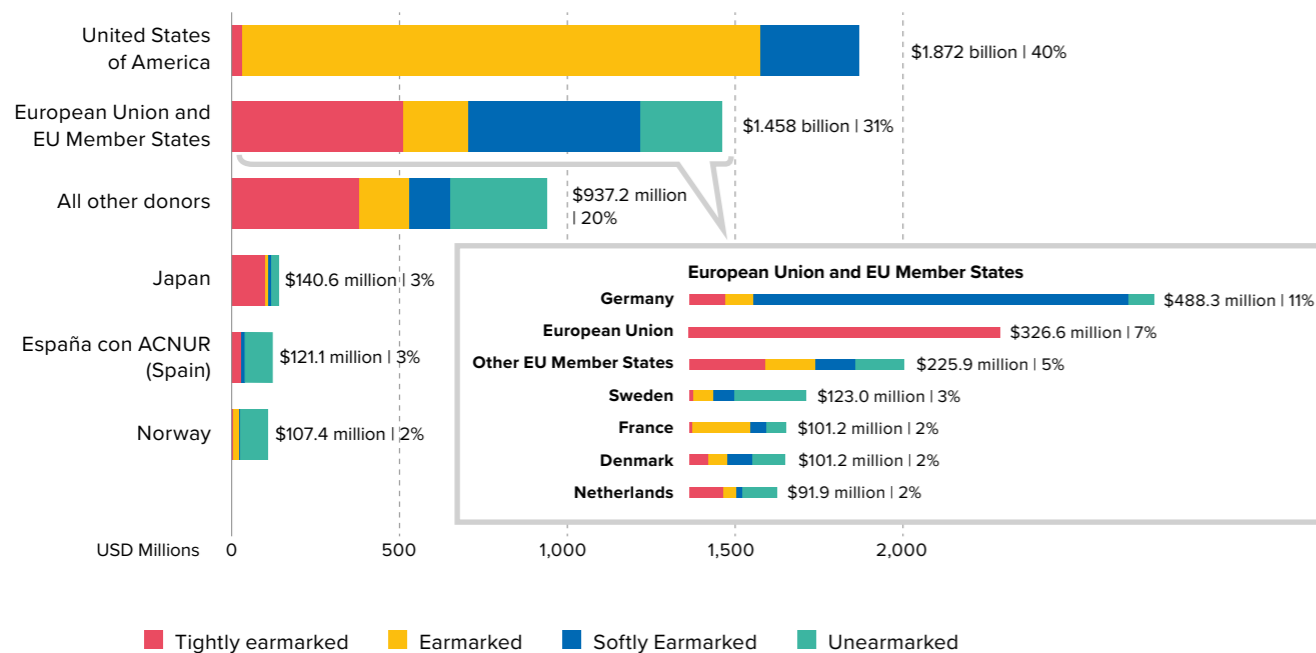
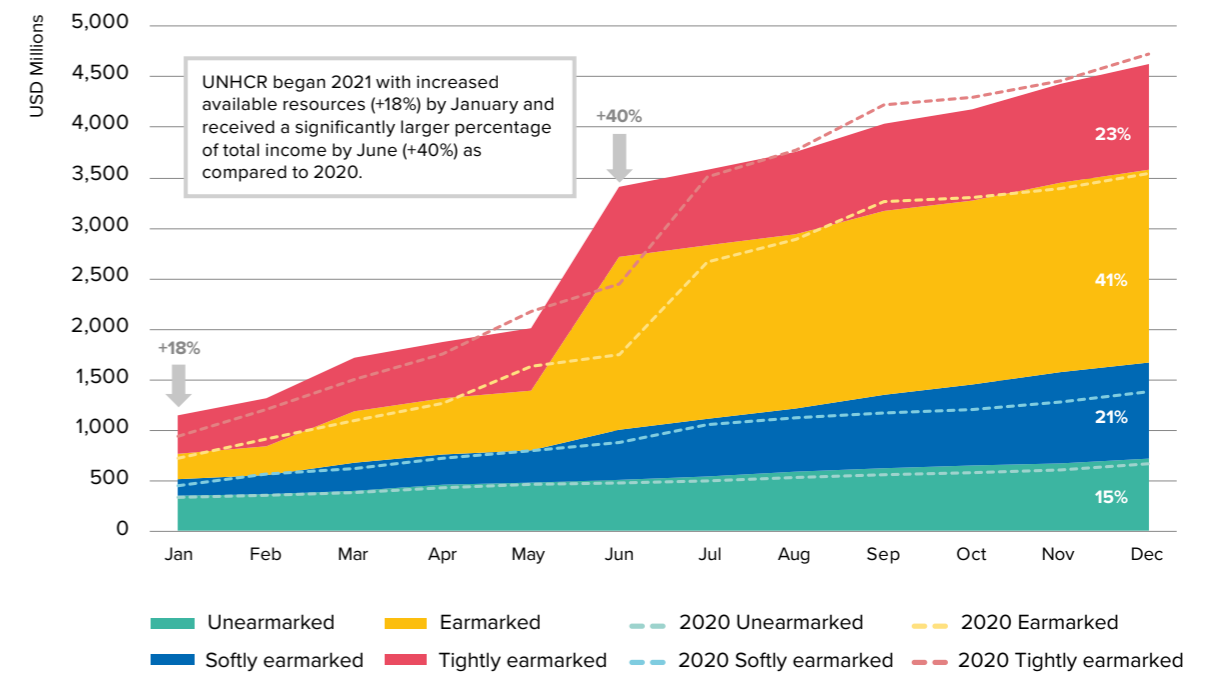


CHART 9 | TIMING OF PLEDGES IN 2021 VERSUS 2020



Donors responded strongly to UNHCR's 2021 Global Appeal at the end of 2020, resulting in contributions totalling \$1.140 billion as of 1 January 2021, an increase of 18% over contributions received at the start of 2020. A stronger financial position at the beginning of the year meant that operations were able to start or continue implementing activities that otherwise may have faced delays or interruptions pending receipt of donor funds.

Without flexible support, variable levels of donor interest would determine the scale of humanitarian response provided to certain populations or emergencies, a scenario which could undermine core humanitarian principles of humanity, neutrality, impartiality and independence. Thanks to the generous flexible support of many donors, UNHCR was able to direct resources to situations of highest need and to minimize inequities in provision of life-saving aid.

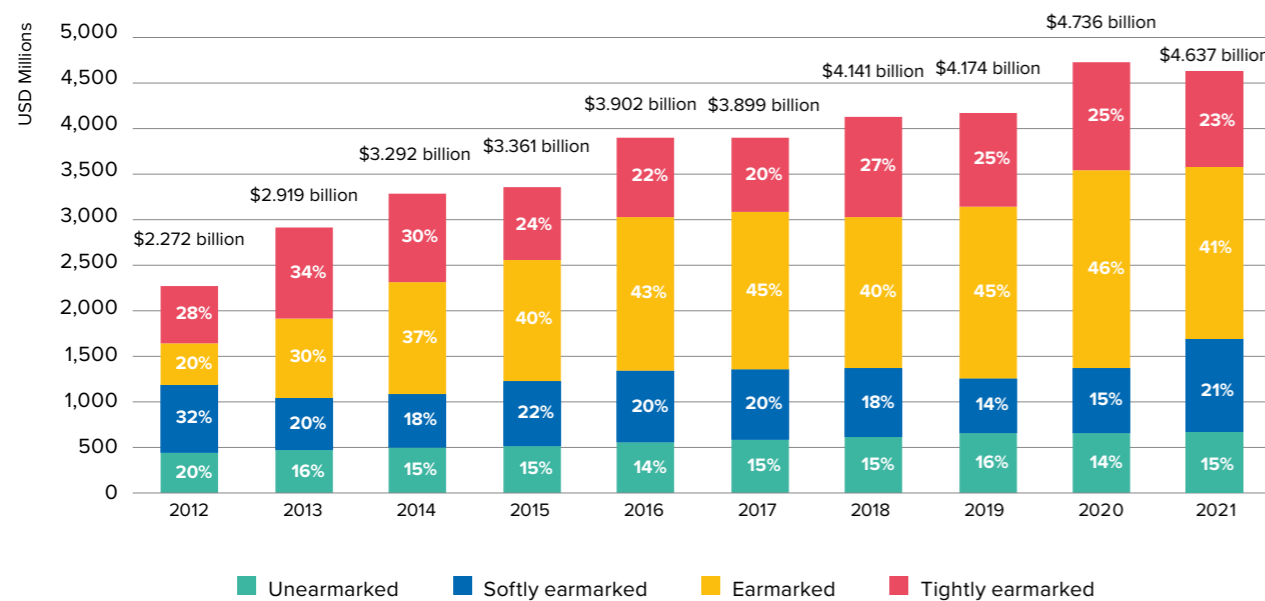
SPOTLIGHT: Ms. Susanne Fries-Gaier, Director for Humanitarian Assistance at Germany's Federal Foreign Office, on the commitment to softly earmarked funding

"Humanitarian needs are at an all-time high, and there is an increasing gap between needs and available funding. Therefore, it is indispensable to render the humanitarian system more efficient, and enable it to react swiftly. This is why Germany has undertaken significant efforts at the national level as well as in international fora to increase flexible, multi-year, and anticipatory funding. UNHCR is a close partner in this regard, whom we aim to provide with the necessary flexibility to adapt to rapidly evolving crises like Afghanistan or the COVID-19 pandemic. Moreover, a regional approach also enables a swift reprogramming of funds to neighbouring countries when needed. We encourage other donors and partners to also step up their quality funding and to shape the humanitarian system in accordance with the Grand Bargain."

From 2012-2020, the proportion of flexible funds – those which are unearmarked or softly earmarked – decreased from over half to below one third (52% in 2012; 29%

in 2020). 2021 witnessed a reversal in the trend toward decreased flexibility of donor contributions, a welcome development with a total of 36% of flexible funding.

CHART 10 | LEVELS OF EARMARKING | 2012-2021



To counteract the longer-term trend of increasingly restricted funds, UNHCR is amplifying its efforts to communicate the Office's global impact and funding requirements in key thematic areas. UNHCR's work in education, gender equality and gender-based violence, and climate action were profiled in the 2022 [Global Appeal](#) and will be the focus of intensified fundraising for flexible support.

Multi-year funding available to UNHCR in 2021 totalled \$575.1 million. Furthermore, UNHCR signed 62 multi-year agreements with a total value of over \$1.2 billion with 45 different donors in 2021 which will underpin the work of UNHCR through 2022 and beyond; Sweden and Denmark are the largest contributors in both absolute terms and also in the total amount of multi-year, unearmarked resources.

Multi-year funding

Multi-year funding supports UNHCR and its partners by expanding the planning horizon and mitigating the negative impact of income fluctuations throughout the year. Having a reliable future funding base ensures continuity of supply chains, staffing capabilities in the field, and core operations.

Although the agreements and amounts are welcome, the total amount of multi-year funding is not sufficient to allow UNHCR to fully cascade this to partners while maintaining its own flexibility and start-up costs for any given year.

CHART 11 | TOP TEN DONORS OF MULTI-YEAR CONTRIBUTIONS | USD millions

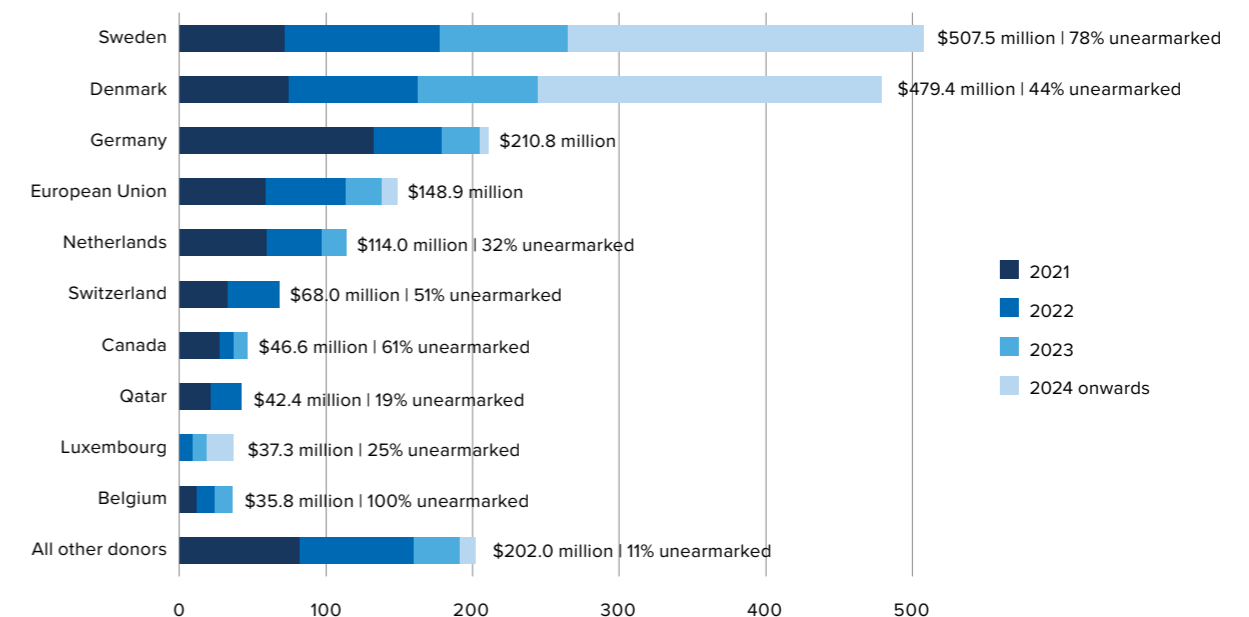


TABLE 4 | FLEXIBLE FUNDING IN 2021 | USD

DONOR	UNEARMARKED*	SOFTLY EARMARKED*	TOTAL FLEXIBLE
Germany	25,985,663	394,822,841	420,808,504
United States of America		295,282,472	295,282,472
Sweden	75,390,687	21,890,429	97,281,116
España con ACNUR (Spain)	83,842,404	8,642,814	92,485,219
Norway	79,990,589	6,097,054	86,087,643
Denmark	34,604,624	26,161,769	60,766,393
Private donors in the Republic of Korea	42,427,640	5,940,554	48,368,193
Japan for UNHCR	43,614,452	1,983,048	45,597,500
Netherlands	36,105,033	6,411,225	42,516,258
United Kingdom of Great Britain and Northern Ireland	40,424,803	13,755	40,438,559
France	20,152,026	17,355,137	37,507,164
UNO-Flüchtlingshilfe (Germany)		30,929,149	30,929,149
Japan	23,408,080	7,233,696	30,641,775
USA for UNHCR	17,491,866	10,244,019	27,735,884
Private donors in Italy	22,496,377	2,849,580	25,345,957
Sweden for UNHCR	21,714,217	2,393,504	24,107,721
Canada	9,431,138	13,862,883	23,294,021
Finland	8,363,202	14,199,684	22,562,885
Australia for UNHCR		21,331,240	21,331,240
Switzerland	16,376,663	511,771	16,888,434
All other donors	114,929,862	62,447,083	177,376,945
TOTAL	716,749,325	950,603,706	1,667,353,031

Flexible funding represented 36% of voluntary contributions in 2021 and was 21% higher than in 2020.

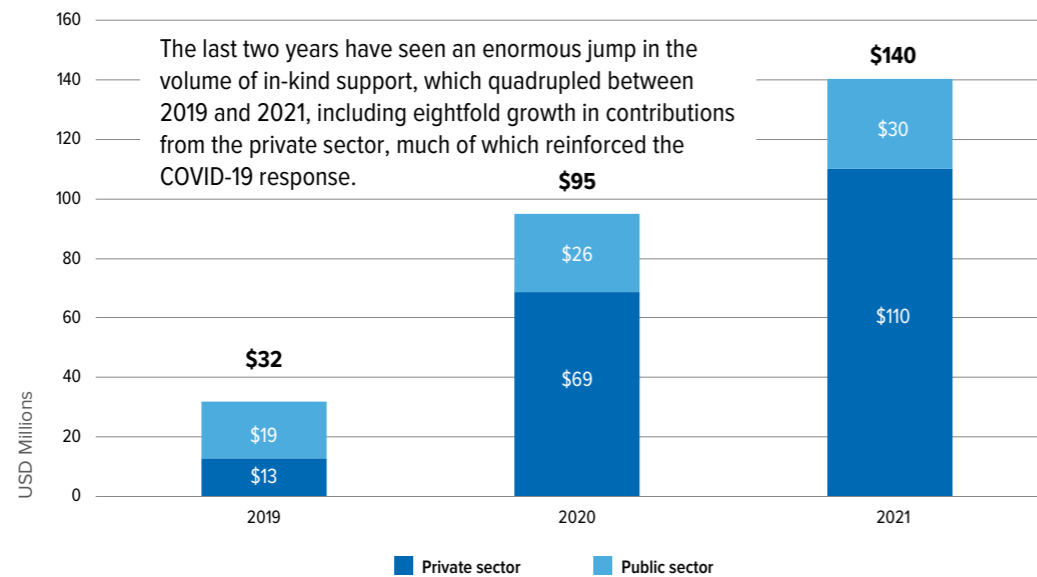
*Colour bars show the portion of unearmarked and softly earmarked funds from each donor against the total.

In-kind income

In-kind contributions supported premises for UNHCR offices, provision of standby partners, and materials for people of concern. The value of in-kind support has more than quadrupled in the last two years, growing from \$32 million in 2019 to over

\$140 million in 2021. Most of this increase was from private sector donations, including major clothing donations and large quantities of hygiene products and medical PPE for the COVID-19 response.

CHART 12 | GROWTH IN IN-KIND CONTRIBUTIONS | 2019-2021



H&M and INDITEX stepping up with in-kind support

One of the world's largest fashion retailers, [H&M Group](#), entered into a long-term partnership agreement with Sweden for UNHCR, donating new clothing worth nearly \$13.5 million to displaced families in Iraq. The contribution was one of the major donations of its kind to UNHCR's Iraq operation in 2021, helping more than 250,000 children, women and men keep warm during the winter.

Thanks to a generous contribution from [INDITEX](#), the world largest fashion retailer, more than 2 million pieces of new clothing and other items were donated and distributed to refugees and IDPs in countries including Burkina Faso and Uganda. This has enabled thousands of women, men and children to use the money previously set aside for clothing to meet other needs, such as food and education. This in-kind gift, brokered by UNHCR's National Partner España con ACNUR and valued at nearly \$23.7 million, is part of a long-term partnership that ensures the sustainability of a clothing donation programme to UNHCR.

Innovative funding

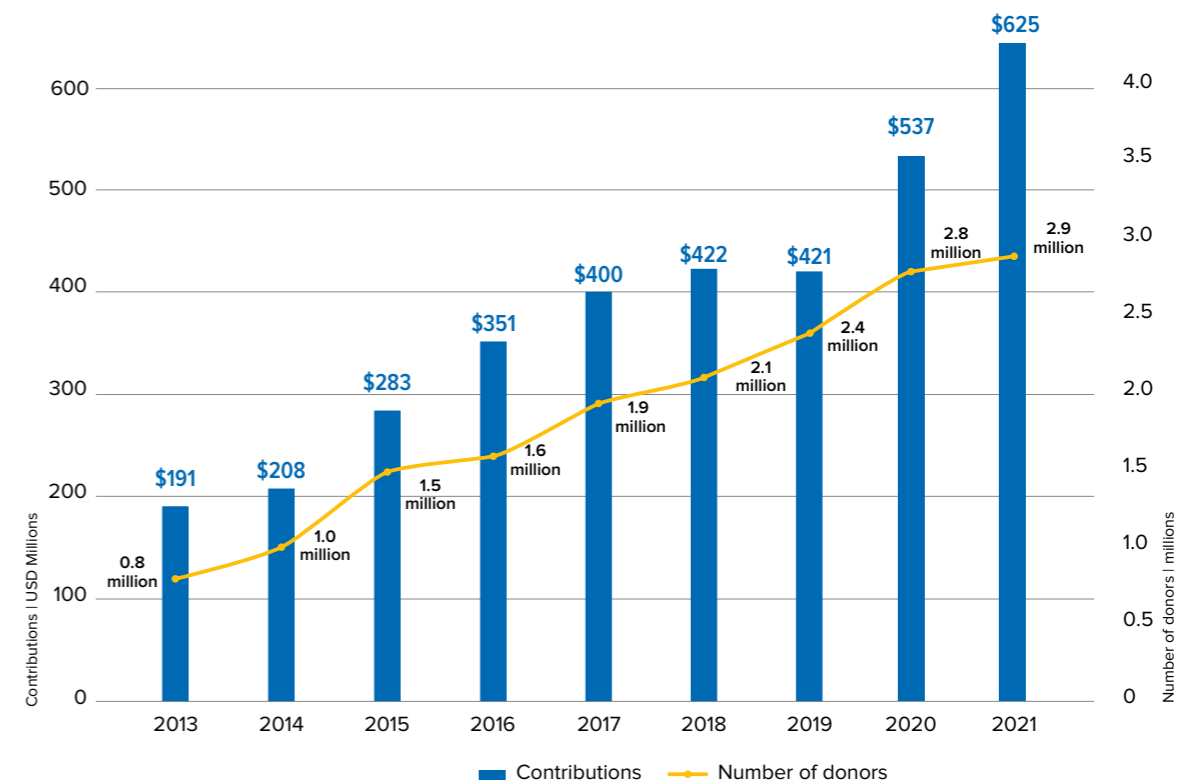
Innovative financing at UNHCR refers to financial arrangements to support UNHCR's mission that involve other modalities beyond traditional pure grant funding and helps bring in a wider range of stakeholders, in line with the Global Compact on Refugees. Since starting innovative financing work two years ago, UNHCR has made strong progress. Highlights include:

- Launching the [Refugee Environmental Protection Fund](#), an innovative mechanism that empowers refugees to be part of the

global climate solution and becomes increasingly financially sustainable over time using carbon financing.

- Launching the [Green Financing Facility](#), a guarantee-based mechanism to transition UNHCR's deep-field offices to renewable energy. The first round of procurement to transition three remote offices in East Africa garnered strong interest from the private sector, and planning for additional procurement rounds is already underway.

CHART 13 | PRIVATE SECTOR CONTRIBUTIONS AND DONOR NUMBERS | 2013-2021



Raising funds from the private sector

Building on 2020's exceptional gains, there was continued strong support from private donors in 2021. UNHCR and its National Partners generated \$625.3 million of income: \$377.2 million from individual donors and \$248.1 million from companies,

foundations and philanthropists. This represented growth of 16% year-on-year, far exceeding 2021's fundraising target of \$510 million, and accounted for 13% of overall funding. Over \$281 million was unearmarked funding.

After a challenging year in 2019, when growth in private sector income slowed for UNHCR and many peer organizations, 2020 and 2021 saw a return to double-digit annual growth, with UNHCR private sector funding rising by \$204 million in that period. This was a result of a generous response from civil society across the world to the uncertainties arising from COVID-19, and the agility of UNHCR's private sector fundraising teams which adapted quickly to the new conditions and engaged supporters with compelling narratives about the impact on forcibly displaced and stateless people.

Emergency appeals remained a crucial driver of private donor fundraising for UNHCR's response to protracted and escalating crises in Afghanistan, Bangladesh, the Democratic Republic of the Congo, Ethiopia, Myanmar, South Sudan, the Syrian Arab Republic and Yemen, among others. Emergency appeals brought in more than \$267 million, some 43% of UNHCR's total private donor income.

Key fundraising campaigns such as the annual Winter Campaign and the launch of [Aiming Higher](#) to support tertiary education also brought positive results.



Global campaigns raised over \$27.8 million in 2021

UNHCR launched [Aiming Higher](#) in 2021, a new campaign to raise funds for the Refugee Scholarship Programme, and one which contributes to UNHCR's objective to boost refugee enrolment in higher education from 3% to 15% by 2030. In 2021, the campaign raised \$7.5 million to cover four-year scholarships for 488 refugee scholars.

The **Winter Campaign**, which ended in March 2021, raised \$17.5 million for UNHCR's winterization efforts. The **Ramadan Campaign** was launched globally for the third year, raising \$2.6 million from countries outside the Middle East and North Africa region – growth of 271% since 2019. Some 46% of global Ramadan donations went to [UNHCR's Refugee Zakat Fund](#), a sharia-compliant distributor of Zakat donations. The innovative [Connecting Worlds app](#) was successfully redeveloped in 2021 to move the app from pilot phase to a more robust tool to raise funds for cash assistance. In late 2021, two markets launched the campaign which, by year's end, had raised over \$250,000, supporting 115 families for a full year.

The strategic push to diversify the channels used to acquire new supporters meant UNHCR had options available when the pandemic led to restrictions on face-to-face fundraising, UNHCR's primary source of new individual donors. Despite the adverse impact of COVID-19, this channel has proved robust and is returning to strength, growing the number of UNHCR donors to almost 2.9 million through this challenging period.

The growth in support from corporations, foundations and private philanthropists in 2020 extended into 2021 and resulted in a rise in income of 25% in 2021, generating \$248.1 million. In 2021, UNHCR received the largest-in kind donations to date from GAP Inc. (\$34.3 million), INDITEX (\$23.7 million) and H&M (\$13.5 million).

Through his foundation, H.E Sheikh Thani Bin Abdullah Bin Thani Al-Thani contributed \$18.7 million to operations in Yemen, Lebanon, Bangladesh, Pakistan and Chad, making him the largest individual donor to UNHCR for a further year. Other major cash contributions came from the LEGO Foundation (\$4.8 million) and Mr. Tadashi Yanai (\$4 million).

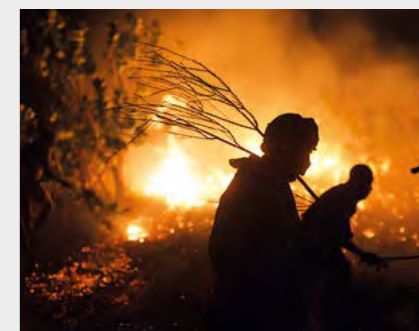
The level of income was the result of wide collaboration across the organization, supported by a long-term strategy to engage with the private sector to raise flexible funding for UNHCR to respond wherever it is most needed.



Private donors played a vital role in emergencies, donating over \$267 million in 2021

UNHCR declared 40 new emergencies in 29 countries. These included some countries, such as the Democratic Republic of the Congo (DRC), having two or three new emergencies in the same year. The DRC was affected by both a new influx of refugees from the Central African Republic in January and by a devastating volcanic eruption in Goma in May. Generous and timely emergency contributions from private donors – including over \$90 million from individuals and some \$177 million from private sector partners

– supported new and ongoing crises such as the one in the DRC, as well those in Afghanistan, the fire and monsoon in Bangladesh, the Central African Republic, the Far North region of Cameroon, northern Ethiopia, the Haiti earthquake, Mozambique, Myanmar, the Sahel, the Syrian Arab Republic, the Venezuela situation and Yemen. Private donors also contributed to UNHCR's COVID-19 response, as well as to the climate crisis, which is already disproportionately affecting people forced to flee in many countries.



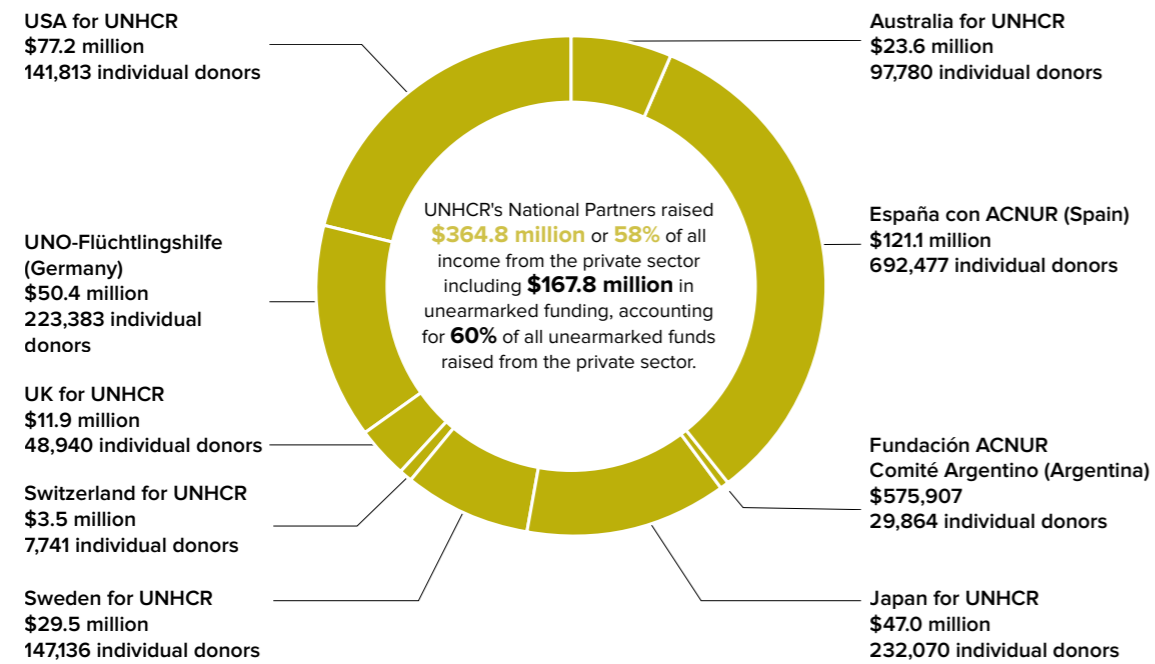
Income from national partners

UNHCR maintained positive, strategic relations with its nine National Partners. In 2021, their contribution accounted for 58% of private sector income, with España con ACNUR again the largest contributor with \$121.1 million, of which over \$83.8 million was unearmarked. In addition to their financial contributions (particularly the high level of unearmarked funding), UNHCR's nine National Partners played a vital role as a bridge between the public and UNHCR and helped encourage a whole-of-society response, especially in times of crises. An example of this was [USA for UNHCR's grassroots campaign for COVID-19 vaccine equity](#) for vulnerable populations. National Partners worked to encourage inclusive and welcoming communities. This took many forms, from supporting employment and mentoring initiatives to promoting community support. In Germany, besides

[UNO-Flüchtlingshilfe](#)'s contribution to UNHCR, more than 80 projects for refugees were supported with \$2.4 million. Another key area of work was engaging with the media to build a positive narrative around refugees and counter misinformation and stereotyping. Research by IPSOS on attitudes towards refugees found that in the two years since the launch of [UNHCR's National Partner in Argentina](#), the confidence of Argentines in refugees successfully integrating in the country reached 60%, making Argentina one of the most open places for the forcibly displaced.

[Australia for UNHCR](#) | 2021 was a year of unsurpassed generosity from Australia's donors, with around one third of funds raised for Afghanistan. Celebrated [Australian artist Ben Quilty](#) helped to drive the Afghanistan campaign, which drew support from philanthropists as well as corporate partners including Canva and Deloitte.

CHART 14 | INCOME FROM NATIONAL PARTNERS | 2021



Sports fans supported “Batting for Afghanistan” by purchasing virtual cricket bats and bidding on auction items. Australia for UNHCR also established a partnership with Islamic Relief Australia to increase support for refugees from the Muslim community, launched the SBS-sponsored Les Murray Award to recognize the contributions of refugees settled in Australia, and hosted its annual World Refugee Day function to raise funds for the COVID-19 response. [The Leading Women Fund](#) grew 40%, with members piloting the Connecting Worlds app to communicate with the Syrian refugee women they support.

España con ACNUR (Spain) | In addition to its continued fundraising success based on its integrated strategy using momentum around COP26, the organization launched a new advocacy campaign through a petition calling on governments for real policies to combat [climate change](#), which allowed España con ACNUR to reach new committed giving donors. España con ACNUR adapted its donor acquisition strategy to the realities of the COVID-19 pandemic while nurturing existing key

private philanthropic accounts and cultivating new ones.

Fundación ACNUR Comité Argentino (Argentina) | Integrated campaigns throughout the year enabled strong fundraising and communication efforts including through a winter appeal, a gender campaign (Opportunities without Borders), the World Refugee Day “Inadmissible” theme, the Ponchos Azules initiative around COP26, a nationally-televised concert with refugees, as well as rapidly launching appeals for emergencies such as Ethiopia. The organization also began digital fundraising efforts in Uruguay and in collaboration with UNHCR Argentina piloted GROW, an innovative community sponsorship programme that will see donors helping refugees arriving in Argentina in 2022.

Japan for UNHCR | Highlights of support included a strong financial and media response to the Afghanistan emergency, which also paved the way for the organization to launch a Women+Beyond campaign to support Afghan women and girls.

A solid expansion in bequests continued thanks to the more senior population in Japan responding to calls to support people forced to flee. The Sports for Refugees campaign in collaboration with World Refugee Day events engaged Japanese audiences in light of the Tokyo 2020 Games. Collaboration with companies was developed with Toyota Tsusho Corporation’s in-kind contribution being a first of its kind.

Sweden for UNHCR | Growth came from individual giving, which has almost doubled since 2019, and from corporate partners, foundations and philanthropists. This included strategic partnerships with H&M Group with a historical level of in-kind donations; Solvatten with in-kind support to Uganda; the Swedish Postcode Lottery’s unearmarked funding; and a partnership with Dreamfund. UNHCR’s 70-year anniversary was communicated through a [podcast series](#) with well-known Swedes telling their stories of displacement, leading to an increase of brand awareness and in turn promoting income growth.

Switzerland for UNHCR | 2021 was its first fully operational year after its creation in 2020. Four direct mail campaigns were launched while digital infrastructure was being set up. Strategic partnerships with foundations, companies and philanthropists were developed, and public engagement events were also organized, such as with [Servette FC](#) and the Latour Geneva Triathlon. 2021 also saw fundraising innovation with the launch of UNHCR’s first-ever [non-fungible token](#).

UK for UNHCR | Activities in its second year included launching a multi-channel individual giving programme and building new corporate, trust and foundation partnerships. There was support for Afghanistan, Ethiopia and Yemen, as well as the Winter Campaign and Aiming Higher to help more refugees access tertiary education.

To mark UNHCR’s 70th anniversary, UK for UNHCR led a national campaign to create the Refugee Dictionary, capturing the stories of survival made possible by the Refugee Convention, and which was presented to the British Library as a record of national solidarity.

UNO-Flüchtlingshilfe (Germany) | The World Refugee Day campaign was supported by Spotify Germany as well as well-known actors and artists. With the new podcast “[Beweggründe](#)” (Motives), the gaming campaign “[Flucht ist kein Spiel](#)” (“Flight is not a game”), charity livestreams, and cooperation with the Börsenverein des Deutschen Buchhandels (German Publishers and Booksellers Association), the organization expanded to reach new audiences. In September, the Berliner Philharmoniker and its principal conductor, Kirill Petrenko, became UNO-Flüchtlingshilfe ambassadors. The partnership with Volkswagen Group also moved from strength to strength: the group funded 70 scholarships for the DAFI programme to mark UNHCR’s 70th anniversary and provided vehicles to support World Refugee Day and face-to-face fundraising.

USA for UNHCR | In response to the Afghanistan crisis, USA for UNHCR generated more than \$8 million, including financial resources from more than 25 new, existing and lapsed private sector partners such as the Coca-Cola Foundation, Facebook, Baker McKenzie and Google. Islamic philanthropy efforts continued to mature thanks in part to new partnerships with IFANCA and Fair Fintech and the launch of an Islamic Philanthropy Council. Throughout the year, the organization lifted the voices of refugees in the United States – highlighted through the Refugee Youth Storyteller Celebration – bringing Americans together to advocate for and support refugees. USA for UNHCR was named a Great Place to Work for the second year in a row.

TABLE 5 | TOTAL CONTRIBUTIONS | 2021

DONOR	GOVERNMENT	PRIVATE DONORS	INTERGOVERNMENTAL BODIES	UN FUNDS	TOTAL
United States of America	1,872,206,682	83,356,296			1,955,562,978
Germany	488,348,148	39,902,226			528,250,374
European Union			326,645,601		326,645,601
Japan	140,577,508	61,375,124			201,952,632
Sweden	122,980,123	40,126,274			163,106,397
Spain ¹	26,201,083	121,128,104			147,329,187
Norway	107,423,101	4,198,483			111,621,584
Denmark	101,160,855	9,251,133			110,411,988
Netherlands (the)	91,917,024	15,784,481			107,701,505
France	101,200,082	5,232,571			106,432,653
Canada	80,420,845	17,277,904			97,698,749
Italy	68,791,489	28,656,143			97,447,632
United Kingdom of Great Britain and Northern Ireland	72,907,401	23,430,374			96,337,775
Republic of Korea	27,023,846	49,314,776			76,338,622
Central Emergency Response Fund ²				57,573,586	57,573,586
Australia	22,684,721	23,752,150			46,436,871
Switzerland ³	41,585,816	4,834,707			46,420,523
Qatar	23,067,640	21,222,153			44,289,793
United Nations Regular Budget				43,181,800	43,181,800
United Arab Emirates	4,377,070	27,163,124			31,540,193
Austria	29,805,198	381,330			30,186,528
Finland	26,586,769	56,147			26,642,917
Saudi Arabia	24,262,883	2,062,470			26,325,353
Ireland	23,276,368	202,340			23,478,708
Belgium	21,185,559	394,981			21,580,541
China	5,329,982	12,882,263			18,212,245
Luxembourg	13,622,779	502,916			14,125,694
Country-based pooled funds ⁴				10,290,754	10,290,754
Education Cannot Wait ⁵				10,253,687	10,253,687
United Nations Peacebuilding Fund ⁶				10,056,181	10,056,181
African Development Bank Group			9,662,290		9,662,290
Hungary	8,577,840	13,251			8,591,091
Kuwait	3,956,490	3,115,236			7,071,726
Thailand	20,000	6,691,913			6,711,913
New Zealand	6,607,900	21,296			6,629,195
Czechia	4,475,133	1,370,717			5,845,850
Malaysia		4,243,524			4,243,524
Brazil	399,082	2,889,528			3,288,610
UNAIDS				3,161,819	3,161,819
Greece	495,868	2,440,176			2,936,044
Philippines	100,000	2,732,546			2,832,546
Lebanon ³		2,379,944			2,379,944
Russian Federation	2,000,000	13,050			2,013,050
Iceland	1,896,071	5,728			1,901,799
Singapore	60,000	1,620,239			1,680,239
UNICEF				1,509,825	1,509,825
IOM				1,347,385	1,347,385
Mexico	81,421	1,232,034			1,313,455
UN COVID-19 Response and Recovery Fund ⁷				889,356	889,356
Monaco	867,549	11,933			879,482
Intergovernmental Authority on Development			842,295		842,295
United Nations Trust Fund for Human Security ⁸				833,701	833,701
Spotlight Initiative to eliminate violence against women and girls ⁹				829,912	829,912
Bailiwick of Jersey	829,842				829,842
Burkina Faso	800,000	146			800,146
South Sudan multi-partner trust fund for reconciliation, stabilization and resilience ¹⁰				771,962	771,962
Start-up Fund for Safe, Orderly and Regular Migration ¹¹				733,483	733,483
Estonia	696,985	1,760			698,745
Argentina	107,100	587,450			694,550
Israel	550,000	122,029			672,029

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UNESCO			631,554		631,554
Indonesia		588,361			588,361
Egypt		539,056			539,056
Poland	463,506	8,302			471,808
Liechtenstein	441,501	20,060			461,562
Portugal	354,633	57,806			412,439
Slovakia	390,777	3,065			393,842
Sri Lanka		376,714			376,714
WFP			366,854		366,854
Türkiye	300,000	66,789			366,789
Romania	329,163	6,850			336,013
Kenya		329,699			329,699
Oman		291,695			291,695
United Nations Department of Political Affairs			284,199		284,199
Iraq		283,886			283,886
South Africa	214,625	52,535			267,160
Malta	240,238	24,428			264,666
United Nations Conflict-Related Sexual Violence Prevention multi-partner trust fund ¹²			251,008		251,008
Bahrain		217,111			217,111
Morocco	176,918	35,281			212,199
Slovenia	210,002	706			210,708
United Nations Joint SDG Fund ¹³			162,444		162,444
Nigeria	74,188	77,306			151,494
Jordan		149,207			149,207
The World Bank			148,110		148,110
Republic of the Congo	121,352				121,352
Angola	120,000				120,000
UN Women			111,238		111,238
Serbia	108,748	1,106			109,854
Armenia	108,000	44			108,044
Algeria	100,000	6,639			106,639
Bulgaria	102,413	838			103,250
United Nations Albania SDG Acceleration Fund ¹⁴			101,601		101,601
UNDP			82,188		82,188
Kazakhstan	77,452	1,458			78,910
India		71,796			71,796
World Health Organization			66,587		66,587
Guyana	63,531	146			63,677
Lithuania	58,617	1,052			59,669
Peru	54,348	39			54,387
Cyprus	35,800	11,531			47,331
Holy See (the)	40,000				40,000
Chile		37,271			37,271
Kyrgyzstan	34,784	204			34,988
Uruguay	30,000	250			30,250
UNEP			30,000		30,000
Colombia		20,460			20,460
Costa Rica	15,037	1,751			16,788
United Nations Integrated Transition Assistance Mission in Sudan			15,975		15,975
Ghana		14,169			14,169
Latvia	11,933	911			12,844
Montenegro	11,947				11,947
Azerbaijan	7,208	497			7,706
TOTAL *	3,573,760,974	625,279,989	337,298,295	143,537,101	4,679,876,358

¹ The total for Spain includes \$5,439,861 in contributions from other public sources channelled through España con ACNUR.² The Central Emergency Response Fund is a multi-donor funding mechanism. For details, see www.unocha.org/cerf/donors/donorspage.³ The totals for Lebanon and Switzerland include contributions from private donors worldwide routed through regional offices.⁴ Country-based Pooled Funds are multi-donor funding mechanisms. For details, see www.unocha.org/our-work/humanitarian-financing/country-based-pooled-funds-cbpts.⁵ Education Cannot Wait (ECW) is a multi-donor funding mechanism. For details, see www.educationcannotwait.org.⁶ The United Nations Peacebuilding Fund is a multi-donor funding mechanism. For details, see www.un.org/peacebuilding/fund.⁷ The UN COVID-19 Response and Recovery Fund is a multi-donor funding mechanism. For details, see <http://mptf.un.org/factsheet/fund/COVID19>.⁸ The United Nations Trust Fund for Human Security is a multi-donor funding mechanism. For details, see www.un.org/humansecurity.⁹ The Spotlight Initiative to eliminate violence against women and girls is a multi-donor funding mechanism. For details, see www.un.org/en/spotlight-initiative.¹⁰ The South Sudan MPTF for Reconciliation, Stabilization, Resilience is a multi-donor funding mechanism. For details, see <http://mptf.un.org/factsheet/fund/SSR00>.¹¹ The Start-up Fund for Safe, Orderly and Regular Migration is a multi-donor funding mechanism. For details, see <http://mptf.un.org/factsheet/fund/MIG00>.¹² The United Nations Conflict-Related Sexual Violence Prevention MPTF is a multi-donor funding mechanism. For details, see <http://mptf.un.org/factsheet/fund/CSV00>.¹³ The United Nations Joint SDG Fund is a multi-donor funding mechanism. For details, see www.jointsdgfund.org.¹⁴ The United Nations Albania SDG Acceleration Fund is a multi-donor funding mechanism. For details, see <http://mptf.un.org/factsheet/fund/AL100>.

* Excludes a total of \$107,430,613 acknowledged in prior years for activities implemented in 2021 and includes \$221,071,778 acknowledged in 2021 for activities with implementation in 2022 and beyond.

TABLE 6 | IN-KIND CONTRIBUTIONS | 2021

DONOR	DESCRIPTION	USD
		AMOUNT
GOVERNMENTS		
Angola	Premises for the UNHCR office in Luanda	120,000
Argentina	Premises for the UNHCR office in Buenos Aires	107,100
Armenia	Premises for the UNHCR office in Yerevan	98,000
Austria	Premises for the UNHCR office in Vienna	67,070
Azerbaijan	Premises for the UNHCR warehouse in Baku	7,208
Brazil	Premises for the UNHCR office in Brasilia	149,082
Canada	Deployment of standby experts for UNHCR Global Programmes	388,449
Czechia	Premises for the UNHCR office in Prague	38,100
Denmark	Premises for the UNHCR office in Copenhagen	3,267,068
Estonia	Deployment of standby experts for the Global Data Service	212,896
Germany	Premises for the UNHCR office in Nuremberg and reusable masks to Sudan	345,954
Guyana	Premises for the UNHCR office in Georgetown	63,531
Hungary	"Premises for the UNHCR office in Budapest: Global Service Centre and Regional Representation for Central Europe"	8,577,840
Ireland	Deployment of standby experts through Irish Aid	319,500
Italy	Sanitary kits for the Central African Republic	192,614
Kazakhstan	Premises for the UNHCR office in Almaty	42,452
Kuwait	Premises for the UNHCR office in Kuwait City	39,490
Kyrgyzstan	Premises for the UNHCR office in Bishkek	34,784
Luxembourg	Premises for the UNHCR office at the University of Luxembourg	15,665
Mexico	Premises for the UNHCR office in Mexico City	31,421
Monaco	Deployment of personnel through the Volontariat International de Monaco programme	128,360
Morocco	Premises for the UNHCR office in Laayoune, Western Sahara	26,918
Netherlands (the)	Deployment of standby experts for UNHCR Global Programmes	399,000
Nigeria	Premises for the UNHCR office in Lagos	74,188
Poland	Premises for the UNHCR office in Warsaw	87,000
Qatar	Tablet computers from the Government of Qatar via Qatar Charity for the UNHCR operation in Malaysia	989,743
Republic of Korea	Deployment of standby experts to Bangladesh	35,761
Romania	Premises for the UNHCR office in Bucharest	106,794
Serbia	Premises for the UNHCR office in Belgrade	103,748
Spain	Premises for the UNHCR office in Madrid	396,908
Sweden	Deployment of standby experts by Swedish Rescue Services (MSB) to various UNHCR operations	4,065,096
Switzerland	Deployment of standby experts to various UNHCR operations and premises for the UNHCR HQ in Geneva due to Switzerland's host-state policy that provides excellent conditions for international organizations to work effectively	6,954,959
United Arab Emirates	Premises for the UNHCR warehouse in Dubai provided through the International Humanitarian City	2,177,070
United Kingdom of Great Britain and Northern Ireland	Deployment of standby experts for UNHCR Global Programmes	300,000
SUBTOTAL		26,479,974

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TABLE 6 | IN-KIND CONTRIBUTIONS | 2021

DONOR	DESCRIPTION	USD
		AMOUNT
PRIVATE DONORS		
Agility Logistics	Surgical gloves to the UNHCR operation in Uganda	175,650
Borealis AG	Solar panels for the UNHCR operation in Uganda	46,215
Cisco Systems, Inc.	Information technology equipment for the UNHCR operation in Colombia	972,044
Danish Refugee Council	Deployment of standby experts to various UNHCR operations	736,500
Ericsson AB	Information technology equipment for the UNHCR operation in Colombia	136,805
Eunhong TEX CO	Cotton diapers for the UNHCR operation in Pakistan	188,100
Fast Retailing (UNIQLO)	Clothing for UNHCR operations worldwide	10,918,865
Fuji Optical Co Limited	Optical equipment for the UNHCR operation in Azerbaijan	184,581
Fundación Unir y Dar	Cleaning wipes for the UNHCR operation in Mexico	25,200
GAP Inc.	Clothing to the UNHCR operations in Armenia, Burkina Faso, Ethiopia and South Sudan	34,289,056
H&M Hennes & Mauritz AB	Clothing for the UNHCR operation in Iraq	13,483,168
Hanesbrands Inc.	Clothing to the UNHCR operations in Argentina, Bolivia (Plurinational State of) and Chile	467,132
Helping Hand for Relief and Development	Prefabricated accommodation building for the UNHCR operation in Jordan	967,200
Hestra	Gloves for the UNHCR operation in Azerbaijan	93,750
Hope Health Action	Plumpy'nut for the UNHCR operation in Uganda	75,171
HUGO BOSS	Clothing for the UNHCR operation in Belarus	90,171
iMAP	Deployment of standby experts to various UNHCR operations	265,000
Inditex	Clothing for UNHCR operations worldwide	23,761,561
Kids Operating Room	Medical equipment and a transport container for Kenya	23,420
LEGO Foundation	LEGO bricks for the UNHCR operation in Ethiopia	12,115
L'OREAL Foundation	Hand sanitizers for the UNHCR operation in Greece	41,092
Médecins Sans Frontières	Family tents for the UNHCR operation in Sudan	365,625
Norwegian Refugee Council	Deployment of standby experts to various UNHCR operations	3,613,500
Palace Skateboards Limited	Shoes and clothing for the UNHCR operation in Kenya	44,809
ProFuturo	Information technology equipment for the UNHCR operation in Rwanda	420,020
Proyecto Salesiano Tijuana A.C.	Office premises in Mexico	828
Qatar Airways	Transportation for the UNHCR operation in Iran	167,248
RedR	Deployment of standby experts to various UNHCR operations	181,500
Samsung Engineering Co., Ltd	Computer tablets for the UNHCR operation in Kenya	230,000
Solvatten	Water filtration kits for the UNHCR operation in Uganda	327,060
Toyota Tsusho Corporation	Face shields and spare parts for UNHCR operations in Africa	1,382,712
Unilever (UK)	Soap for the UNHCR operations in Cameroon, Kenya, Uganda and Yemen	8,852,046
Unione Calcio Sampdoria S.p.a.	Clothing for the UNHCR operation in Kenya	36,387
UPS Corporate	Transportation services for the UNHCR operations in Armenia, Haiti and Uzbekistan	783,600
USA for UNHCR	Clothing for the UNHCR operation in Ethiopia	5,513,892
Visilab Group SA	Prescription glasses and sunglasses for the UNHCR operation in Bangladesh	288,000
Vodafone Foundation	Computer equipment for the UNHCR operations in Africa	1,042,022
WOM SA	Information technology equipment for the UNHCR operation in Chile	36,780
SUBTOTAL		110,238,825
TOTAL		140,202,594

TABLE 7 | TRANSFERS FROM THE OPERATIONAL RESERVE IN 2021 | USD

	Pillar 1	Pillar 2	Pillar 4	Total	
1. OPERATIONAL RESERVE APPROVED BY THE EXECUTIVE COMMITTEE IN OCTOBER 2020				612,798,491	
Reduction of budget for the Global Fleet Management. OR increased by the same amount so that the total appropriation approved by the Executive Committee remains unchanged.	63,482,608			63,482,608	
				676,281,099	
2. TRANSFERS FROM THE OPERATIONAL RESERVE					
WEST AND CENTRAL AFRICA					
Regional Bureau for West and Central Africa	Enhancement of bureau functionality to support country operations	4,444,612	-	-	4,444,612
Burkina Faso	Upscaling of emergency response for Sahel crisis, Shelter and COVID-19 response	-	-	10,000,000	10,000,000
Cameroon Multi-Country Office	Additional requirements for IDPs under COVID-19 response	6,158,787	29,470	608,409	6,796,666
Chad	Support to IDPs, persons with specific needs and COVID-19 response	10,000,000	-	-	10,000,000
Cote d'Ivoire	Support to Comprehensive Solutions Strategy, reintegration and COVID-19 response	1,284,075	-	-	1,284,075
Ghana	Support to activities under the Solutions Capital Initiative	503,004	-	-	503,004
Liberia	Additional requirements related to durable solutions and COVID-19 response	1,012,410	-	-	1,012,410
Mali	Additional requirements due to Sahel crisis and COVID-19 response	10,000,000	-	-	10,000,000
Niger	Additional requirements due to increase in IDPs and refugees, Sahel crisis and COVID-19 response	17,923,030	298,752	4,709,354	22,931,136
Nigeria	Support to out of camp approach, education, health services and water for IDPs	3,112,467	-	2,491,875	5,604,342
Senegal Multi-Country Office	Emergency preparedness and assistance to operations in Guinea, Guinea-Bissau and Togo	1,003,395	-	-	1,003,395
SUBTOTAL		55,441,780	328,222	17,809,638	73,579,640
EAST AND HORN OF AFRICA AND THE GREAT LAKES					
Sudan	Additional requirements due to the increasing number of IDPs	-	-	10,000,000	10,000,000
SUBTOTAL		-	-	10,000,000	10,000,000
SOUTHERN AFRICA					
Angola	Additional requirements for food assistance and health	4,848,652	-	-	4,848,652
Democratic Republic of the Congo	Additional requirements to address urgent needs of the new refugee influx from the Central African Republic	10,000,000	-	-	10,000,000
Malawi	Additional requirements due to increase in the number of asylum seekers	200,000	-	-	200,000
Mozambique	Additional requirements due to IDP emergency situation (continuing internal mass forced displacement in Cabo Delgado Province)	338,804	-	14,982,139	15,320,943
Republic of the Congo	Additional requirements to address urgent needs of the new refugee influx from the Central African Republic	3,135,640	-	-	3,135,640
Zimbabwe	Joint study with Government on statelessness	298,490	500,000	-	798,490
SUBTOTAL		18,821,586	500,000	14,982,139	34,303,725
EUROPE					
Armenia	Support to conflict-affected populations	6,500,000	-	-	6,500,000
Azerbaijan	Support to conflict-affected populations	-	-	135,485	135,485
SUBTOTAL		6,500,000	-	135,485	6,635,485

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THE AMERICAS

Argentina Multi-Country Office	Upscaling operations in the Southern Cone, expansion of cash and livelihood programmes	13,573,298	-	-	13,573,298
Brazil	Upscaling of life-saving assistance to increasing number of people of concern	2,909,777	-	-	2,909,777
Canada	Strengthening of legal assistance provided by partners	75,000	-	-	75,000
Colombia	Additional requirements due to increase in the number of Venezuelans displaced abroad	5,366,054	-	-	5,366,054
Costa Rica	Additional requirements due to increase in the number of asylum seekers and strengthening protection capacity	5,715,879	-	-	5,715,879
Ecuador	Additional requirements to support Venezuelans displaced abroad	2,163,628	-	-	2,163,628
El Salvador	Strengthening the operation's protection and solutions capacity	-	-	11,187,606	11,187,606
Guatemala	Strengthening the operation's protection and solutions capacity	24,989,986	-	-	24,989,986
Honduras	Strengthening the operation's protection and solutions capacity	-	-	11,187,606	11,187,606
Mexico	Additional requirements due to increasing number of asylum seekers and refugees	6,122,877	-	-	6,122,877
Peru	Additional requirements due to increasing number of asylum seekers and Venezuelans displaced abroad	13,790,824	-	-	13,790,824
Venezuela (Bolivarian Republic of)	Additional requirements due to increasing number of Others of Concern and scale-up of operational activities	2,983,541	-	-	2,983,541
SUBTOTAL		77,690,864	-	22,375,212	100,066,076

GLOBAL PROGRAMMES

Division of External Relations	1. Additional requirements for the Business Transformation Programme (BTP)	1,555,423	-	-	1,555,423
	2. High Level Panel on Internal Displacement	185,229	-	-	185,229
Division of International Protection	1. Protection and resettlement activities	10,000,000	-	-	10,000,000
	2. Additional resources for Global Refugee Forum follow-up processes	712,417	-	-	712,417
Division of Emergency, Security and Supply	1. Additional requirements for the standby partnerships, continuity of the global stockpile for COVID-19; and security management funds	12,081,373	-	-	12,081,373
	2. Additional requirements for the BTP	60,178	-	-	60,178
Division of Information Systems and Telecommunications	1. Additional requirements for the BTP	4,190,109	-	-	4,190,109
Division of Financial and Administrative Management	1. Additional requirements for the Business Innovation Group	192,080	-	-	192,080
	2. Additional requirements for the BTP	680,439	-	-	680,439
Division of Resilience and Solutions	1. Flow Fund solarization of boreholes	385,000	-	-	385,000
	2. Strengthening the Joint Data Center	883,156	-	-	883,156
Division of Human Resources	1. Additional requirements for the BTP	3,071,947	-	-	3,071,947
SUBTOTAL		33,997,351	-	-	33,997,351

HEADQUARTERS

Executive Direction and Management	1. Transformation and change support	475,521	-	-	475,521
	2. Support to informal conflict resolution mechanism	235,038	-	-	235,038
Division of Human Resources	1. Additional requirements for the BTP	335,992	-	-	335,992
Division of Information Systems and Telecommunications	2. Additional requirements for the BTP	3,581,257	-	-	3,581,257
Division of Financial and Administrative Management	1. Additional requirements for the BTP	10,395,025	-	-	10,395,025
	2. Global mobility and infrastructure service projects	600,000	-	-	600,000
SUBTOTAL		15,622,833	-	-	15,622,833

2. TOTAL TRANSFERS	208,074,414	828,222	65,302,474	274,205,110
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3. BALANCE AFTER TRANSFERS	402,075,990
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TABLE 8 | 2021 BUDGET AND EXPENDITURE FOR HEADQUARTERS | USD

DIVISIONS/DEPARTMENTS	PILLAR 1 - REFUGEE PROGRAMME	
	Budget ¹	Expenditure ¹
EXECUTIVE DIRECTION AND MANAGEMENT		
Executive Office	6,186,468	6,186,468
Liaison Office New York	5,059,916	5,059,916
Inspector General's Office	10,961,298	10,961,298
Legal Affairs Section	3,748,529	3,718,209
Office of the Ombudsman	1,227,131	1,227,131
Ethics Office	2,861,018	2,861,018
Enterprise Risk Management	1,547,687	1,537,480
Evaluation Service	2,107,745	2,107,745
Transformation and Change Service	2,630,118	2,445,914
Governance Service	2,662,884	2,662,884
SUBTOTAL	38,992,794	38,768,064
DIVISION OF EXTERNAL RELATIONS		
Office of the Director	4,146,958	4,146,958
Donor Relations and Resource Mobilization Service	8,735,278	8,735,278
Private Sector Partnership Service	1,425,659	1,425,659
Global Communications Service	6,328,093	6,328,093
Records and Archives Section	2,786,555	2,786,555
Partnership and Coordination Service	3,417,377	3,417,377
Digital Engagement	423,804	423,804
Public Outreach and Campaigns	1,331,595	1,331,595
Joint UN Activity Contributions	2,556,123	2,556,123
SUBTOTAL	31,151,442	31,151,442
DIVISION OF INTERNATIONAL PROTECTION		
Office of the Director	2,937,028	2,937,028
Specialized sections	13,726,298	13,726,298
SUBTOTAL	16,663,326	16,663,326
DIVISION OF RESILIENCE AND SOLUTIONS		
Office of the Director	2,320,095	2,158,302
Specialized sections	-	-
SUBTOTAL	2,320,095	2,158,302
DIVISION OF STRATEGIC PLANNING AND RESULTS		
Office of the Director	-	-
Specialized sections	19,505,041	19,505,041
SUBTOTAL	19,505,041	19,505,041
DIVISION OF EMERGENCY, SECURITY AND SUPPLY		
Office of the Director	1,953,030	1,953,030
HQ Security	3,685,867	3,685,867
SUBTOTAL	5,638,896	5,638,896
DIVISION OF INFORMATION SYSTEMS AND TELECOMMUNICATIONS		
Office of the Director	-	-
Infrastructure and Telecommunications Service	32,896,477	31,249,163
Business Transformation Programme	2,812,266	2,812,266
SUBTOTAL	35,708,743	34,061,430

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TABLE 8 | 2021 BUDGET AND EXPENDITURE FOR HEADQUARTERS | USD

DIVISIONS/DEPARTMENTS	PILLAR 1 - REFUGEE PROGRAMME	
	Budget ¹	Expenditure ¹
DIVISION OF HUMAN RESOURCES		
Office of the Director	4,125,046	4,125,046
Specialized sections	13,706,142	13,706,142
SUBTOTAL	17,831,188	17,831,188
DIVISION OF FINANCIAL AND ADMINISTRATIVE MANAGEMENT		
Office of the Controller and Director	7,867,756	7,867,756
Specialized sections and services	3,073,606	3,073,606
Audit	789,052	789,052
UN Finance Division	1,097,085	1,097,085
Headquarters running costs	14,955,111	14,955,111
SUBTOTAL	27,782,610	27,782,610
GLOBAL SERVICE CENTRE (BUDAPEST)		
Management unit	9,376,974	9,376,974
Ombudsman Office	136,821	136,821
Division of Financial and Administrative Management	3,950,567	3,938,313
Division of Human Resources	19,998,166	19,995,444
Division of Information Systems and Telecommunications	2,858,891	2,858,891
Division of Emergency, Security and Supply	6,480,930	6,480,930
SUBTOTAL	42,802,349	42,787,373
GLOBAL SERVICE CENTRE (COPENHAGEN)		
Management Unit	5,681,960	5,681,960
SUBTOTAL	5,681,960	5,681,960
Staff Council	1,011,362	1,011,362
TOTAL	245,089,806	243,040,994

¹ Includes allocations from the UN Regular Budget as follows: USD 43,181,800 (Budget) and USD 43,132,050 (Expenditure).

CHART 15 | EXPENDITURE FOR GLOBAL PROGRAMMES AND HEADQUARTERS | 2016-2021

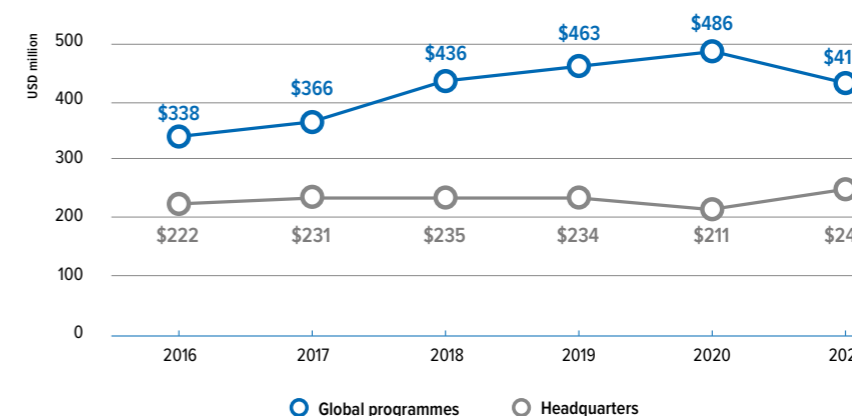


TABLE 9 | CONTRIBUTIONS TO HEADQUARTERS | USD

DIVISIONS/DEPARTMENTS	DONORS	AMOUNT
HEADQUARTERS OVERALL	United Nations Regular Budget	43,181,800
	SUBTOTAL	43,181,800
GLOBAL SERVICE CENTRES	Hungary	8,220,327
	Denmark	3,267,068
	SUBTOTAL	11,487,395
DIVISION OF FINANCIAL AND ADMINISTRATIVE MANAGEMENT	Switzerland	3,892,459
	SUBTOTAL	3,892,459
DIVISION OF HUMAN RESOURCES	Germany	357,832
	SUBTOTAL	357,832
DIVISION OF INTERNATIONAL PROTECTION	United Kingdom of Great Britain and Northern Ireland	13,868
	SUBTOTAL	13,868
DIVISION OF STRATEGIC PLANNING AND RESULTS	Netherlands (the)	246,100
	Sweden	193,495
	Luxembourg	164,104
	SUBTOTAL	603,699
DIVISION OF EXTERNAL RELATIONS	Switzerland	200,000
	Norway	182,860
	International Olympic Committee	82,262
	Denmark	18,105
	European Union	4,501
	SUBTOTAL	487,728
TOTAL*		60,024,780

* Notes:

¹ Contributions include 6.5% indirect support costs.

² Contributions to Headquarters cover benefit all pillars.

³ Excludes \$50,000 acknowledged in 2021 for activities with implementation in 2022 and beyond.

TABLE 10 | 2021 BUDGET AND EXPENDITURE FOR GLOBAL PROGRAMMES | USD

ACTIVITIES	PILLAR 1 - REFUGEE PROGRAMME	
	Budget	Expenditure
OPERATIONAL ACTIVITIES		
Cash assistance	450,000	124,475
Durable solutions	5,351,400	2,438,366
Education-related projects	25,281,996	22,834,453
Emergency-related projects (including stockpiles)	70,795,248	15,499,232
Environment-related projects	558,813	450,980
Global Clusters	600,000	598,741
Innovation project	1,259,538	1,089,810
Health-related projects (HIV/AIDS, anaemia, water and sanitation)	1,138,430	1,115,727
Protection-related projects	6,510,669	4,148,360
Private sector fundraising	149,639,596	142,638,707
Public information and media projects	7,972,480	7,104,225
Refugee women, children and adolescents	2,165,237	1,967,237
Registration, data and knowledge management	9,550,939	9,550,939
Research, evaluation and documentation	11,255,427	4,842,910
Resettlement	13,586,149	13,429,166
Shelter-related projects	3,799,570	3,771,278
Training-related projects	947,500	906,173
Miscellaneous	2,642,038	2,280,677
SUBTOTAL OPERATIONAL ACTIVITIES	313,505,030	234,791,457
PROGRAMME SUPPORT ACTIVITIES		
EXECUTIVE DIRECTION AND MANAGEMENT		
Innovation project	2,508,790	2,508,790
Inspector General Office field activities	3,225,137	3,225,137
Legal Affairs Section field activities	1,465,934	1,465,934
Research, evaluation and documentation	606,195	606,195
Risk Management 2.0	3,589,272	3,190,768
Liaison Office to Regional Bureaux	2,281,103	2,178,152
DIVISION OF EXTERNAL RELATIONS		
Division of External Relations Service	7,230,746	6,964,006
Private sector fundraising - investment funds and activities	27,874,224	23,457,419
DIVISION OF INTERNATIONAL PROTECTION		
DIVISION OF INFORMATION SYSTEMS AND TELECOMMUNICATIONS		
DIVISION OF RESILIENCE AND SOLUTIONS		
DIVISION OF STRATEGIC PLANNING AND RESULTS		
DIVISION OF EMERGENCY, SECURITY AND SUPPLY		
Emergency Capacity Management Section	4,318,494	4,318,494
Field Safety Section and Field security support	2,595,035	2,595,034
Supply Management - Field strengthening and support	3,322,122	3,322,122
DIVISION OF HUMAN RESOURCES		
Special staff costs	22,612,404	22,612,404
Training of UNHCR staff	7,906,355	7,906,355
The Digital HR Project	4,229,983	4,229,983
DIVISION OF FINANCIAL AND ADMINISTRATIVE MANAGEMENT		
FI-Contributions-SC Project	3,301,695	3,301,695
Business Innovation Group	229,611	229,611
Greening and Sustainability	1,492,884	1,492,884
Global Fleet Management	-	-
BUDAPEST GLOBAL SERVICE CENTRE		
Division of Financial and Administrative Management	-	-
COPENHAGEN GLOBAL SERVICE CENTRE		
Executive Direction and Management	12,443,129	12,443,129
Division of International Protection	569,807	558,116
Division of External Relations	10,768,696	9,738,728
Division of Information Systems and Telecommunications	4,366,934	4,366,934
SUBTOTAL PROGRAMME SUPPORT ACTIVITIES	208,498,128	180,415,426
TOTAL	522,003,158	415,206,883

TABLE 11 | VOLUNTARY CONTRIBUTIONS TO GLOBAL PROGRAMMES | USD

DIVISIONS/DEPARTMENTS	DONORS	AMOUNT
Global Operations	United States of America	52,682,472
	SUBTOTAL	52,682,472
DIVISION OF RESILIENCE AND SOLUTIONS		
A. Einstein German Academic Refugee Initiative (DAFI)	Australia for UNHCR	1,473
A. Einstein German Academic Refugee Initiative (DAFI)	Czechia	981,315
A. Einstein German Academic Refugee Initiative (DAFI)	España con ACNUR (National partner in Spain)	14,934
A. Einstein German Academic Refugee Initiative (DAFI)	Germany	16,009,558
A. Einstein German Academic Refugee Initiative (DAFI)	Private donors in Canada	36,785
A. Einstein German Academic Refugee Initiative (DAFI)	Private donors in China	469,427
A. Einstein German Academic Refugee Initiative (DAFI)	Private donors in Czechia	237,493
A. Einstein German Academic Refugee Initiative (DAFI)	Private donors in Egypt	41
A. Einstein German Academic Refugee Initiative (DAFI)	Private donors in France	250,194
A. Einstein German Academic Refugee Initiative (DAFI)	Private donors in Italy	816,357
A. Einstein German Academic Refugee Initiative (DAFI)	Private donors in Kuwait	2,999
A. Einstein German Academic Refugee Initiative (DAFI)	Private donors in Lebanon	48,716
A. Einstein German Academic Refugee Initiative (DAFI)	Private donors in Oman	968
A. Einstein German Academic Refugee Initiative (DAFI)	Private donors in Qatar	9,374
A. Einstein German Academic Refugee Initiative (DAFI)	Private donors in Saudi Arabia	4,672
A. Einstein German Academic Refugee Initiative (DAFI)	Private donors in Singapore	2,047
A. Einstein German Academic Refugee Initiative (DAFI)	Private donors in Switzerland	36,604
A. Einstein German Academic Refugee Initiative (DAFI)	Private donors in Thailand	14,832
A. Einstein German Academic Refugee Initiative (DAFI)	Private donors in the Netherlands	119,326
A. Einstein German Academic Refugee Initiative (DAFI)	Private donors in the Republic of Korea	21,809
A. Einstein German Academic Refugee Initiative (DAFI)	Private donors in the United Arab Emirates	112,070
A. Einstein German Academic Refugee Initiative (DAFI)	Switzerland for UNHCR	177,893
A. Einstein German Academic Refugee Initiative (DAFI)	UK for UNHCR	162,690
A. Einstein German Academic Refugee Initiative (DAFI)	United Kingdom of Great Britain and Northern Ireland	639,278
A. Einstein German Academic Refugee Initiative (DAFI)	UNO-Flüchtlingshilfe (National partner in Germany)	1,051,535
A. Einstein German Academic Refugee Initiative (DAFI)	USA for UNHCR	2,238
Camp Coordination and Camp Management Cluster	Private donors in Norway	182,500
Camp Coordination and Camp Management Cluster	United States of America	149,100
Climate Action	France	255,973
Climate Action	Germany	704,225
Education	Education Cannot Wait	763,752
Education	Private donors in the Netherlands	100,000
Education	Qatar	314,175
Education	USA for UNHCR	182,983
Health	España con ACNUR (National partner in Spain)	150,000
Health	Netherlands (the)	56,144
Health	World Health Organization	66,587
Innovative Solutions	Germany	1,293,876
Joint Data Center	European Union	490,113
Joint Data Center	The World Bank	148,110
Joint Data Center	United States of America	952,801

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TABLE 11 | VOLUNTARY CONTRIBUTIONS TO GLOBAL PROGRAMMES | USD

DIVISIONS/DEPARTMENTS	DONORS	AMOUNT
Livelihood	Denmark	693,315
Livelihood	European Union	23,006
Livelihood	Private donors in Japan	93,897
Livelihood	Switzerland for UNHCR	103,413
Partnerships and analytics	Denmark	60,892
Partnerships and analytics	European Union	250,933
Partnerships and analytics	Germany	37,856
Partnerships and analytics	Luxembourg	341,697
Shelter Cluster	Canada	92,000
Shelter Cluster	European Union	97,588
Shelter Cluster	Monaco	23,895
Shelter Cluster	Private donors in Norway	92,000
Socioeconomic Inclusion	Germany	910,031
Technical support	European Union	1,136,364
Technical support	Germany	573,870
Technical support	Private donors in the United States of America	319,368
Technical support	Switzerland	1,061,963
	SUBTOTAL	32,947,055
DIVISION OF INTERNATIONAL PROTECTION		
Case management	United States of America	209,604
Child protection and youth	Netherlands (the)	138,499
Child protection and youth	United States of America	1,347,066
Community-based protection and gender equality	United States of America	42,600
Global Compact on Refugees	European Union	5,325
Legal and policy research	Denmark	307,929
Legal and policy research	Monaco	11,947
Legal and policy research	United Kingdom of Great Britain and Northern Ireland	27,685
Protection Cluster support	Australia for UNHCR	130,276
Protection Cluster support	Germany	392,315
Protection Cluster support	Ireland	37,500
Protection Cluster support	Private donors in Norway	363,500
Protection Cluster support	Switzerland	608,827
Protection Cluster support	UNICEF	57,727
Protection Cluster support	United States of America	1,268,415
Protection support	United States of America	1,947,150
Resettlement support	Canada	4,063,301
Resettlement support	Germany	1,792,115
Resettlement support	IOM	546,816
Resettlement support	Norway	1,213,569
Resettlement support	Portugal	37,450
Resettlement support	Republic of Korea	292,148
Resettlement support	Switzerland	102,316
Resettlement support	United States of America	4,679,540
	SUBTOTAL	19,623,620

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TABLE 11 | VOLUNTARY CONTRIBUTIONS TO GLOBAL PROGRAMMES | USD

DIVISIONS/DEPARTMENTS	DONORS	AMOUNT
DIVISION OF EMERGENCY, SECURITY AND SUPPLY		
Emergency preparedness and response	Australia for UNHCR	181,500
Emergency preparedness and response	Canada	10,500
Emergency preparedness and response	Ireland	282,000
Emergency preparedness and response	Luxembourg	358,423
Emergency preparedness and response	Netherlands	399,000
Emergency preparedness and response	Private donors in Denmark	736,500
Emergency preparedness and response	Private donors in Norway	2,975,500
Emergency preparedness and response	Private donors in the United States of America	265,000
Emergency preparedness and response	Sweden	1,792,000
Emergency preparedness and response	Switzerland	1,644,500
Emergency preparedness and response	United Arab Emirates	2,177,070
Emergency preparedness and response	United Kingdom of Great Britain and Northern Ireland	300,000
Emergency preparedness and response	USA for UNHCR	33,775
	SUBTOTAL	11,155,767
GLOBAL DATA SERVICE		
Building Sustainable Peace and Social Cohesion	United Nations Peacebuilding Fund	156,489
Development action on forced displacement	European Union	277,714
Expert deployment	Estonia	212,896
Identity management systems	United States of America	1,597,500
Inclusive digital identity	Private donors in the United States of America	100,000
Joint IDP Profiling Service	Norway	475,436
Joint IDP Profiling Service	United States of America	334,680
PROSPECTS Partnership Project	Netherlands	1,082,401
Support for IDPs	Central Emergency Response Fund	200,493
	SUBTOTAL	4,437,609
DIVISION OF EXTERNAL RELATIONS		
Urban outreach: Telling the Real Story 2.0 project	Denmark	1,895,129
Urban outreach: Telling the Real Story 2.0 project	Norway	223,092
Goodwill Ambassadors	Norway	46,423
Goodwill Ambassadors	Private donors in the Netherlands	100,000
Innovative Solutions	Denmark	63,900
Private Sector Partnerships	Austria	4,695
Private Sector Partnerships	Private donors in Kuwait	6,043
Private Sector Partnerships	Private donors in the Netherlands	44,007
High Level Panel (HLP) on IDPs	Sweden	185,229
	SUBTOTAL	2,568,518

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TABLE 11 | VOLUNTARY CONTRIBUTIONS TO GLOBAL PROGRAMMES | USD

DIVISIONS/DEPARTMENTS	DONORS	AMOUNT
EXECUTIVE DIRECTION AND MANAGEMENT		
Innovative Solutions	Luxembourg	1,729,829
Innovative Solutions	Netherlands	19,260
Protection of the Rights of Refugees	Finland	119,474
	SUBTOTAL	1,868,564
DIVISION OF HUMAN RESOURCES		
Protection Cluster	Germany	107,640
PSEA Community Outreach and Communications Fund	Germany	118,064
Safe from the Start	United States of America	546,113
	SUBTOTAL	771,816
DIVISION OF FINANCIAL AND ADMINISTRATIVE MANAGEMENT		
Green Fund	Sweden	227,319
	SUBTOTAL	227,319
TOTAL*		126,282,741

*Notes:

¹ Contributions include 6.5% indirect support costs.² Includes \$10.5 million acknowledged in past years for activities with implementation in 2021.

TABLE 12 | CONTRIBUTIONS TO THE JUNIOR PROFESSIONAL OFFICERS SCHEME | 2021

USD		USD	
DONOR	AMOUNT	DONOR	AMOUNT
Japan	1,176,936	France	256,920
Germany	943,751	Republic of Korea	195,112
Netherlands (the)	850,728	Norway	182,250
Denmark	713,470	Switzerland	165,543
China	515,221	Jersey	108,691
Italy	395,727	Belgium	63,816
Finland	320,180	Czechia	46,339
United States of America	300,000		
Sweden	277,294		
Luxembourg	273,070	TOTAL	6,785,047

TABLE 13 | PRIVATE DONORS GIVING OVER \$100,000 IN SUPPORT OF UNHCR | 2021

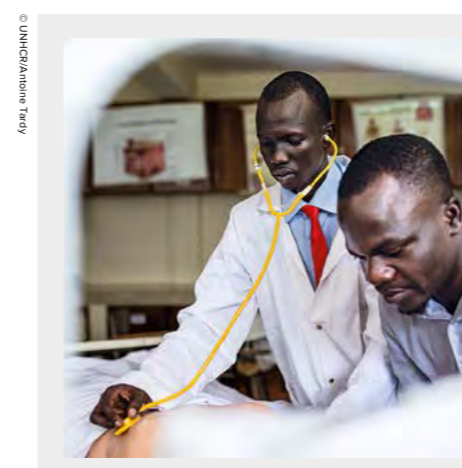
<p>UNHCR GLOBAL</p> <p>Bill and Melinda Gates Foundation</p> <p>Fast Retailing Co. Ltd. (UNIQLO)</p> <p>IKEA Foundation</p> <p>International Olympic Committee</p> <p>Mastercard International Incorporated</p> <p>Open Society Policy Center</p> <p>PricewaterhouseCoopers</p> <p>The Famine Relief Fund</p> <p>TTY Management B.V</p> <p>Unilever (UK)</p> <p>United Nations Foundation</p> <p>Vodafone Foundation</p>	<p>ASIA AND THE PACIFIC</p> <p>AUSTRALIA / AUSTRALIA FOR UNHCR</p> <p>Cannon-Brookes Foundation</p> <p>Minderoo Foundation</p> <p>Scott Farquhar</p> <p>Wilson Foundation</p> <p>CHINA / HONG KONG SAR</p> <p>Beijing New Sunshine Charity Foundation</p> <p>Infinity Design & Engineering</p> <p>Lam Kin Chung Morning Sun Charity Fund</p> <p>Ms. Pwee Ling Cheng</p> <p>Shih Wing Ching Foundation</p> <p>Sunshine forever Limited</p> <p>TikTok</p> <p>Transsion Holdings</p> <p>INDONESIA</p> <p>Rumah Zakat</p> <p>JAPAN / JAPAN FOR UNHCR</p> <p>Fuji Optical Co Limited</p> <p>REPUBLIC OF KOREA</p> <p>Eunhong TEX CO</p> <p>Samsung Engineering Co., Ltd</p> <p>SINGAPORE</p> <p>Mr. Caesar Sengupta</p> <p>THAILAND</p> <p>Mr. Wanchai Tachavejnukul</p>	<p>FRANCE</p> <p>Fondation BNP Paribas</p> <p>Fondation L'Oréal</p> <p>Meubles IKEA France S.A.S</p> <p>GERMANY / UNO-FLÜCHTLINGSHILFE</p> <p>AmazonSmile</p> <p>ITALY</p> <p>Brunello Cucinelli Spa</p> <p>Calzedonia S.p.A</p> <p>Giuliana Lagetto</p> <p>Intesa Sanpaolo</p> <p>Mr. Cangini</p> <p>Only The Brave Foundation Onlus</p> <p>Soka Gakkai</p> <p>LUXEMBOURG</p> <p>Fondation de Luxembourg</p> <p>NETHERLANDS</p> <p>CTP Invest SPOL</p> <p>Dutch Postcode Lottery (NPL)</p> <p>Mr. Remon L Vos</p> <p>Stichting Benevolentia</p> <p>NORWAY</p> <p>Norwegian Refugee Council</p> <p>SPAIN / ESPAÑA CON ACNUR</p> <p>"la Caixa" Banking Foundation</p> <p>Foundation Probitas</p> <p>Industria de Diseño Textil, S.A.</p> <p>Laboratorios Vinas</p> <p>ProFuturo</p> <p>SWEDEN / SWEDEN FOR UNHCR</p> <p>H&M Hennes & Mauritz AB</p> <p>IKEA Svenska Försäljning AB</p> <p>Lindex AB</p> <p>Mr. Magnus M. Lind</p> <p>Ms. Monika Selkman</p> <p>Swedish Postcode Lottery</p> <p>The Einar Belvén Foundation</p>
<p>AFRICA</p> <p>KENYA</p> <p>The Amahoro Coalition</p>	<p>EUROPE</p> <p>AUSTRIA</p> <p>Borealis AG</p> <p>DENMARK</p> <p>Augustinus Fonden</p> <p>Kirkbi A/S</p> <p>Novo Nordisk Foundation</p> <p>The LEGO Foundation</p>	<p>THE AMERICAS</p> <p>CANADA</p> <p>Humaniti</p> <p>LifeWorks</p> <p>Mastercard Foundation</p> <p>Trottier Family Foundation</p> <p>USA / USA FOR UNHCR</p> <p>Coca-Cola Foundation</p> <p>Facebook</p> <p>Google</p> <p>Greater Kansas City Community Foundation</p> <p>Howard G. Buffett Foundation</p> <p>Jolie-Pitt Foundation</p> <p>Kuwait-America Foundation</p> <p>The Church of Latter-day Saints</p> <p>Major League Baseball Players Trust</p> <p>Microsoft Corporation</p> <p>UPS Corporate</p>

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<p>SWITZERLAND / SWITZERLAND FOR UNHCR</p> <p>Fondation Philanthropique Famille Sandoz</p> <p>Fondation Sesam</p> <p>M3 Hospitality</p> <p>Üsine Foundation</p> <p>UNITED KINGDOM / UK FOR UNHCR</p> <p>Accenture</p> <p>Allen & Overy LLP</p> <p>Band Aid</p> <p>Comic Relief</p> <p>GlaxoSmithKline Services Unlimited</p> <p>Hikma Pharmaceuticals PLC</p> <p>Pepsi Lipton International Ltd</p> <p>Saïd Foundation</p> <p>SAP (UK) Ltd.</p> <p>The Genesis Charitable Trust</p> <p>The Hands Up Foundation</p> <p>Virgin Atlantic Foundation</p>
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<p>MIDDLE EAST AND NORTH AFRICA</p> <p>EGPYT</p> <p>Sawiris Foundation for Social Development</p> <p>KUWAIT</p> <p>Agility Logistics</p> <p>Patients Helping Fund Society</p> <p>Sheikh Abdullah Al Nouri Charity Society</p> <p>Tanmeia Foundation</p>
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<p>QATAR</p> <p>Qatar Charity</p> <p>Sheikh Eid Bin Mohammad Al Thani</p> <p>Thani Bin Abdullah Humanitarian Fund</p> <p>SAUDI ARABIA</p> <p>Muslim World League</p> <p>Ms. Omnia Abdullah Taha Bakhsh</p> <p>Tamer Family Foundation</p> <p>World Assembly of Muslim Youth</p> <p>UNITED ARAB EMIRATES</p> <p>Careem Networks</p> <p>Dr. Wael Al Mahmeed</p> <p>Etihad Airways</p> <p>Mr. Hani Rustom</p> <p>Higher Committee of Human Fraternity</p> <p>International Charity Organization</p> <p>Sheikha Jameela Al-Qasimi</p> <p>The Mohammed bin Rashid Al Maktoum Global Initiatives</p> <p>The Big Heart Foundation</p>



WeTransfer generated 2 million impressions for UNHCR

Together with WeTransfer, UNHCR developed a [virtual wallpaper campaign](#) to raise awareness of the tertiary education gap for refugees and the importance of supporting the next generation of thinkers, makers and leaders. The wallpaper, featuring two South Sudanese DAFI scholars Gabriel and Dramani, generated over 2 million “impressions” (displays) globally. The project amplified UNHCR’s global Aiming Higher campaign and general education-related communication activities throughout September 2021.

Global initiatives



© UNHCR/Pedro Costa Gomes

Abdallah Yasser, a refugee from the Syrian Arab Republic, gets vaccinated against COVID-19 in Alexandria, Egypt.

RESPONDING TO COVID-19 IN 2021

In 2021, the [COVID-19](#) pandemic evolved into a more regular but no less damaging pattern after the initial shock of travel bans and lockdowns. UNHCR issued a [COVID-19 supplementary appeal](#) at the end of 2020, having introduced operational adaptations

to maintain protection and assistance. As States relaxed travel restrictions and adopted national plans for vaccines, distance learning, and social and employment protection, UNHCR strove to ensure forcibly displaced and stateless people – disproportionately disadvantaged by COVID-19 – were not left behind. As well as access to territory and asylum,

UNHCR's strategy emphasized including people of concern in national vaccination and recovery plans, the vital role played by community information networks, and the value of cash assistance in mitigating the most acute impacts.

Over the course of the year, 19.7 million people in 148 countries accessed UNHCR protection services in the context of COVID-19. COVID-19-related border closures and entry restrictions were eased in many countries, facilitating access to territory and safety for people seeking asylum, as [monitored by UNHCR](#). [Advocacy for inclusion](#) in national systems and plans also bore fruit, with 162 countries including refugees in [national vaccination plans](#). By the end of 2021, 4.79 million [vaccine doses](#) had been distributed to over 3.25 million forcibly displaced people in 66 countries where UNHCR was able to record data. Another 72 countries confirmed they had started vaccinating forcibly displaced and stateless people, but the data is not available to UNHCR. While encouraging progress, the [unequal availability of vaccines](#) slowed down vaccination roll-outs.

UNHCR also provided recommendations for the inclusion of [stateless populations](#), whose lack of legal status put them at added risk of being excluded. In Bangladesh and Malawi, UNHCR successfully advocated for and supported the inclusion of stateless people in national COVID-19 vaccination plans, and over [330,000 stateless Rohingya refugees](#) in Bangladesh received at least one dose by the end of 2021, out of 420,000 eligible by age. UNHCR procured and delivered personal protective equipment and other critical items and services worth \$69.1 million to 75 operations, including 532,000 antigen rapid diagnostic tests, and supported national health systems with laboratory testing and diagnostic capacity, quarantine and treatment centres, and

equipment for intensive care units. COVID-19's socioeconomic impact on forcibly displaced and stateless people was widespread and significant. With support from the UNHCR-World Bank Joint Data Center, IDP samples were included in [high-frequency phone surveys](#), in Burkina Faso and Iraq for example, to monitor the experience of IDPs and their host communities during the pandemic. In Iraq, [data](#) showed unemployment was higher and educational engagement lower for IDPs and returnees than non-displaced households, and IDPs' food consumption also deteriorated significantly during the pandemic. [A study in Libya](#) found forcibly displaced people were about 60% more likely than others to report negative economic and health impacts, despite similar infection rates.

[Data](#) gathered through telephone surveys in Bangladesh, Chad, Djibouti, Ethiopia, Iraq, Kenya, [Uganda](#) and Yemen also showed deteriorations in the socioeconomic well-being of refugees and host populations, with setbacks in health access, education, wages and employment, non-labour income and food security. In Chad, for example, 75% of the refugee and host population reported drops in income. Similar shocks were recorded for IDPs, for example in Iraq, Jordan and Lebanon. Projections showed an estimated 4.4 million people in host communities and 1.1 million refugees or IDPs were driven into poverty during the pandemic.

Livelihoods programming was part of UNHCR's COVID-19 response in 30 countries, including large projects in Burkina Faso, Cameroon and Chad, and the overall volume of these interventions more than tripled from 2020. UNHCR developed specific COVID-19-related livelihood and economic inclusion strategies in seven countries in response to the pandemic's socioeconomic impact, with support

including poverty reduction through the graduation approach, artisanal production, business creation and asset transfers, and training on livelihoods and economic inclusion in the context of emergency preparedness.

UNHCR followed a November 2020 study of “[Social protection responses to COVID-19 for forcibly displaced persons](#)” with three further studies on inclusion in social protection in [post-pandemic Europe](#), [Africa](#) and [World Bank-funded social protection projects](#). The latter report stated “the COVID-19 pandemic is proving to be a turning point in some refugee-hosting countries and represents another opportunity to promote inclusion.” During 2021, 2.8 million refugees and asylum seekers affected by COVID-19 in 84 countries received increased or expanded social protection.

Cash assistance remained an efficient tool to respond to protection and basic needs, as well as a key approach to unlocking the potential for sustainable financial inclusion for people of concern and bridging the gap toward broader inclusion and fostering resilience. UNHCR delivered almost \$670 million in cash assistance to 9.3 million people in nearly 100 countries. 6 million received digital payments, a quarter of whom had their own bank or mobile money account. This was a pathway to financial inclusion. 95% of respondents in post-distribution monitoring reported cash assistance improved their living conditions and helped reduce feelings of stress, although for the majority it enabled them to meet only half or less of their basic needs. 77% of households surveyed in 44 countries reported engaging in one or more negative coping mechanisms, including a reduction in spending on education, to meet their basic needs.

The pandemic reversed important gains in gender equality and women’s and girls’ rights, and exacerbated risks of gender-based violence.

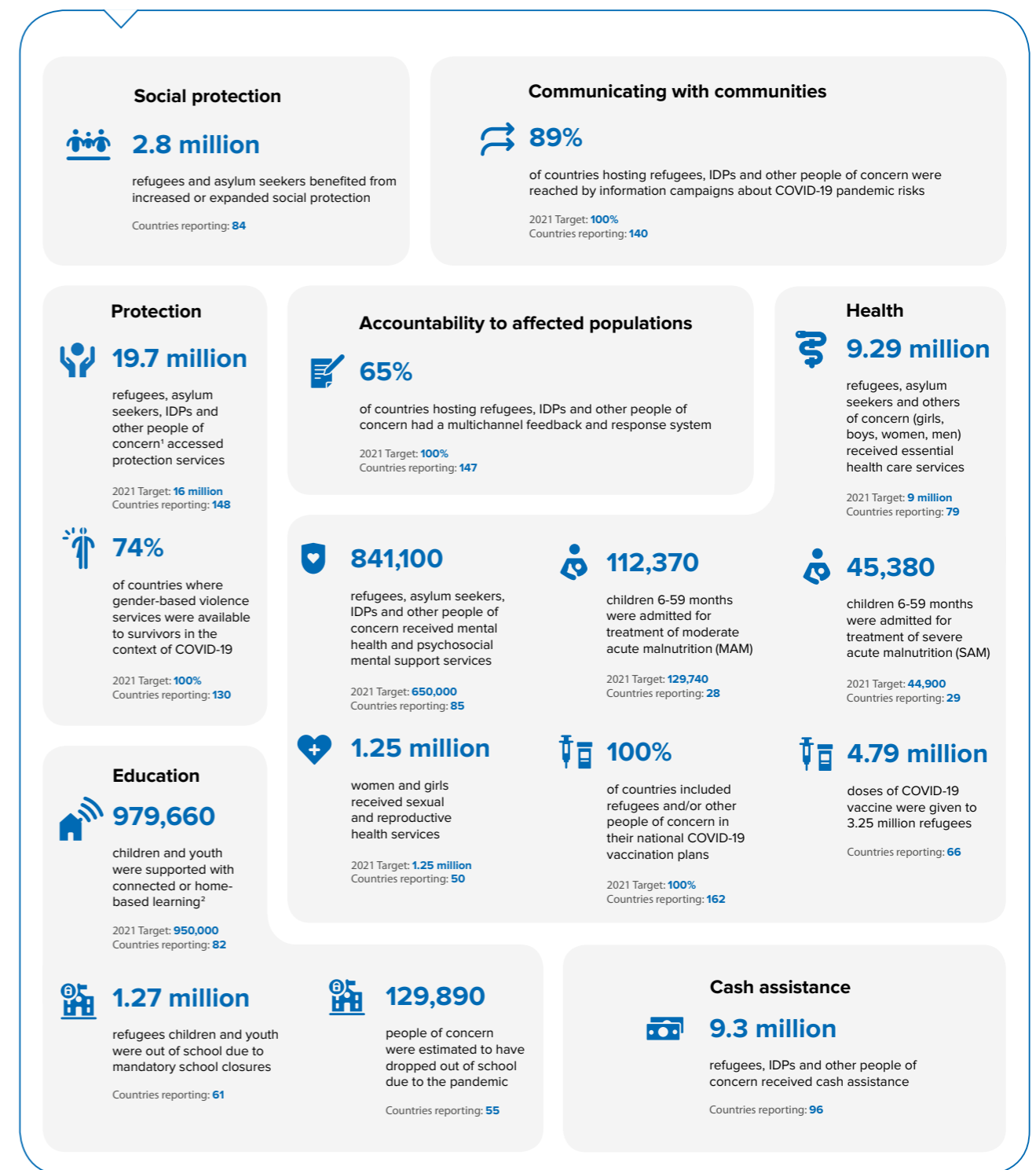
Lockdowns amplified gender differences in access to health, childcare, education and employment, with harmful consequences for women and girls already subjected to intersecting forms of discrimination. UNHCR’s gender-based violence services were available to survivors in 96 countries in 2021. Access to dedicated [safe spaces](#) and targeted assistance, including cash, was crucial for survivors of gender-based violence and persons at risk. In the Central African Republic, the “*Ma Mbi Si*” project (“Listen to me, too”) was initiated on the recommendation of forcibly displaced women and girls and drew on a large network of community focal points who shared information about services. The project’s hotline and in-person safe spaces assisted over 3,500 at-risk women and girls and survivors of gender-based violence, providing psychosocial support, cash, medical and legal assistance, and dignity kits.

As in 2020, most frontline health workers and caregivers were women and girls and were more likely to hold precarious jobs in the informal sector. This heightened their risk of exposure to COVID-19 and its gendered impacts. “[Protecting forcibly displaced women and girls during the COVID-19 pandemic](#)” was published in March 2021, demonstrating examples of good practice in UNHCR operations.

Raising awareness about COVID-19 prevention was a pillar of UNHCR’s response, with innovative ways to engage with communities and local partners, including organizations led by refugee and IDP women. UNHCR scaled up [messaging apps](#) and websites to share life-saving information on COVID-19, vaccination access and protection. Over 38,000 people in Brazil, Chile, Ecuador, Indonesia, Mexico and Sudan obtained COVID-19-related information and other protection services via UNHCR’s WhatsApp pilot.

COVID-19 multisectoral monitoring

as of 31 December 2021



¹ For protection in the context of UNHCR’s COVID-19 response, “other people of concern” includes returnees, stateless persons, host communities and Venezuelans displaced abroad.

² The majority of children and youth counted are refugees who had either access to a connected learning programme, home-based learning, or catch-up and accelerated education programmes supported by UNHCR and partners.

Globally, UNHCR's communication with communities and accountability to affected populations continued to be priorities: 89% of countries inhabited by forcibly displaced and stateless people were reached by information campaigns, and 65% of countries had multi-channel feedback and response systems.

As with people not forcibly displaced, [vaccine hesitancy](#) affected forcibly displaced populations. Operations adopted community-led efforts to counter rumours and misinformation with timely and accurate information, both online and offline. The [Refugee Advisory Board](#) in Bulgaria monitored local rumours and provided accurate information on a dedicated [website](#), while UNHCR supported local emergency committees in Costa Rica with 51 hours of community radio broadcasts on prevention and vaccination, and workshops in rural communities to counter vaccine misinformation. UNHCR coordinated with partners to ensure information was consistent and timely, and played an active role in risk communication and community engagement structures. The [COVID-19 West and Central Africa toolkit](#) collated videos, audio files and posters to inform over 30,000 unique visitors.

School closures in 2020 affected 1.6 billion students globally. In 2021, 57% of refugee or displaced learners enrolled in school prior to the pandemic were still unable to access digital or home learning programmes. UNESCO projected close to 24 million learners were at risk of dropping out of school due to COVID-related school closures globally. The Malala Foundation estimated that in countries where access and enrolment rates for refugee girls were below 10% prior to the pandemic, all refugee girls were at risk of dropping out of school for good.

To mitigate the damage to education, UNHCR continued to provide printed take-home materials and ICT online support, and used radio to disseminate lessons and content in nearly 60 countries. In these and other ways, nearly 980,000 students in 82 countries were assisted to follow connected or home-based learning overall. In Bangladesh, the Republic of the Congo, Egypt, Guatemala, Lebanon, Malaysia, Mexico, Somalia and Trinidad and Tobago, UNHCR implemented programmes designed specifically to encourage girls to return to school once they reopened.

With the pandemic exacerbating people of concern's [mental health and psychosocial hardship](#), UNHCR provided more than 841,000 people in 85 countries with mental health and psychosocial support.

UNHCR continued to collaborate closely with partners. Examples included monthly online consultations on operational, policy and advocacy priorities, exchanges with the High Commissioner, and regional consultations with over 3,000 participants. Most of the flexibilities introduced in 2020 for partnership agreements were integrated into regular arrangements.

COVID-19 weighed heavily on third-country solutions in 2021. The resumption of normal travel and border regimes was gradual and piecemeal, preventing a rapid revival in departures via resettlement and complementary pathways. However, the pandemic reinforced the case for inclusion of forcibly displaced and stateless people, potentially building momentum for a more hopeful future.



Continuing UNHCR's transformation in 2021

© UNHCR/Saiyna Bashir

Zia-ur-Rehman teaches basic computer skills and theory to Afghan refugees at the UNHCR vocational centre in Timergera, Khyber Pakhtunkhwa, Pakistan on September 7, 2021.

In 2016, UNHCR embarked on a significant transformation process to make it more agile and responsive with the main goal being improved delivery of protection, assistance and solutions for people of concern. To support this, UNHCR worked to empower its operations, reduce bureaucracy and ensure the efficient and effective use of resources. The Global Compact on Refugees was part of this transformation.

A major achievement of the reforms was the January 2020 decentralization and regionalization into seven regional bureaux, with the progressive devolution of decision-making authorities a hallmark of the transformation. Although the process is still being fine-tuned, the new architecture has already passed several "stress tests", from the COVID-19 pandemic to new or worsening emergencies in nearly every region. An effective Field Reference Group and structured consultations between the regional bureaux and Headquarters divisions and entities contributed to the progressive consolidation and "fine tuning" of decentralization and regionalization and realignment of Headquarters structures.

In 2021, UNHCR's transformation shifted focus from structures to systems. Throughout 2021, Headquarters divisions worked on developing six new systems that form part of the Business Transformation Programme. Together the systems will improve, modernize and simplify ageing back-office systems by adopting the latest cloud-based technologies and industry best practices in programme and partnership, financial and supply management, human resources and external engagement and resource mobilization. Digitization and integration will facilitate the flow of data across platforms and the automation and streamlining of processes, and improve ways of working. UNHCR colleagues across the operations mobilized as subject matter experts to support and advise on the design of the new systems.

COMPASS – UNHCR's new results-based management system for planning – was the first component of the Business Transformation Programme to be launched in early 2021. The remaining Business Transformation Programme systems will be rolled out in a phased and coordinated manner over the next two years.

UNHCR also made steady progress in rationalizing and reducing the burdens imposed by heavy and complex official guidance on operations. A key result was the mass retirement of obsolete guidance in 2021, which reduced the body of official policies and guidance by 25%.



Global Compact on Refugees

At the mid-point between Global Refugee Forums

(GRF), 2021 was dedicated to stocktaking on progress towards the objectives of the Global Compact on Refugees (GCR) and the related pledges and initiatives announced at the first GRF in 2019, culminating in [the High-Level Officials meeting \(HLOM\)](#) in December 2021. In the lead-up to the HLOM, UNHCR and partners reviewed progress on pledges and initiatives through regional, thematic and stakeholder stocktaking [events](#). The outcomes of these events were brought to the global discussion in advance of the HLOM through [preparatory roundtables](#) focused on the release of the first GCR indicator report, financing, partnerships, self-reliance and solutions.

Despite being held virtually, the HLOM attracted over 1,500 participants, including senior government officials, the private sector and other stakeholders, and more than 130 refugees were invited. Despite the

growing challenges of forced displacement, exacerbated by COVID-19, the international community sustained its commitment to the GCR and the implementation of the pledges made at the first GRF. More than 50 new pledges were announced in the areas of resettlement, asylum capacity support, civil registration and self-reliance. Important initiatives were launched, such as the Operational Strategy for Climate Resilience and Environmental Sustainability 2022-2025, [the Refugee Environmental Protection \(REP\) Fund](#), the International Finance Corporation-UNHCR joint initiative on “[Private sector solutions for the displaced and their hosts](#)”, and the [Refugee Connected Education Challenge](#). The HLOM resulted in [20 key recommendations](#) with follow-up actions, which will guide the strategy and cultivation of pledges and initiatives for the next GRF in 2023.

More than 200 additional [pledges](#) were submitted following the GRF in 2019, bringing the total number of pledges to more than 1,600. Three quarters of pledges updated were reported as in progress, and more than 160 were fulfilled. Notable examples were the Government of Spain delivering on its GRF pledge through its commitment of 100 million euros to the Venezuela situation.



Strengthening the evidence base for the GCR

The [GCR indicator report](#) describes tangible progress towards the Compact’s objectives and where more support and engagement is needed to share responsibility for refugee situations. Since 2016, foreign aid to low and middle-income refugee-hosting countries increased and the number of partners in refugee responses tripled, notably after the affirmation of the GCR; however, funding needs continued to far exceed available assistance. Three quarters of refugees were allowed to work, yet a much smaller proportion enjoyed decent work in practice, and one third were prevented from moving freely. While the pandemic plunged many refugees into extreme poverty, cash transfer programmes continued to be a major mitigation tool. More refugee children were enrolled in school, but refugee girls were still less likely to access education. The proportion of refugees accessing durable solutions has been on a downward trend, with only one in 100 accessing a solution. The report shows that more equitable responsibility-sharing is not only critically needed but also achievable.



Responsibility-sharing in action

The HLOM highlighted progress made by the [three Support Platforms](#), which are important mechanisms for the international community to work together in addressing forced displacement and its root causes. It demonstrated that solutions – the focus of the Support Platforms – require a combination of political engagement, financial support and technical expertise. Lessons learned since their launch in 2019 show that the Platforms are most effective when they are flexible and focus on activities and actions at the country level.

This flexibility has proven to be essential, especially in countries such as Afghanistan where, as the situation deteriorated, the Solutions Strategy for Afghan Refugees Support Platform included emergency response and preparedness under its remit. It emerged as an agile and action-oriented platform providing support in an evolving context and also encouraging continued support for the major hosting countries. Ambassadorial-level meetings of the Support Platform Core Group took place in Kabul, Islamabad and Tehran. Through the Support Platform Secretariat, Core Group members received real-time information on the evolving situation, dynamics, and movements, allowing them to mobilize and provide for life-saving multisectoral assistance in Afghanistan, particularly ahead of the harsh winter season.

From the private sector, the LEGO Foundation, in addition to the \$100 million pledged at the first GRF, provided further funding of \$13 million in the response to the COVID-19 pandemic for playful early learning opportunities as part of its financial and technical commitment towards holistic early childhood development in refugee settings.

In 2021, UNHCR worked with government and other partners to facilitate matching of host country policy pledges with donors’ financial, material and technical pledges to support policy implementation. Demonstrating their leadership as GRF co-convenors, Germany matched its pledge of financial support with Türkiye’s pledge to increase access to technical and vocational education and training institutions for refugee and host community children. The Asylum Capacity Support Group, another GCR initiative, also facilitated [pledge matching](#) to strengthen asylum systems of host countries with several notable matches made in Africa, Asia and the Americas.

States and other stakeholders also adapted, accelerated and innovated pledges and initiatives to support the pandemic response. The non-profit [Kiva Refugee Investment Fund](#), for example, accelerated and delivered on its pledge to provide microcredit loans to refugees and people in fragile communities.

The final closure of the fund saw it reach \$32.5 million, which will help thousands of people establish businesses.

Underscoring the importance of the multistakeholder and partnership approach set out in the GCR, new and innovative partnerships emerged that leveraged complementary strengths, unlocked resources, and committed to long-term improvements in people’s lives. The partnership between Vodafone Foundation and UNHCR under the [Instant Network Schools](#) initiative to connect 500,000 refugee students and their communities to a quality digital education by 2025 is an example of the critical role played by the private sector and has so far benefited close to 130,000 refugee and host community students.

Addressing displacement and host communities through 17 projects in 2021 with a budget of \$50 million, the UN Secretary-General’s Peacebuilding Fund is another a promising practice enhancing cooperation between humanitarian, development and peace actors. In Darfur, for example, UNHCR works jointly with UNDP and UN-Habitat to resolve land disputes, access to resources and land being critical to peace and harmony.



Strategic partnerships and coordination

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The R4V platform responding to the flooding that permanently damaged the two Operation Welcome facilities for Venezuelan refugees and migrants in Manaus, Brazil.

UNHCR's partnerships were aligned with its Strategic Directions and designed to strengthen engagement with actors to advance the localization agenda, reach new audiences and shift the focus of development cooperation from a purely humanitarian response to one that fosters inclusion and solutions.

Inter-agency engagement and United Nations partnerships

UNHCR worked with UN agencies to leverage complementarity and expertise to benefit people of concern. Collaboration with UNICEF on the "[Blueprint for Joint Action](#)" reached some 10 million refugees and host communities with programming and services in education, child protection and water, sanitation and hygiene. The main aim of the partnership is to ensure further the inclusion of refugees in national systems, but also to ensure more predictable coordination at the outset of an emergency. The [UNHCR-WFP Joint Programme Excellence and Targeting Hub](#) supported targeting and prioritization of food and basic needs assistance to refugees. UNHCR's agreement with the International Telecommunication Union enhanced [connectivity](#) for people of concern and host communities and reached marginalized groups such as persons with

disabilities. Building on the December 2020 letter issued by UNHCR and UN-Women, a joint regional action plan was developed with specific activities to advance gender equality in Bangladesh, Malaysia and Pakistan. UNHCR, WHO and GAVI, the Vaccine Alliance, drove vaccine equity with delivery of vaccines for displaced populations and host communities, and supported health systems.

UNHCR engaged with the High-Level Panel on Internal Displacement and contributed to the conceptualization of the UN Secretary-General's Common Agenda as well as his Action Plan for IDPs (see the section on UNHCR's strengthened engagement in IDP situations). Under the IASC, UNHCR led work on accountability and inclusion and spearheaded guidance on localization with the Somalia NGO consortia. Achievements included expanded membership to local and national NGOs, establishment of a [localization repository](#) as well as a "go-to" platform for accountability and inclusion guidance and best practices.

Engagement with NGOs and civil society

NGO consultations in all regions focused on localization, community engagement and climate action. At Headquarters level,

monthly NGO consultations were co-organized with ICVA on topics such as COVID-19 vaccinations, protection and mixed movements. UNHCR published two reports, on the [leading role played by civil society towards implementation of the Global Compact on Refugees](#), and on [best practice examples of innovative solutions developed by refugee-led organizations \(RLOs\) in response to the COVID-19 pandemic](#).

Towards the localization agenda, UNHCR awarded seven RLOs for their innovation, and a simplified small-grant partnership arrangement was piloted, enabling direct support to community-led organizations. Collaboration was strengthened with faith-based organizations, for example with the multi-religious council of leaders, Religions for Peace. UNHCR also entered new memoranda of understanding with the Lutheran World Federation, Community of Sant'Egidio, Miles4Migrants, Powercoders, the Scalabrini International Migration Network, academia, cities and municipalities.

To reach new audiences and different segments of civil society, UNHCR leveraged the power of sport to show refugees as resilient and to combat negative stereotyping. UNHCR's partnership with the International Olympic Committee and Olympic Refugee Foundation facilitated refugees' access to sport at amateur and elite level and generated impressive press and social media coverage. The 2021 Tokyo Olympics generated 9.9 million pieces of media coverage and 162 million tweets, of which 10% and 12% respectively highlighted refugees as resilient and capable sportsmen and women.



UNHCR actively supported UN development system reform, engaging with the UN Development Coordination Office (DCO) to influence guidance, for example through contributions to the

Handbook for Resident Coordinators on the humanitarian system. In October 2021, UNHCR and DCO also signed a joint letter addressed to all Resident Coordinators and UNHCR Representatives outlining common areas of work. An analysis by OCHA, DCO and UNHCR showed that 86% of UN Sustainable Development Cooperation Frameworks in refugee-hosting countries mentioned refugees in their outcome statements. Financially, UNHCR supported the Resident Coordinator system with \$2.5 million through the UN cost-sharing agreement.

At regional level, UNHCR co-led platforms set up under the UNDS reform, including Issue-based Coalitions, which furthered achievement of the SDGs through data and analysis, and technical and capacity support to local and government actors.

UNHCR adhered to the OECD DAC recommendation on the humanitarian-development-peace-making nexus and continued to be an active member of the IASC results group on the nexus.

UNHCR's collaboration with the World Bank brought additional development funding to refugee-hosting countries. UNHCR provided the World Bank with regular protection assessments, including comprehensive and publicly available country refugee policy reviews, enabling support to be directed to refugee-hosting countries for the benefit of both refugee and host communities. Engagement with regional multilateral development banks was also strengthened, for example through the MoU concluded with the Inter-American Development Bank and the exchange of letters with the Asian Development Bank promoting the inclusion of forcibly displaced people within the banks' policies and programmes. Cooperation with the African Development Bank resulted in projects benefiting displaced people in Zimbabwe, the East and Horn of Africa and the Great Lakes region, and the Sahel.



Human resources

UNHCR strengthened long-term strategic workforce planning and supported operational workforce planning in 2021 despite the disruption of COVID-19. Vacancies were filled quickly with candidates meeting talent requirements and strategic priorities including diversity and gender parity. In line with the gender parity policy, 50% of candidates for senior roles (D1 and P5 level) were women.

A new “Strategic workforce planning approach”, piloted with risk management colleagues, refined the way in which support, guidance and analysis is provided to country operations, bureaux and Headquarters. At the heart of this new approach is HR action planning, which was piloted with the Enterprise Risk Management function in support of its 2025 Risk Strategy. 45 human resources staff attended workforce planning training courses, and colleagues in 11 operations and two divisions were trained on workforce dashboards, generating strategic data and insights on the makeup of the workforce to inform operational and strategic workforce planning decisions.

Strategic workforce planning was enhanced further by the development of Workday@UNHCR, as part of the Business Transformation Programme, which will provide decision-makers with real-time data on skills, talent and profiles, and forecast talent gaps.

Learning and development became more strategically linked to integrated talent management, with linkages between performance, workforce planning, leadership and career development. Self-study modules were made more interactive and continuous learning was increased by developing micro-resources to be used in the flow of work as required.

A review of the way UNHCR manages performance – including culture and processes around performance management – was undertaken by the Global Development and Learning Centre. A new system, pilot tested in 2021, aims to be simple and efficient, providing a positive employee experience and further developing a culture that allows colleagues to thrive and grow. The new approach enhances managers’ ability to provide coaching and feedback and identify career and development opportunities.

Various virtual learning and development platforms were launched, including GetAbstract, MysteryCoffee and Coursera, and UNHCR invested in strengthening its coaching and mentoring culture. Externally recruited senior colleagues at P5 and D1 levels received individualized coaching, mentoring and learning opportunities through the Orientation/Induction Programme for Senior Leaders.

UNHCR provided training in specific thematic areas, such as a webinar series on “Leading Racism Awareness Dialogues” for managers and supervisors, in collaboration with the Senior Inclusion and Diversity Adviser.

While 2021 continued to be marked by the pandemic, the Joint Review Board met virtually, providing a key oversight measure to ensure UNHCR’s recruitment process is transparent, strategic and free from bias and discrimination. UNHCR received 92,000 applications for 1,681 advertised jobs, two thirds of them from external candidates. With a surge in the number of emergencies, UNHCR significantly increased fast-track hiring, with 12 rounds of advertisements for 270 posts. UNHCR’s 33 talent pools averaged 1,300 applications a month, helping to meet recruitment needs, especially for temporary assignments. 45% of final candidates were women, and the largest geographical source of candidates was Africa (35%).



Results-based Management

UNHCR introduced COMPASS in 2021 as its renewed

approach to results-based management (RBM). This approach includes planning for, getting and showing results over a 3-to-5-year period which are linked to a global results framework. Longer-term thinking and strategic prioritization with diverse stakeholders allow UNHCR to better respond to forced displacement and resolve statelessness, and to embed the Sustainable Development Goals in the Office’s work. Displaced and stateless people, governments, other humanitarian and development organizations, civil society groups, the private sector and others are engaged throughout the process to maximize positive results for people of concern. In 2021, the first 24 UNHCR operations created their multi-year strategies.

The COMPASS approach to RBM is founded on a collaborative and evidence-based approach to planning and monitoring results. Multi-year strategies are informed by a situation analysis of the context, populations of concern to UNHCR, and protection and solutions. The analysis is conducted in collaboration with relevant stakeholders, including displaced and stateless people and UNHCR’s partner organizations. This evidence base lays the foundation for joint prioritization and development of the strategic direction for the coming years and can contribute to other planning frameworks in the same context. UNHCR and its partners monitor progress towards planned results and report against core indicators. Monitoring findings and analysis of progress made is used to adjust implementation plans, as needed.

The system successfully went live for the 2022 Global Appeal, which was issued in December 2021. At the same time, Global Focus, UNHCR’s main operational reporting website for donors, was also relaunched with an entirely new configuration that reflected the new results framework.

UNHCR significantly scaled up global outreach to promote itself as an employer of choice and better target hard-to-recruit profiles such as women, less-represented nationalities, and persons with a disability.

Extensive work was done to finalize recruitment, assignment and flexible work policies, which all offer opportunities to improve geographical diversity and gender parity. To remove barriers and take into consideration circumstances and challenges faced in particular by LGBTIQ+ colleagues, an Administrative Instruction on Payment in Lieu of Family Installation was revised to include all “family” duty stations where eligible dependents have difficulty obtaining residency status.

UNHCR played a leading role in inter-agency efforts on health and safety matters, actively contributing to the UN System-Wide Task Force on Medical Evacuations, the inter-agency efforts to strengthen the medical first line of defence, and the UN vaccination strategy. UNHCR issued a new “Policy on managing occupational health and safety”, providing a solid framework for dealing with threats, injuries and illness affecting personnel – both in relation to COVID-19 concerns and beyond – and developed a digital system for incident reporting. A network of occupational health and safety focal points and committees maintained a regional and local overview on how standards are applied, and 60 senior staff were trained on managing occupational health and safety at the workplace. Under the Occupational Health and Safety Framework, UNHCR guesthouses are monitored and supported, providing guidelines for the health and safety standards to be adhered to by accommodation providers.



A UNHCR staff member assists displaced families waiting to receive winter cash assistance in Kabul.



Risk management in UNHCR

Risk management helps UNHCR to think ahead, prevent problems, seize opportunities and act with integrity. Building on the substantial progress made in coping with operational uncertainty and guided by the “Risk Management 2025” strategy, the High Commissioner called for a sustained, strong risk management culture. With a model of behavioural change, the strategy will advance risk management across the organization with the support of senior leadership and a network of 30 risk practitioners.

Embedding a risk management culture means that personnel working directly with displaced communities can spot risks and take action. In Uganda, which hosts the largest number of refugees in Africa, UNHCR field offices and sub-offices have appointed risk focal points, while

the country-level Uganda Risk Advisory Group, including donors and partners, tackles risks such as impunity for high-level perpetrators of sexual exploitation and abuse. In Rwanda, all field offices are involved in reviewing risks, so those closest to the point of delivery help shape decision-making. In South Sudan, detailed action plans for each identified risk ensure proactive risk management. In Kenya’s Kakuma and Dadaab refugee camps, annual fraud vulnerability assessments support the integrity of protection processes such as refugee status determination and resettlement. Embedding risk management across operations strengthens UNHCR’s programmes and accountability.

The risk network trained and provided in-person and online support to 5,081 personnel from UNHCR and its partners, nearly double the number in 2020, with a focus on integrity-related risks such as abuse of authority, fraud, corruption, and sexual exploitation and abuse.

Partner staff in Somalia, South Sudan and Uganda received general risk management training. Fraud prevention training took place in Bangladesh, the Democratic Republic of the Congo, Indonesia, Pakistan and Yemen, and partners across the Asia and the Pacific region were engaged on this important topic. Integrity support missions and risk assessments were undertaken in Burkina Faso, Cameroon, Chad and Niger. Code of Conduct dialogues were used in Libya to engage with UNHCR and partners on the ethical use of social media, procurement integrity, fraud and corruption prevention or conflict of interest. Protection risks to the Refugee Olympic Team were collectively reviewed by the Division of International Protection, the Asia and the Pacific Regional Bureau and the Japan operation.

Senior leaders were coached in reputational risk management and crisis communications, and how their actions

could affect people’s safety and the trust placed in UNHCR by refugees. A real-time crisis leadership simulation provided hands-on experience.

Throughout 2021, the pandemic remained a significant source of uncertainty for the health of people of concern and UNHCR personnel across operations. While the risks have been managed proactively, the long-term socioeconomic impact of the pandemic on the livelihoods of displaced communities and on the protection environment affects people forced to flee across the globe.

As the number of people who depend on UNHCR’s support continues to rise due to new crises, extreme weather events and conflict, UNHCR must continue to take and manage the risks required to deliver its mandate consistently, consciously and collectively.

Afghanistan – risk management in action

During 2021, conflict and political turmoil in Afghanistan exacerbated humanitarian needs. Despite a highly volatile context, UNHCR stayed and delivered to meet the needs of hundreds of thousands of Afghans who had been forced to flee. The Taliban’s return to power and a collapsing banking system led to significant risks and recalibration of its plans. In close coordination with the Afghanistan UN Country Team, UNHCR continuously evaluated the risks for displaced communities, its humanitarian programmes, and UNHCR and partner personnel. [UN Security Council Resolution 2615 \(2021\)](#) was important in enabling the provision of humanitarian aid to Afghanistan, by exempting humanitarian activities to meet basic needs from Taliban-related sanctions. Yet, as UNHCR navigated the new political landscape and engaged with new partners and de facto authorities to ensure it could continue to deliver to people in need, UNHCR systematically checked individuals and entities against the UN Sanctions List.

Direct financial assistance was assessed as one of the best ways of supporting Afghans who had fled their homes, to boost protection, shelter needs and food security, and support returns to places of origin when security allowed. One crucial area where UNHCR was able to intervene was in partnership with financial service providers, to set up a cash assistance programme. To tackle the risks in implementing the programme in a situation where partners on the ground were scarce and identifying the most vulnerable individuals was challenging, UNHCR employed strict due diligence in selecting partners. Mitigation actions also included distributing cash in both dollars and afghanis, enhanced post-distribution monitoring, and biometric registration with fingerprints and eye scans.

Integrity and oversight

As UNHCR continued its internal transformation, and as it dealt with the challenges of rising numbers of emergencies and the ongoing impact of the pandemic, the activities of the Inspector General's Office (IGO) were at the core of independent oversight, with its overall objective the effectiveness of UNHCR's independent oversight system.

Despite 2021 being another year of the pandemic, the IGO made steady progress implementing its five-year strategy. 2021 saw strengthened consultation and positive engagement amongst independent oversight providers and with UNHCR management in the identification, assessment and addressing of key risks, issues and challenges facing UNHCR. Broadly, independent oversight findings during the year confirmed UNHCR maintained satisfactory management oversight over operations despite the challenges of a record number of emergency declarations and the impact of COVID-19.

There was an increase of 27% in complaints received to 1,450 (in 2020 there were 1,146), with the IGO stepping up the numbers and

efficiency of complaints assessed through its intake processes in response. In 2021, there was a 42% increase of cases assessed (1,613) mainly due to steps to improve the efficiency and effectiveness of procedures to handle increasing numbers of complaints. Of the total number of assessments, 44% required no further action and were closed after intake review (2020: 37%); 38% referred (2020: 43%); 8% resulted in investigations (2020: 13%); 3% closed after assessment (2020: 1%); and the remaining 7% were referred to implementing partners for potential investigative follow up. 121 investigations were opened in 2021 (2020: 142). 158 investigations were finalized, an increase of 22% compared to 2020. Of these, 50% were substantiated (in 2020 this was 55%).

There was also effective coordination of independent oversight work, with two online platforms established presenting consolidated views of oversight workplans and recommendations. These provided management with an overview of oversight plans and results at organizational level, as well as supporting analysis and detail. A real and engaged dialogue amongst independent oversight providers was developed in 2021 which helped to ensure a coherent oversight workplan for 2022.



Prevention of sexual exploitation and abuse and sexual harassment in 2021

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UNHCR Community-Based Protection Assistant Elisa Jamal conducting prevention against sexual exploitation and abuse (PSEA) awareness activities in Pemba, Cabo Delgado, northern Mozambique.

The fight against sexual exploitation and abuse and sexual harassment is critical to delivering protection and assistance in a safe and dignified manner, for both people of concern and those with whom UNHCR works. In 2021, the Office's efforts focused on enhancing learning and strengthening the capacity of personnel to tackle sexual misconduct, operationalizing a victim-centred approach and addressing underlying causes of sexual misconduct rooted in organizational culture.

Given global COVID-19 restrictions, UNHCR adapted learning activities for virtual delivery, engaging over 600 UNHCR personnel. Two internal UNHCR learning packages were finalized, one on sexual exploitation and abuse and one on sexual harassment. Using videos, case studies, and testimonies for experiential learning, these interactive packages aim to enhance the capacity of personnel to define, detect, prevent and respond to sexual misconduct. By the end of 2021, 40 UNHCR personnel from 25 operations and Headquarters had been trained as facilitators on the learning

packages. In addition, an innovative participatory webinar based on a video case study was used to engage 119 staff – field-based focal points on protection from sexual exploitation and abuse – in 14 different peer-to-peer learning exchange sessions to explore key concepts, standards and best practices. These focal points were drawn from 89 operations across UNHCR's seven regions.

Following the adoption in 2020 of the "[Policy on a victim-centred approach in UNHCR's response to sexual misconduct](#)", the first of its kind in the UN system, consultations were held across UNHCR on putting the policy into operation, including with field colleagues who provide support to victims of sexual exploitation and abuse, as well as relevant entities at Headquarters. Virtual workshops identified concrete steps to integrate the policy's key principles into standard operating procedures. To strengthen support to victims of sexual misconduct and enhance the integration of prevention and response to sexual harassment within the organization, the

Victim Care Officer for Sexual Misconduct was moved to the Office of the Senior Coordinator on PSEA and SH, with enhanced responsibilities, although still with a strong focus on assisting victims of sexual harassment through the process of support and resolution.

In a systemic commitment to rooting out underlying causes of sexual misconduct, UNHCR produced “[A selection of promising practices on organizational culture change](#)”, a collection of innovative and practical initiatives from a range of humanitarian and development organizations. To further support addressing workplace culture issues, UNHCR developed a “[Facilitators’ guide for a session on values, attitudes and organizational culture in relation to prevention of sexual misconduct](#)”. This guide supports organizations and teams in holding reflective sessions that provide a safe space for senior leaders to reflect and engage on the issues that lie at the root of sexual misconduct, including underlying issues of power imbalance and gender inequality, and on their role in changing behaviour.

Building on one such session that was held at the end of 2020 for members of the Chief Executives Board Task Force on Addressing Sexual Harassment within the Organizations of the UN system, UNHCR facilitated a session with IASC Principals and two sessions with Humanitarian Coordinators from across the world.

To reiterate its commitment to addressing sexual misconduct, UNHCR was among the first UN agencies to adhere to the OECD’s “[DAC recommendations on ending sexual exploitation, abuse and harassment in development co-operation and humanitarian assistance](#)”.

UNHCR was also the first UN agency to pilot the [Misconduct Disclosure Scheme](#), a tool for vetting and reference checking on NGO partner personnel, and a complement to the UN ClearCheck database in which UNHCR participates.



Responding to situations of internal displacement

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Internally displaced people in Hsipaw, Shan state, Myanmar, receive essential core relief items from UNHCR and local partners.

The growing numbers of internally displaced people, especially due to conflict and violence, have led UNHCR to engage more systematically. The internally displaced are the largest group of people of concern to UNHCR: there were 51.3 million recorded IDPs at the end of 2021, 2.7 million more than at the end of 2020. Although access to IDPs is often hindered, making it difficult to assess and meet their needs, UNHCR was actively engaged and for its internal step-up declared 11 new IDP emergencies in eight countries including Afghanistan, the Democratic Republic of the Congo, Ethiopia and Myanmar. In addition to providing humanitarian response through its operations and leadership of the three clusters (Protection, Shelter and CCCM), UNHCR enhanced its engagement with development stakeholders, drawing attention to social protection needs and potential solutions that may be accessible through early State-supported development interventions.

In Ethiopia, coordinating with partners and the authorities, UNHCR expanded its programme to cover nine regions, reaching over 1.7 million people directly with protection services, shelter and core relief support. Of those, over 1 million people were reached with protection activities, including activities that support IDPs’ solution-related decisions. Additionally, UNHCR’s CCCM role supported 580,000 IDPs in communal settings, the majority in 68 sites in Amhara and Tigray regions. Elsewhere in the **East and Horn of Africa and Great Lakes**, ongoing and escalating conflicts in Darfur, Sudan, required UNHCR to focus on life-saving activities including through remote protection monitoring and direct interventions. Under the Solutions Initiative for Sudan and South Sudan, UNHCR worked with IGAD and other partners to advance frameworks for comprehensive solutions for refugees, IDPs and returnees. In South Sudan, UNHCR developed a solutions-oriented, area-based approach targeting high return areas through

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for GSP results



catalysing investments in medium- to long-term development and peace interventions, called “Pockets of hope,” which will be piloted in 2022.

In **Southern Africa**, community-based protection staff helped strengthen feedback mechanisms, protection and participation in the Democratic Republic of the Congo, where armed conflict and violence triggered vast and repeated displacement, worsened with the eruption of [Mount Nyiragongo](#). This approach helped address the needs of IDPs living in planned sites and those sheltered with host families. In Mozambique, UNHCR responded to large-scale internal displacement due to attacks by armed groups in the Cabo Delgado province and natural disasters such as cyclones. UNHCR supported the Africa Development Bank’s large-scale development projects, also facilitating private sector development and IDPs’ access to electricity and agricultural production. UNHCR strengthened partnership with the German Development Cooperation to support IDPs in northern Mozambique.

In **West and Central Africa**, UNHCR promoted and supported States for the domestication of the [African Union Convention for the Protection and Assistance of Internally Displaced People in Africa](#). In 2021, a draft bill was adopted at technical level in Cameroon and Chad, and the Central African Republic’s draft bill was introduced in Parliament for adoption. In Burkina Faso, support was provided for the establishment and training of the Inter-ministerial Technical Committee and a roadmap for domestication adopted. In Nigeria, a federal IDP policy was adopted. In Mali, the draft bill validated at technical level in 2019 was reviewed.

In the **Americas**, UNHCR worked with national and state-departmental authorities, parliaments and local governments to promote institutional frameworks and policies on internal displacement, with legislative initiatives underway

in El Salvador, Honduras and Mexico. Initiatives included the adoption and/or implementation of IDP legislation, policies, protection and assistance programmes. These included a framework to protect housing, land and property rights and the recovery of physical and community assets. UNHCR worked with national authorities in developing national statistics and information on IDPs in line with the international recommendations on IDP statistics to better inform future strategies and interventions for people displaced by violence. UNHCR expanded its community-based protection initiatives in host communities or people at heightened risk of displacement. In collaboration with grassroots organizations, the Office supported interventions to mitigate risks and strengthen protection networks through the rehabilitation of communal areas and programmes that promote community organization and expand alternatives for groups at heightened risk in northern Central America. Colombia’s Victims’ Unit and UNHCR undertook to improve data on IDPs’ vulnerability levels and linkages with solutions.

In **Asia and the Pacific**, 571,000 new conflict-induced IDPs took [Afghanistan’s](#) total to around 3.5 million by the end of the year, although another 791,000 returned, mostly in the latter part of 2021. Anticipating an escalation in displacement, UNHCR had made extensive contingency and preparedness planning, increasing emergency shelter materials and personal protective equipment to also ensure a COVID-19-safe response. UNHCR stayed to assist 1.1 million IDPs, providing core relief items, emergency shelter, hygiene and dignity kits, cash assistance and winterization support. UNHCR prioritized the delivery of life-saving humanitarian assistance, ensuring continuity of protection for IDPs and building resilient communities in line with the Solutions Strategy for Afghan Refugees (SSAR). In Myanmar, 320,900 people were displaced following the military

takeover on 1 February 2021, bringing the IDP population to 671,000. UNHCR and partners worked to reach vulnerable IDPs, including 130,000 displaced in Rakhine state since 2012. [62,000 affected](#) people in Rakhine state received core relief items and emergency shelter support from UNHCR. Quick impact projects implemented by UNHCR and UNDP benefited more than 20,000 people. In the Philippines, UNHCR built the capacity of local and national authorities to support their leadership of current and future responses to internal displacement and, in December, deployed staff and core relief items to Caraga following Typhoon Rai.

In **Europe**, UNHCR coordinated protection and shelter in eastern Ukraine and operated on both sides of the contact line, undertaking shelter repairs and community projects for basic services in isolated areas. UNHCR assisted affected populations in Government-controlled areas with cash, legal aid and services for persons with specific needs. UNHCR also provided logistical support to humanitarian convoys on behalf of the United Nations Humanitarian Country Team.

In the **Middle East and North Africa**, UNHCR carried out a [participatory assessment](#) in Iraq, covering documentation, child protection, gender-based violence, livelihoods, self-reliance and mental health. UNHCR advocated inclusion and employment opportunities after the [sudden closure of 3 IDP sites](#) and supported [legal assistance](#) and institutional capacity-building to help secure [civil documentation](#). Similar support for documentation was offered in Yemen, along with legal assistance and psychosocial support. UNHCR carried out more than 230,000 [protection monitoring](#) assessments, supported some 138,000 IDPs through protection interventions, including legal assistance and psychosocial support, and distributed \$72 million in cash assistance to help 1.4 million IDPs [stave off famine](#).

In the north-western [Syrian Arab Republic](#), 275,000 people received a COVID-19 vaccination and 547,000 IDPs received core relief items. Through partners, UNHCR provided psychosocial support to 203,000 people, and the Safe from the Start initiative helped fund gender-based violence prevention, risk mitigation and response.

Coordination

Globally, UNHCR drove efforts ensuring that protecting the internally displaced remained at the centre of international and national action, for humanitarian, development and peace actors. In 2021, together with the Special Rapporteur on the human rights of IDPs, UNHCR established the IDP Protection Expert Group. Comprising the current and former mandate holders on the human rights of IDPs, as well as senior-level thought leaders, former UN Resident and Humanitarian Coordinators and policy experts, the IDP Protection Expert Group aims to enable political will and national leadership through senior-level international support for strengthened protection responses to address internal displacement. Fostering the legal and policy environment for the protection of IDPs remained a strategic focus for UNHCR, including through maintaining a global database of IDP law and policy as well as collaboration with the African Union on the Kampala Convention.

UNHCR remains a keen partner in UN and State-led initiatives to support solutions, with continued support to the UN Secretary-General’s High-Level Panel on Internal Displacement and its subsequent follow up with the Secretary-General’s Action Agenda on Internal Displacement. As a Core Steering Group agency, it is committed to contributing to solutions for IDPs in close partnership with affected States, especially drawing on its “refugee solutions” related experience to the IDP context. These include facilitation of development financing approaches,

consultations with IDP communities, supporting inclusion of socioeconomic considerations in IDP data, and others – all aimed towards ensuring IDP protection in the context of durable solutions.

The globally recognized GP20 Plan of Action was succeeded by the GP2.0 Global Platform on Internal Displacement, co-hosted by UNHCR, as an informal platform for joint initiatives and sharing good practices. The work of the UNHCR-World Bank Joint Data Center on Forced Displacement also enhances the ability of stakeholders to make timely and evidence-based decisions to improve the lives of people impacted by forced displacement, including IDPs.

Global Protection Cluster

In 2021, the Global Protection Cluster (GPC) and 32 national protection clusters – 29 of which were led by UNHCR – advocated for the rights of 113 million people in need of protection, and delivered services to 23 million people such as legal aid, psychosocial support and case management, responses on issues of child protection and gender-based violence.

Field support was a significant element of the GPC's work. Its multi-agency Operations Cell and Task Teams provided support on themes such as disability inclusion, age appropriate services, trafficking, mental health and psychosocial support, climate impact, human rights, cash for protection, protection advocacy, law and policy, the Humanitarian Programme Cycle, and protection coordination. Missions were undertaken to Burkina Faso, Cameroon, Colombia, the DRC, Ethiopia, Mozambique, Niger and Sudan, and remote support was provided to Afghanistan and the Bolivarian Republic of Venezuela. The GPC activated an Emergency Support Cell for Afghanistan, to assist with field coordination, timely advocacy and evidence-based analysis amidst a challenging operational environment.

The GPC defined a field minimum operational footprint, a collective [Protection Analytical Framework](#) that enables coherent analysis, and continued issuing flagship reports such as the [Centrality of Protection Review](#), [Global Protection Updates](#), and [Protection Funding Review](#).

The GPC continued supporting operations in their advocacy with authorities, agencies, and humanitarian country teams while amplifying frontline perspectives at global levels. Such efforts included a [Global Protection Forum](#) which brought together over 5,000 humanitarian, peace and development partners, and briefings to Member States and donors. Through its active presence in all IASC Results Groups, the GPC backed the elevation of protection efforts across the humanitarian system and continued to mobilize partners to engage on the centrality of protection, particularly through the IASC Protection Policy Review.

Global CCCM Cluster

Ongoing conflict and recurring displacement meant the most vulnerable IDPs found themselves living in undignified, substandard spontaneous sites and camp-like settings in 2021. If not addressed through CCCM activities, insufficient and irregular access to services in sites risks further aggravating these situations and affecting people's lives. Over 12 million people were targeted through Humanitarian Response Plans by CCCM clusters and cluster-like partners in 22 operations with, overall, UNHCR leading and co-leading 18. 107 international and 117 national cluster partners formed CCCM clusters in 13 operations where the cluster was activated, and 22 CCCM coordination platforms were active throughout 2021, of which 14 were officially activated CCCM clusters and 8 were cluster-like coordination mechanisms. Two new clusters (Burkina Faso and Ethiopia) and one working group (Afghanistan) were activated.

At the global level, 715 representatives from 66 national and international organizations participated in the UNHCR-organized [annual retreat](#), with the launch of an updated [Global CCCM Cluster strategy](#) and new minimum standards in camp management. The retreat helped to reinvigorate the Global Cluster, co-led with IOM, after a challenging period of unprecedented displacement and the COVID-19 pandemic.

243 mission days in support of country clusters were provided by the UNHCR Global CCCM Cluster team on issues ranging from strategy development, technical support, development of terms of reference, recruitment, capacity building and information management. A partnership with the London School of Economics to review environmentally friendly and sustainable CCCM best practices was established, and the Cluster collected and published [case studies](#) on 13 thematic areas including durable solutions and localization. To improve CCCM coordination, an update of the CCCM Cluster Coordination Toolkit was initiated and the [“Minimum standards for camp management”](#) policy was launched. The Global Area-based Approach working group published a position paper outlining the Cluster's position on area-based approaches.

Global Shelter Cluster

In 2021, UNHCR led 16 out of 31 formally activated shelter clusters and 19 cluster or cluster-like mechanisms. The UNHCR-led shelter clusters provided shelter and core relief items to over 10.6 million IDPs through 470 partners in conflict situations, representing 54% of all IDPs assisted with shelter and core relief items globally. Earmarked support also allowed the Global Shelter Cluster (GSC) to mobilize collective efforts towards greener and climate-smart humanitarian shelter and settlement responses. This is done through changes in specifications, support with recycling and

repurposing options, sustainable energy solutions, development of country level environmental profiles, localized market-based interventions and the piloting of innovative and more environmentally sustainable shelter solutions.

In order to improve the Cluster's information management capacity, the GSC developed and launched its [Information Management & Assessment Toolkit](#) to complement its [Coordination Toolkit](#). In June 2021, the GSC hosted the [2021 annual meeting](#) online, under the theme of “Shelter in a Changing Environment” with 26 events and 1,433 participants. In October, the annual [Coordination Workshop](#) was held with multiple online events. In June 2021, the GSC launched the 8th edition of the [GSC Shelter Projects](#) publication.

During the second half of 2021, a new gender-based violence focal point joined the team (a resource shared with the Global CCCM Cluster) to provide support and guidance. Towards the end of 2021, the GSC team increased its capacity with advocacy and research focal points. In addition, a roving cluster coordinator and a roving information management officer also joined the GSC and, overall, support (missions and remote support) to field clusters totalled 774 days.



Climate action

© UNHCR/Andrew McConnell

The signs of drought are everywhere in the arid landscape of Helmand Province and prospects are grim for farmers. Many are already on the move, no longer fleeing war, but the combined effects of climate change and economic collapse.

In 2021, a sobering pattern came into ever sharper relief: the interconnectedness of climate change, poverty, food insecurity, conflict and displacement. More and more people – invariably those who contribute least to climate change and are least equipped to adapt to it – are searching for safety and security in the face of climate-related threats. Among many examples in 2021, floods hit [South Sudan](#) and [Rohingya refugees](#), [Afghanistan](#) and [Somalia](#) suffered devastating droughts, and dwindling water resources sparked conflict in [Cameroon](#). 90% of refugees come from countries on the [frontlines of the climate emergency](#). But fleeing is no guarantee of safety: over 40% of refugees and 70% of people internally displaced by conflict live in countries highly vulnerable to climate change.

UNHCR set out its response to the climate emergency in a [“Strategic framework for](#)

[climate action](#)”, with objectives relating to operations, law and policy, and UNHCR’s own environmental footprint.

Operations – building resilience on the frontlines of the climate emergency

With displaced people on the frontlines of the climate crisis, UNHCR aims to mitigate the adverse impacts of climate change and environmental degradation on people of concern. For example, in Tunaydbah refugee settlement in Sudan, UNHCR and partners had to evacuate refugees whose shelters were damaged by heavy rains and flooding. A topographical survey of the area was done to better understand which areas of the settlement were most at risk of flooding, and so avoid, mitigate and prepare for such impacts in the future. Other efforts saw renewable electricity supplied to Kenyan hospitals and COVID-19 isolation

centres; reforestation in Bangladesh around the Rohingya camps; and solarizing water systems to provide more water to communities for longer periods. UNHCR has undertaken such efforts in 20 countries, providing water to over 800,000 refugees. However, unprecedented challenges and hazardous weather events are limiting communities’ capacity to recover and thrive. Increased preparedness is needed to help displaced people remain resilient in the face of climate change.

To fully flesh out its approach to integrating the strategic framework in its operations, UNHCR adopted the [“Operational strategy for climate resilience and environmental sustainability 2022-2025”](#), focusing on incorporating environmental considerations and risks in preparedness activities, operational responses and supply management. It aims to decrease the environmental footprint of displacement responses while enhancing climate resilience, particularly in sectors such as settlement planning, shelter, WASH and [energy](#).

Two important innovative initiatives were launched as part of the strategy: the [Refugee Environmental Protection \(REP\) Fund](#) and Project Flow. The REP Fund is a sustainable financing mechanism

investing in larger-scale refugee and host community reforestation and clean cooking programmes, while registering them as verified carbon credits. In 2021, four operations expressed their interest in joining the REP Fund. Project Flow aims to overcome the obstacle of high capital costs required to switch from diesel generators to renewable energy. UNHCR has already solarized 41% of water pumping systems, but many upgrades require significant capital, a problem that Project Flow solves by recycling fuel cost savings into a revolving fund. In 2021, six operations expressed their interest in joining.

Further guidance on greening operations was provided by UNHCR’s [“Shelter and sustainability overview”](#) and the [“Protection-sensitive access to clean cooking compendium”](#). Given the manufacturing of core relief items (CRIs) accounts for a significant percentage of UNHCR’s greenhouse gas emissions, UNHCR identified the 10 highest emitting items delivered to operations and prioritized their modification to increase environmental sustainability. UNHCR also outlined the core supply activities that help improve the sustainability of the end-to-end supply chain, including the production modalities of CRIs and more efficient and leaner delivery mechanisms.

[In Kenya and the United Republic of Tanzania](#), solar-powered electricity allows medical staff to run hospital equipment and laboratory systems 24/7, enables vaccines to be properly refrigerated, and supports medical diagnosis and treatment to effectively respond to the COVID-19 pandemic. In the United Republic of Tanzania, UNHCR is installing solar panels in the main hospital, which provides services to over 135,000 people – about 56% of the total refugee population. In Kenya, UNHCR is providing solar-powered electricity in hospitals and COVID-19 isolation centres to address energy shortages and ensure that the centres can be fully operational.

In order to improve the predictability of UNHCR's engagement in emergencies brought on by climate change and other natural hazards, UNHCR's "Policy on emergency preparedness and response" was significantly revised. Risk analysis and preparedness mechanisms and tools have been reviewed to incorporate environmental considerations. UNHCR also developed a "[Practical guidance for UNHCR staff on IDP protection in the context of disasters and the adverse effects of climate change](#)".

Law and policy – promoting protection for those forcibly displaced by the effects of climate change

UNHCR continued disseminating its "[Legal considerations regarding claims for international protection made in the context of the adverse effects of climate change and disasters](#)" and providing guidance to States, legal practitioners and other actors on related legal questions. UNHCR also supports governments in the development of relevant legal and policy frameworks for the protection of people displaced in the context of disasters and climate change, such as Mozambique's "Policy and Strategy on Internal Displacement Management", which was adopted in August 2021.

UNHCR supported [research](#) and co-organized, with the Kaldor Centre for International Refugee Law and partners, a [workshop series](#) on "Displacement and migration in the context of disasters and climate change in Africa", which yielded a research agenda developed in cooperation with academia, researchers and legal experts. In partnership with the Norwegian Refugee Council and the Peter McMullin Centre on Statelessness, UNHCR published a [factsheet](#) on the particular vulnerabilities stateless people face as a result of climate change, as well as climate-related risks of statelessness.

UNHCR cooperated closely with regional institutional partners and actively engaged in global and regional policy discussions. It supported the Nansen Initiative Protection Agenda continued as part of the State-led Platform on Disaster Displacement and, as a member of the Warsaw International Mechanism for Loss and Damage's Task Force on Displacement under the UN Framework Convention on Climate Change, supported Parties' consideration of policy and measures to avert, minimize and address climate-related displacement at COP26. [The High Commissioner implored States to take action](#) and highlighted the [particular plight of displaced people in a changing climate](#).



Research partnerships for action

In support of the United Nations Integrated Strategy for the Sahel and the work of the UN Special Coordinator for Development in the Sahel, UNHCR facilitated an inter-agency predictive analytics project in the [Sahel](#) to enhance coordination on data and strengthen preparedness for the growing and interconnected risks. It brought together a global consortium of leading academic institutions working on the nexus between climate change and other mega trends as contributing factors for new or exacerbated vulnerabilities, food insecurity, conflict and potential displacement. A synthesis report will be published in 2022.



Malian fisherman Yahya Koronio Kona fishes in the waters of Lake Mahmouda in Mauritania. He and his family moved several times inside Mali because of drying lakes and declining fish stocks, as well as tension with older-established residents. They eventually crossed the border into Mauritania and settled near Lake Mahmouda.

Greening UNHCR – reducing UNHCR's own environmental footprint

UNHCR aims to [reduce its own environmental footprint](#) and greenhouse gas emissions by at least 45% by 2030. In 2021, UNHCR achieved climate neutrality for the third year running through offsets and forged ahead with installing Green Boxes, which remotely monitor UNHCR offices' electricity use through the Internet of Things, with 252 (62%) of the target of 409 installed. UNHCR's Green Data project saw an increase in reporting from 102 to 292 offices (out of 520 in total).

The Green Financing Facility matured and now has staff and a process to start to fund the transition of UNHCR's infrastructure to renewable energy sources. UNHCR was the first UN entity to sign the Climate and Environment Charter for Humanitarian Organizations that includes high-level commitments to guide the sector's response to the climate crisis, and best practice guidelines on how to reduce UNHCR's environmental footprint were published. A Vehicle Tracking System (VTS) has been installed in 90% of UNHCR's fleet, allowing for the use of satellite data tracking information to calculate emissions.

East and Horn of Africa and the Great Lakes

Surafuel Gebrehiwot, 54, was separated from his wife and children as they fled into Sudan to escape fighting in their home region of Tigray in Ethiopia. UNHCR traced his family to Um Rakuba refugee camp in Sudan.

© UNHCR/Ahmed Kwarte

EXECUTIVE SUMMARY

By the end of 2021, the East and Horn of Africa and the Great Lakes region hosted 4.9 million refugees and asylum seekers, as well as 12 million internally displaced people. Nearly 200,000 people became refugees, driven by conflict, drought, flooding, food shortages, insecurity and localized violence.

2021 saw a widespread relaxation of COVID-19 restrictions, however asylum restrictions remained in force in some countries and prevented some asylum requests and registrations from going ahead. Despite UNHCR's demarches, incidents of refoulement also occurred throughout 2021. Some refugees moved onward, in often risky conditions, towards the Mediterranean or southern Africa. Refugee status determination was slow and costly, with a long-standing backlog of 180,000 asylum applications pending adjudication. UNHCR collaborated with the East African Community (EAC), the International Conference for the Great Lakes Region (ICGLR), the Intergovernmental Authority

on Development (IGAD) and the African Union Commission to promote the rights of forcibly displaced people and access to services and civil documentation. An [EAC/IGAD Regional Protection Dialogue](#) provided recommendations on non-refoulement and the right to asylum, as well as socioeconomic inclusion, solutions and other topics.

Several countries made progress on [pledges relating to statelessness](#), including Rwanda which published a new nationality law facilitating naturalization. UNHCR released a [study](#) analysing risk factors for statelessness in the Horn of Africa and launched another on [the Great Lakes region](#) with the ICGLR Secretariat.

Underfunding of WFP meant that rations had to be cut for over 3.5 million refugees in the region, resulting in reportedly high levels of acute malnutrition, stunting and anaemia. With conflicts and COVID-19 hindering direct contact, UNHCR employed remote protection monitoring and interventions and supported the role of community structures in tackling child protection and gender-based violence.

Staffing was strengthened in Ethiopia and Sudan to respond to gender-based violence in the northern Ethiopia emergency. Pandemic-related school closures added to the risks for children in emergency situations. UNHCR pushed for the safe re-opening of schools and minimal school dropouts, especially for girls, and there was notable progress in refugees' and returnees' inclusion in national education plans. UNHCR provided \$37.9 million in cash assistance to over 1 million people, mainly via bank transfers or as mobile money, helping to pay for energy, shelter, hygiene, livelihoods and repatriation.

UNHCR's livelihoods strategy in [Kenya](#) helped revive refugee employment and reduce food insecurity. UNHCR worked with IGAD and other partners under the Solutions Initiative for Sudan and South Sudan to advance frameworks for comprehensive solutions,

and both countries adopted national solutions strategies. UNHCR co-convened the [Africa Private Sector Forum on Forced Displacement](#), bringing business leaders and philanthropists from across Africa to discuss innovative solutions.

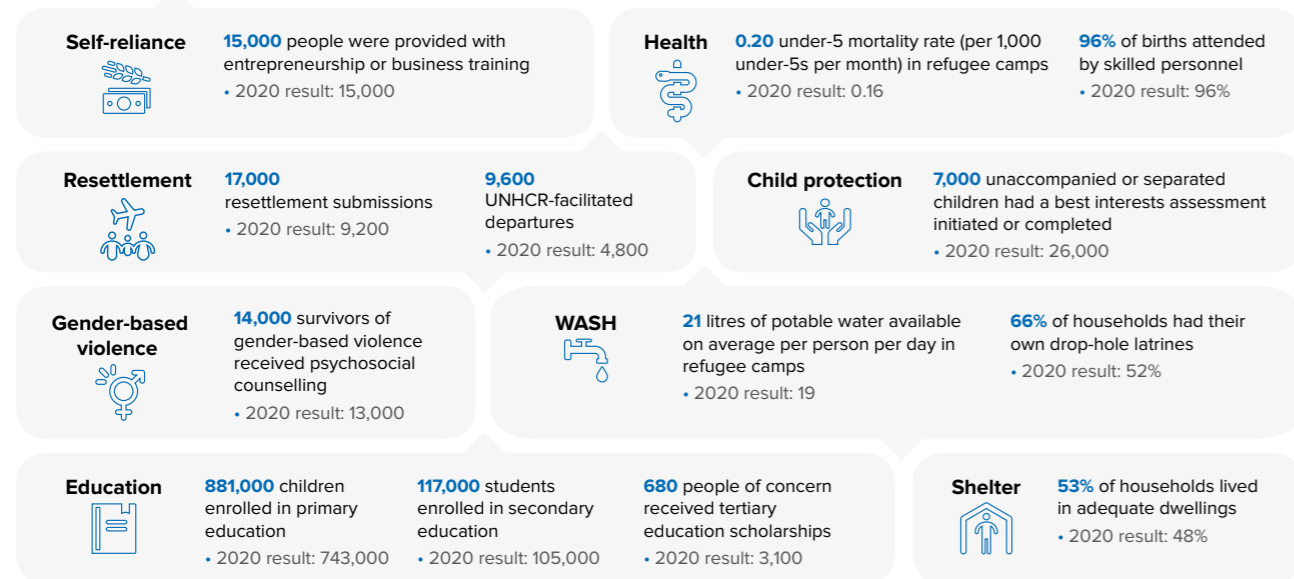
Over 270,000 [South Sudanese](#) spontaneously returned, and UNHCR facilitated [voluntary repatriation](#) for 66,000 [Burundian refugees](#). UNHCR facilitated returns for over 2,700 Somalis and 2,000 Rwandans, whilst over 1,000 refugees returned to Ethiopia. Resettlement was slowed by insecurity and political instability in Ethiopia and Sudan, camp consolidation in Rwanda and the United Republic of Tanzania, and by COVID-19. Nevertheless, several operations resumed in-person resettlement interviews, and submissions were made for 73% of around 22,500 resettlement places. 9,600 refugees departed for resettlement, twice the 2020 number.

Impact of the Global Compact on Refugees

Out of over 600 pledges with potential relevance to the region, 257 specifically targeted at least one host country from the region, mostly in education (25%), statelessness (20%) and jobs and livelihoods (16%). Updates on the implementation of almost 150 of the 257 pledges had been recorded by year end. 83% of the pledges were in progress, while 18 had been fulfilled. Interest in progress on pledges was evident from the [Regional Economic Inclusion Working Group](#), where UNHCR and NRC co-hosted representatives of 66 INGOs, UN agencies, International Financial Institutions, research institutes and other organizations, with over 300 members in all.

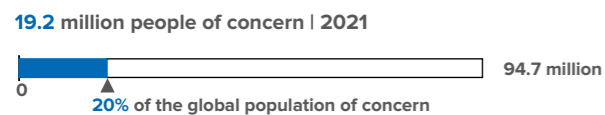
Among [the pledges](#), Ethiopia's jobs and livelihoods pledge was supported by agriculture and livestock projects worth \$88.5 million, backed by partners such as the IKEA Foundation, GIZ, Good Neighbors Ethiopia, UNCDF and WFP. The Government of Denmark supported Rwanda's jobs and livelihoods pledge, committing to provide \$1.6 million for agricultural projects benefiting 1,883 refugee and host community households. The Government of Denmark and the LEGO Foundation both supported Uganda's Education Response Plan, while the European Union launched an \$11 million [environmental response](#) to match Uganda's pledge on natural resources. The Republic of Korea provided a [multi-year \\$5 million contribution](#) to Uganda's refugee response and was a contributor to the Country-Based Pooled Funds to help Sudan and Ethiopia, among other countries.

UNHCR's PROGRAMMATIC RESULTS

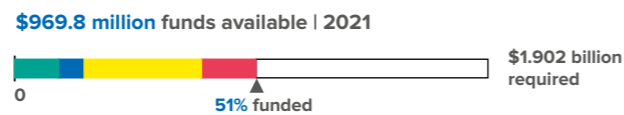


POPULATION AND FUNDING OVERVIEW

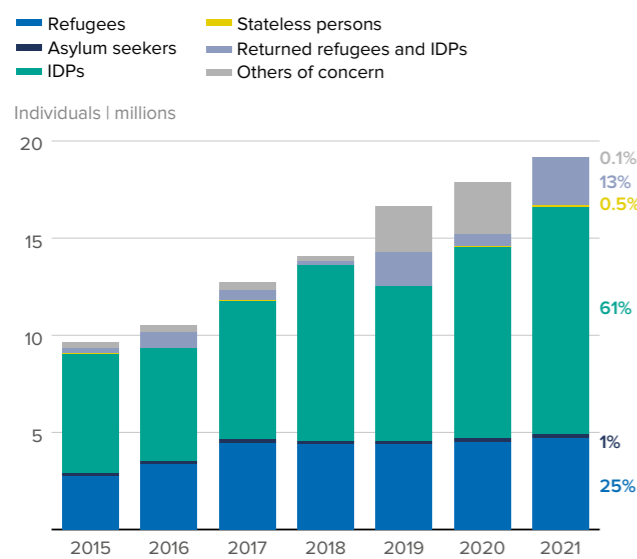
People of concern



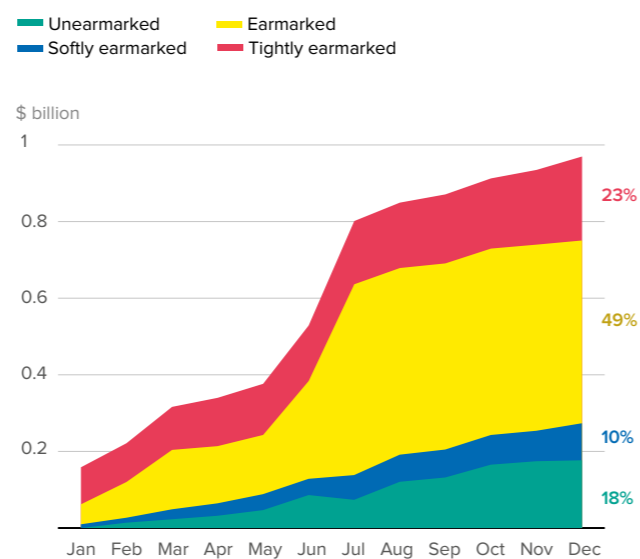
Regional funding and earmarking



People of concern | 2015-2021



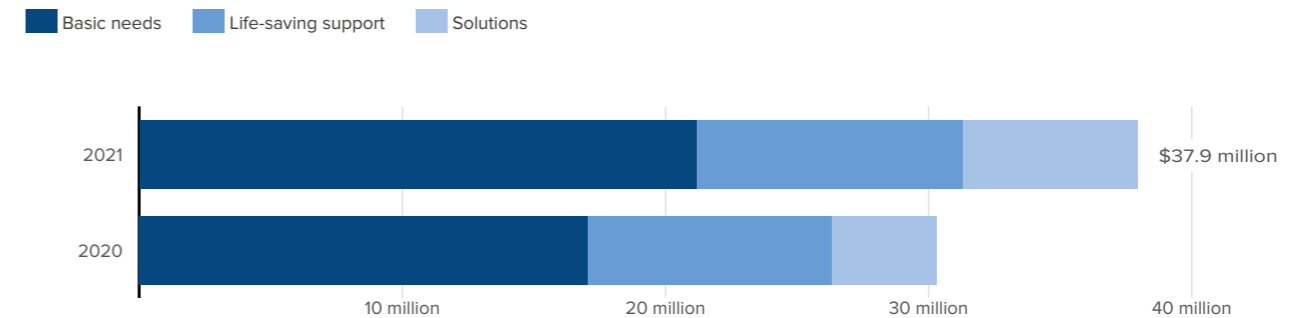
Monthly evolution of funding | 2021



For more detailed information on UNHCR's response please visit [Global Focus](#)

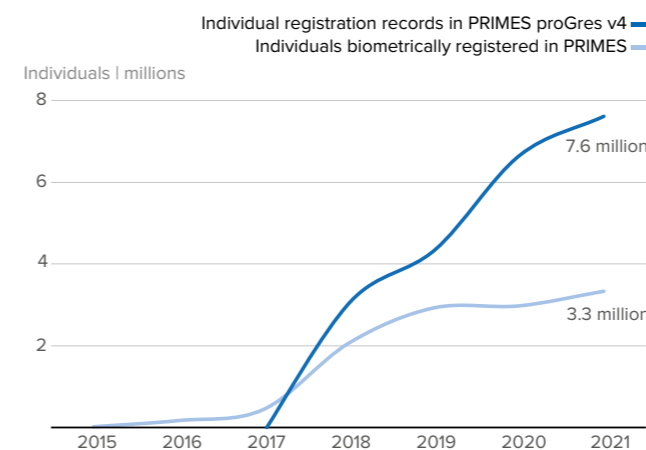
TRENDS IN RESPONSE

Cash assistance by sector | 2020-2021¹



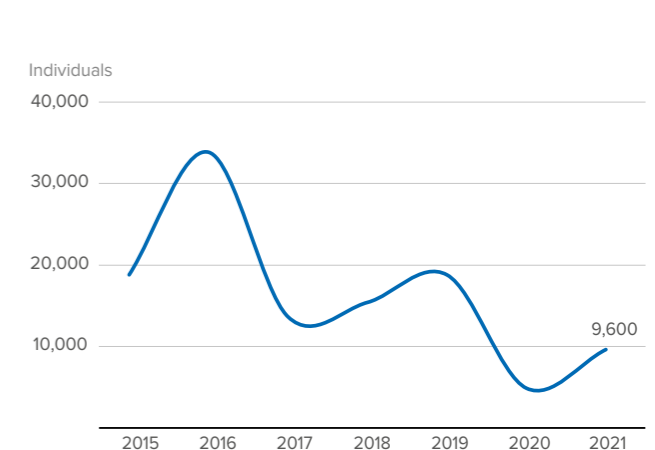
¹ Disaggregated cash data for the three African regions is available from 2020.

Individual registration records | 2015-2021²



² Figures are cumulative and individuals with records in PRIMES proGres v4 are reported irrespective of process status (active, hold, inactive and closed).

Resettlement departures | 2015-2021



UNHCR's COVID-19 RESPONSE



³ For protection in the context of UNHCR's COVID-19 response, "other people of concern" includes returnees, stateless persons and host communities.

⁴ The majority of children and youth counted are refugees who had either access to a connected learning programme, home-based learning, or catch-up and accelerated education programmes supported by UNHCR and partners.

FINANCIAL INFORMATION

Consequences of underfunding

UNHCR's regional budget of \$1.9 billion was only 51% funded by the end of the year. Funding shortfalls to WFP reduced food aid to 3.5 million refugees, primarily in Burundi, Djibouti, Ethiopia, Kenya, Rwanda, South Sudan, Uganda and the United Republic of Tanzania, leading to high levels of acute malnutrition, stunting, anaemia and critical protection concerns.

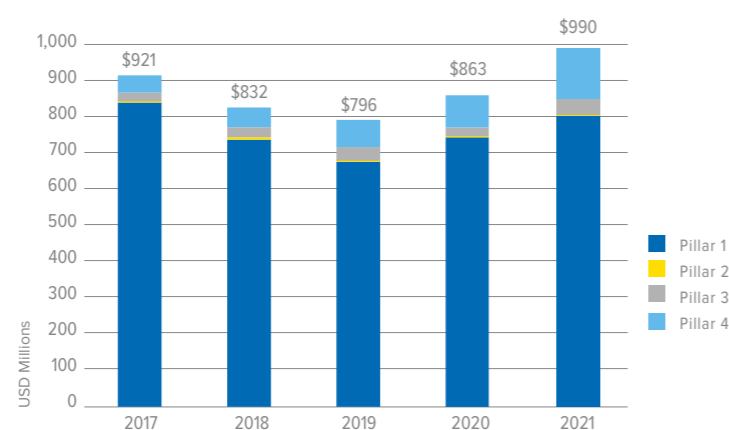
The pandemic prompted some donors to reduce funding for UNHCR in Kenya, or to earmark funds more tightly. UNHCR could not meet some supply chain and partner costs, undermining basic services and protection work. In Sudan, funds to construct school infrastructure and furniture in refugee-hosting locations were lacking, and more than 3.1 million children needed financial support for their formal education, including over 2 million host community residents, 617,000 IDPs, 241,000 refugees and 166,000 returnees. Around 70% of refugee children of primary school age and 90% of secondary school age were not receiving any formal education, with South Sudanese refugees particularly affected.

In the United Republic of Tanzania, underfunding meant UNHCR and partners could not provide supplementary feeding to some persons with specific needs and vulnerable children above the age of 2. 27% of people of concern in the United Republic of Tanzania's refugee camps endured unacceptable living conditions, living in dilapidated emergency shelters and tents for a prolonged period.

Underfunding meant refugees in Uganda lacked water supplies. 72,000 Burundian refugees received only 14.2 litres of water per person per day, barely two thirds of the minimum standard. UNHCR also faced challenges in providing sufficient water for 905,000 South Sudanese refugees spread over several settlements in Uganda. Additional funding would have ensured that SPHERE standards were met, which in turn would have reduced protection risks for women walking long distances to fetch water.

A lack of reintegration opportunities for returning Burundian refugees prompted some to move onwards within Burundi or to other countries, or to go back to their country of asylum in search of education or social services.

EXPENDITURE IN THE EAST AND HORN OF AFRICA AND THE GREAT LAKES | 2017-2021



BUDGET AND EXPENDITURE IN THE EAST AND HORN OF AFRICA AND THE GREAT LAKES | USD

OPERATION		PILLAR				TOTAL	% OF REGIONAL TOTAL	% OF EXP VS BUDGET
		Refugee programme	Stateless programme	Reintegration projects	IDP projects			
Regional Bureau for the East and Horn of Africa and the Great Lakes ¹	Budget	17,717,504	-	-	-	17,717,504	1%	
	Expenditure	17,519,916	-	-	-	17,519,916	2%	99%
Regional Activities for the East and Horn of Africa and the Great Lakes ¹	Budget	2,788,149	-	-	-	2,788,149	0%	
	Expenditure	1,698,919	-	-	-	1,698,919	0%	61%
SUBTOTAL	Budget	20,505,653	-	-	-	20,505,653	1%	
	Expenditure	19,218,836	-	-	-	19,218,836	2%	94%
Other operations in Africa ^{1 2}	Budget	2,717,300	-	-	-	2,717,300	0%	
	Expenditure	1,472,154	-	-	-	1,472,154	0%	54%
Burundi	Budget	35,469,609	12,017	35,505,751	1,754,219	72,741,596	4%	
	Expenditure	25,071,495	-	17,452,874	458,217	42,982,585	4%	59%
Djibouti	Budget	18,182,481	-	-	-	18,182,481	1%	
	Expenditure	10,084,566	-	-	-	10,084,566	1%	55%
Eritrea	Budget	8,445,487	-	-	-	8,445,487	0%	
	Expenditure	1,196,509	-	-	-	1,196,509	0%	14%
Ethiopia	Budget	245,849,982	-	-	93,248,872	339,098,854	18%	
	Expenditure	142,939,271	-	-	46,901,057	189,840,329	19%	56%
Kenya	Budget	150,047,653	582,665	-	-	150,630,318	8%	
	Expenditure	95,908,497	534,360	-	-	96,442,857	10%	64%
Rwanda	Budget	84,692,744	-	2,699,900	-	87,392,644	5%	
	Expenditure	49,032,164	-	534,014	-	49,566,177	5%	57%
Somalia	Budget	48,691,643	-	74,258,873	34,427,232	157,377,749	8%	
	Expenditure	16,097,092	-	20,167,224	16,732,985	52,997,301	5%	34%
South Sudan	Budget	147,175,058	3,958,680	37,715,741	35,683,947	224,533,427	12%	
	Expenditure	89,657,464	612,076	4,782,769	24,174,450	119,226,758	12%	53%
Sudan	Budget	267,801,460	2,576,599	17,116,252	69,684,889	357,179,200	19%	
	Expenditure	114,589,892	634,603	2,411,325	48,960,241	166,596,061	17%	47%
Uganda	Budget	345,414,188	493,279	-	-	345,907,467	18%	
	Expenditure	185,280,477	31,667	-	-	185,312,144	19%	54%
United Republic of Tanzania	Budget	113,967,664	-	3,131,836	-	117,099,500	6%	
	Expenditure	53,931,137	-	1,471,640	-	55,402,777	6%	47%
TOTAL	Budget	1,488,960,922	7,623,240	170,428,354	234,799,160	1,901,811,676	100%	
	Expenditure	804,479,554	1,812,706	46,819,844	137,226,950	990,339,055	100%	52%

¹Regional Bureau, Regional Activities and Other operations in Africa cover the whole of the East and Horn of Africa and the Great Lakes region.
²Other operations in Africa include Representation to the AU and ECA in Addis Ababa, Ethiopia.

EXPENDITURE VIA PARTNERS | 2021

\$327.7 million spent via **233** partners in the East and Horn of Africa and the Great Lakes



VOLUNTARY CONTRIBUTIONS TO THE EAST AND HORN OF AFRICA AND THE GREAT LAKES | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	Reintegration projects	IDP projects		
United States of America	13,925,474		53,250	6,800,000	411,007,599	431,786,323
Germany	3,174,523				31,419,038	34,593,561
European Union	15,245,983		532,235	605,316	10,070,109	26,453,643
Japan	13,949,459		2,733,855	1,295,147	4,945,105	22,923,566
Central Emergency Response Fund	4,118,974			17,986,690		22,105,664
USA for UNHCR	20,560,989			600,050	509,337	21,670,376
España con ACNUR (National partner in Spain)	17,308,562				1,145,565	18,454,127
Denmark	13,209,601	89,344	53,250	2,109,244	2,945,074	18,406,513
Netherlands (the)	8,555,872			116,568	2,448,298	11,120,738
United Kingdom of Great Britain and Northern Ireland	9,207,637				754,293	9,961,930
Sweden	1,799,424			1,799,424	6,129,459	9,728,307
Qatar	8,205,404					8,205,404
Canada					7,472,304	7,472,304
UNO-Flüchtlingshilfe (National partner in Germany)	78,451				6,942,624	7,021,075
Republic of Korea (the)			1,520,500		4,589,421	6,109,921
Finland					4,778,973	4,778,973
Switzerland	69,140				4,605,937	4,675,077
United Nations Peacebuilding Fund				4,124,520		4,124,520
France					3,894,281	3,894,281
UK for UNHCR	3,093,007				700,823	3,793,830
Country-based pooled funds				3,412,759		3,412,759
Private donors in the Netherlands	2,821,833				387,914	3,209,747
Education Cannot Wait	2,748,364				402,791	3,151,155
Ireland	1,194,743				1,792,115	2,986,858
Norway	2,773				2,742,899	2,745,672
Luxembourg					2,313,084	2,313,084
Private donors in Canada	2,025,547				253,572	2,279,119
Private donors in Japan	1,624,080				65,454	1,689,535
Belgium					1,667,376	1,667,376
Private donors in Denmark	1,120,052				339,680	1,459,732
Italy	1,116,756					1,116,756
Private donors in Czechia	1,002,329					1,002,329
UNAIDS	782,829				200,500	983,329
Sweden for UNHCR	659,229				278,246	937,475
Switzerland for UNHCR	365,625				538,229	903,854
UNICEF	890,724					890,724
Intergovernmental Authority on Development	494,999				347,296	842,295
South Sudan multi-partner trust fund for reconciliation, stabilization and resilience				771,962		771,962
Spain	439,252				329,171	768,423
Private donors in the United States of America					700,000	700,000
Australia for UNHCR	240,000				413,921	653,921
Japan for UNHCR	519,114				21,287	540,401

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.../...

VOLUNTARY CONTRIBUTIONS TO THE EAST AND HORN OF AFRICA AND THE GREAT LAKES | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	Reintegration projects	IDP projects		
Private donors in the Republic of Korea	434,969				44,753	479,721
Czechia	455,996					455,996
Spotlight Initiative to eliminate violence against women and girls					318,575	318,575
Private donors in China					277,099	277,099
Private donors in the United Arab Emirates	243,139					243,139
Private donors in Kenya					225,467	225,467
Private donors in Switzerland	163,557				58,394	221,952
Private donors in Kuwait	175,650					175,650
Liechtenstein					110,375	110,375
Private donors in France					81,447	81,447
Private donors in Italy	36,387				7,076	43,463
Private donors in South Africa					38,714	38,714
Private donors in Singapore					23,238	23,238
UNDP	18,518					18,518
Private donors in Thailand					16,722	16,722
Private donors in Brazil					16,486	16,486
United Nations Integrated Transition Assistance Mission in Sudan				15,975		15,975
China	14,761					14,761
Private donors in Ghana					14,150	14,150
Private donors in Nigeria					7,659	7,659
Private donors in Belgium					6,229	6,229
Private donors in Mexico					210	210
Private donors in Mauritania					6	6
TOTAL*	152,093,727	89,334	4,893,090	39,637,655	518,398,374	715,112,190

* Notes:

¹ Contributions include 6.5% indirect support costs.

² Includes a total of \$28.7 million acknowledged in past years for activities with implementation in 2021 and excludes \$24.7 million acknowledged in 2021 for activities with implementation in 2022 and beyond.

³ Includes contributions earmarked to the Burundi, Ethiopia, Somalia and South Sudan situations.

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Supporting secondary education in Uganda

The Vos family's generous multi-year contribution to secondary education in Uganda is enabling thousands of refugee children to pursue their secondary education and fulfil their potential. Despite the closures of educational institutions during the COVID-19 pandemic, the Vos family's contribution meant teachers could continue to support students in community-led learning activities and with home learning materials and tablets.

Southern Africa



A refugee gazes across the Ubangi River in the Democratic Republic of the Congo towards his home country, the Central African Republic, after fleeing post-election violence.

© UNHCR/Adrienne Surprenant

EXECUTIVE SUMMARY

The number of forcibly displaced and stateless people in Southern Africa remained above 8.4 million, a result of conflict and internal displacement in [the Democratic Republic of the Congo](#) (DRC) and [Mozambique](#), political violence in the [Central African Republic](#) resulting in refugee movements into Southern Africa, and the eruption of [Mount Nyiragongo](#) in eastern DRC.

UNHCR responded to vast and repeated displacement in the DRC, documenting more than 27,400 human rights violations and abuses, especially in [eastern DRC](#). Gender-based violence was a focus of UNHCR's protection work, including in the DRC, where it prioritized prevention and community-based approaches, and in [Cabo Delgado](#) in Mozambique, where [UNHCR's strategy](#) aimed at reducing risks and ensuring quality services for survivors.

UNHCR integrated cash assistance into regular programming in six operations, undertook site

expansion and shelter construction to decongest Malawi's Dzaleka refugee camp and, with the Vodafone Foundation, expanded the Instant Network School programme to 12 schools in the DRC. The economic fallout from COVID-19 pushed previously self-sufficient refugees and asylum seekers to seek humanitarian assistance, even those included in national COVID-19 plans. Access to testing fell short, and less than 3% of refugees and asylum seekers received one dose of vaccine, except in South Africa where vaccine coverage reached 10% of refugees and asylum seekers. Cash assistance for 222,000 vulnerable people softened the impact of the pandemic, and UNHCR and partners played a vital role in sustaining health care, including nutrition and HIV services for refugees.

To strengthen accountability to affected populations, UNHCR added community-based protection staff in the DRC and Mozambique and a new [digital platform](#) in South Africa. UNHCR also invested in efforts to reduce waiting times for receiving asylum and refugee status – by providing legal aid to enhance access to documentation, expanding

biometric registration, and strengthening national systems in five States. Zimbabwe incorporated alternatives to detention in its referral mechanism for asylum seekers and refugees, while the Republic of the Congo passed a law establishing the right to asylum and refugee status and worked towards ratification of the African Union Convention for the Protection and Assistance of Internally Displaced Persons in Africa ([Kampala Convention](#)).

To tackle [statelessness](#), nine operations collected qualitative data, while four States considered addressing statelessness in upcoming censuses. UNHCR partners' legal clinics helped identify and assist stateless persons or those at risk of statelessness in Madagascar, Mozambique and South Africa, while UNHCR supported [the Republic of the Congo's initiative](#) to provide 25,000 birth certificates to undocumented people.

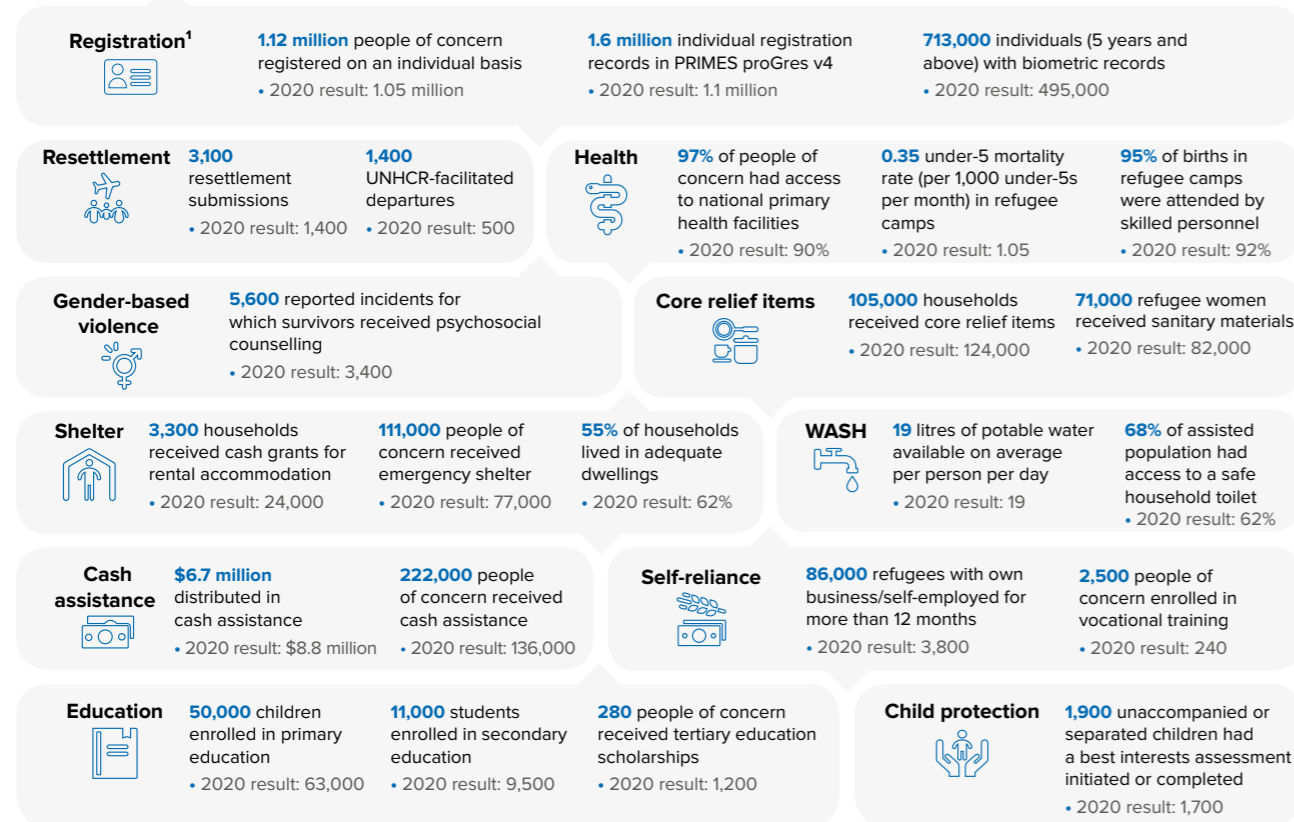
UNHCR implemented an African Development Bank (AfDB) livelihoods project in Zimbabwe and began AfDB projects in Mozambique to support electricity access, agriculture and small traders. In Zambia's Mantapala refugee settlement, a Japan International Cooperation Agency rice cultivation project aimed to boost self-reliance. UNHCR and partners helped gender-based violence survivors with [vocational training](#) in DRC, and continued to roll out the [graduation approach](#) in Mozambique. COVID-19-related restrictions slowed resettlement, with only 3,105 submissions and 1,400 departures in the region. Over 30,000 refugees, primarily Burundians, Central Africans and South Sudanese, returned to their home countries from countries of asylum in Southern Africa, mainly the DRC.

Impact of the Global Compact on Refugees

The number of Global Refugee Forum (GRF) pledges in Southern Africa increased from 137 in 2019 to 152 in 2021, with six new pledges by Botswana on statelessness and one by Eswatini on refugee status determination and livelihoods. 85% of the pledges reported were in progress. In October 2021, UNHCR and the Southern Africa Development Community (SADC) convened a virtual conference on operationalizing GRF pledges, attended by representatives of 16 SADC member States, which concluded with a draft action plan for SADC's endorsement.

Among the pledges fulfilled in 2021, the Republic of the Congo identified over 150,000 people not registered at birth and issued birth certificates to more than 25,000, including 5,000 from ethnic minority groups. It also adopted a law establishing the right to asylum and the status of refugees, enshrining the principle of non-refoulement and temporary access to territory. Eswatini confirmed the allocation of 1,095 hectares of land to support refugee agricultural activities, and in South Africa a [regional training centre](#) opened its doors, part of an Africa-wide plan with the International Association of Refugee and Migration Judges. It trained 40 judges from 14 African countries in 2021, and aims to train 2,000 legal practitioners and judges on asylum and statelessness by 2023.

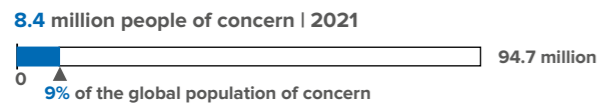
UNHCR's PROGRAMMATIC RESULTS



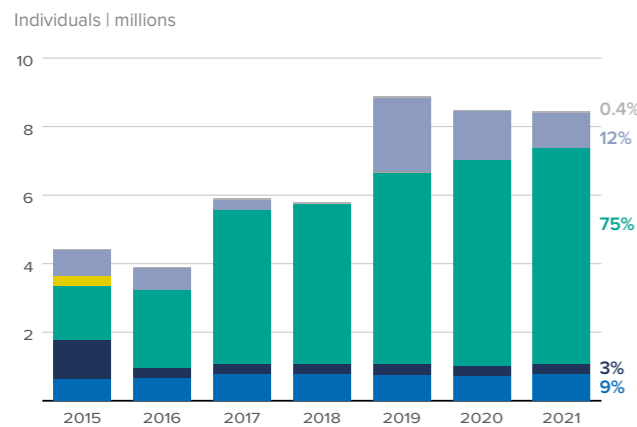
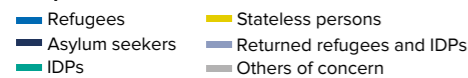
¹ Figures are cumulative and individuals with records in PRIMES proGres v4 are reported irrespective of process status (active, hold, inactive and closed).

POPULATION AND FUNDING OVERVIEW

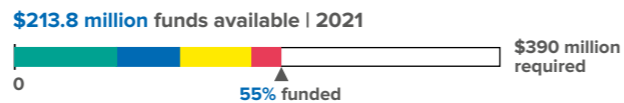
People of concern



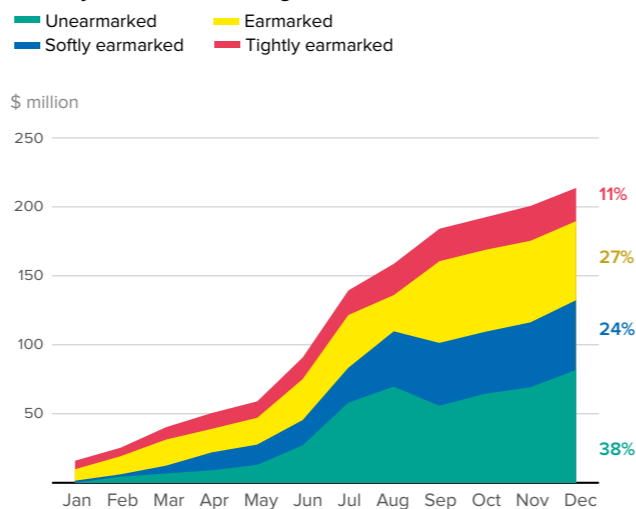
People of concern | 2015-2021



Regional funding and earmarking



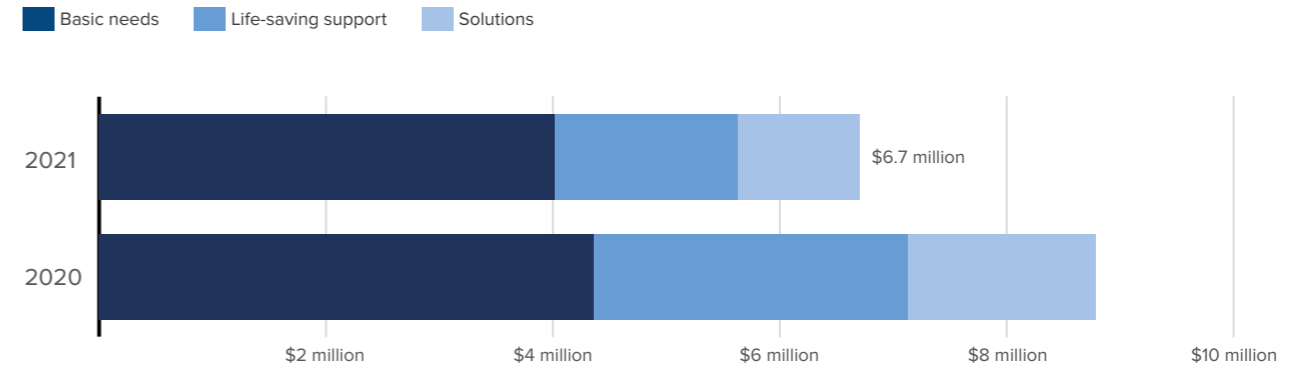
Monthly evolution of funding | 2021



For more detailed information on UNHCR's response please visit [Global Focus](#)

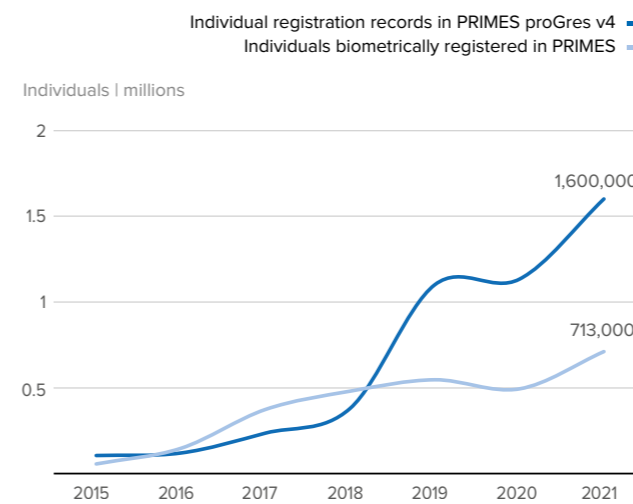
TRENDS IN RESPONSE

Cash assistance by sector | 2020-2021²

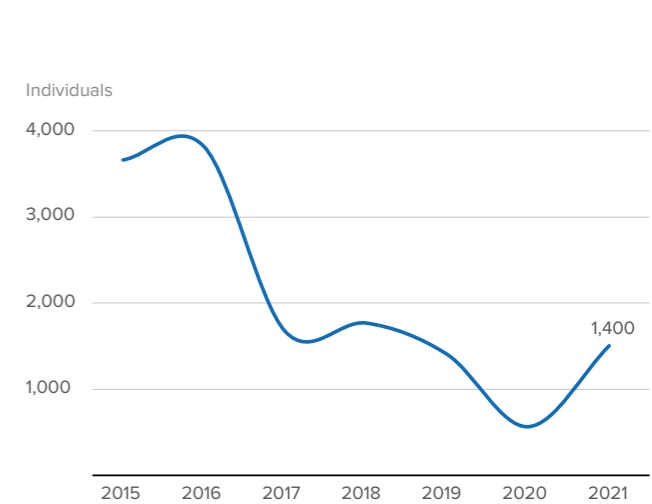


² Disaggregated cash data for the three African regions is available from 2020.

Individual registration records | 2015-2021³

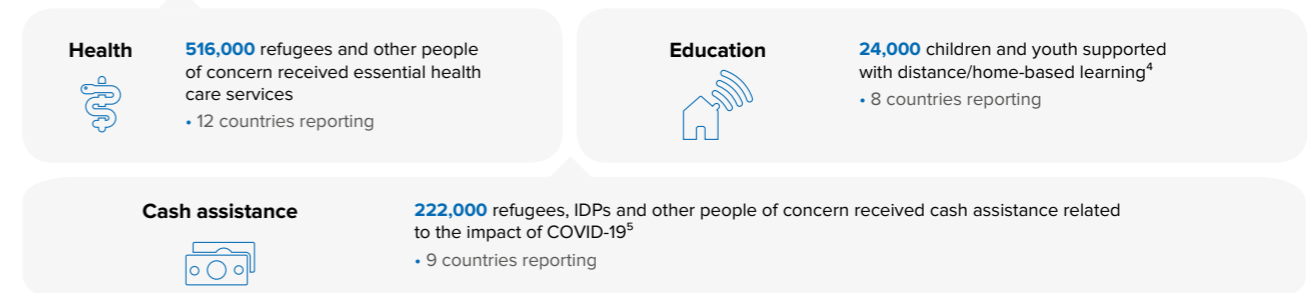


Resettlement departures | 2015-2021



³ Figures are cumulative and individuals with records in PRIMES proGres v4 are reported irrespective of process status (active, hold, inactive and closed).

UNHCR's COVID-19 RESPONSE



⁴ The majority of children and youth counted are refugees who had either access to a connected learning programme, home-based learning, or catch-up and accelerated education programmes supported by UNHCR and partners.

⁵ Beneficiaries of cash assistance related to the impact of COVID-19 may also have received cash assistance within the context of UNHCR's regular cash assistance programmes and therefore should not be considered as additional beneficiaries.

FINANCIAL INFORMATION

Consequences of underfunding

The region received only 55% of its \$390 million budget, a result that owed much to donors of unearmarked funding, who contributed more than one third of the total. The overall gap in funding meant that UNHCR could not fully meet a marked increase in demand for voluntary repatriation. Although the number of refugees voluntarily repatriating more than doubled to 14,000, not all those wishing to return could be helped to do so, including at least 500 individuals who indicated a desire to return to Burundi and the DRC. Failing to fund repatriation is a false economy, since refugees and asylum seekers will simply require assistance in host countries for a longer period.

Underfunding also necessitated a 40% cut in protection monitoring in the DRC, significantly reducing UNHCR's ability to assess and address protection needs in areas affected by conflict and frequent reports of human rights violations and abuses. UNHCR's available resources to reinforce community-led protection activities were also reduced by 57% compared to 2020.

The lack of funding also meant focusing on only the highest priority cases of need for life-saving support. Shelter assistance was often limited to emergency shelter for the most vulnerable IDPs in the DRC and Mozambique, rather than better quality transitional shelter for a wider group of those in need. It was estimated that more than 540,000 displaced people in northern Mozambique required basic shelter assistance and lacked the most critical household items, including cooking utensils. Nearly 100,000 were left without minimum support for shelter and household items.

While food insecurity has increased across the region, funding shortfalls forced WFP to reduce rations, resulting in an increased need for UNHCR's cash assistance, often provided thanks to the availability of flexible funding. The effect of COVID-19 on livelihoods and food security risks drove refugees to resort to negative coping mechanisms. In addition, food insecurity increased the need for monitoring the nutritional status of refugees. Three Standard Expanded Nutrition Surveys were carried out in 2021 in the Republic of the Congo, Malawi and Zambia to develop baseline data.

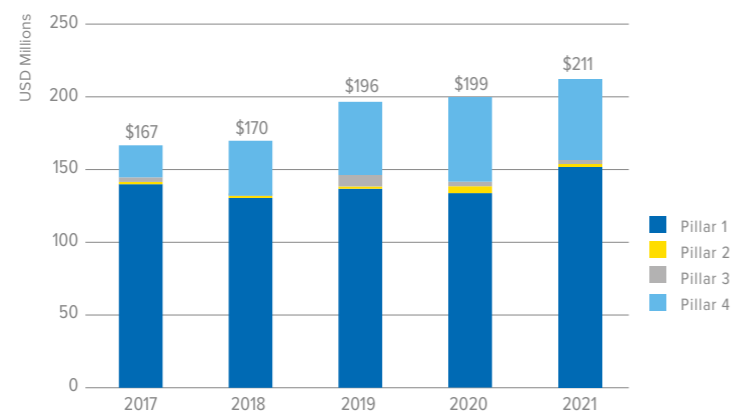
BUDGET AND EXPENDITURE IN SOUTHERN AFRICA | USD

OPERATION		PILLAR				TOTAL	% OF REGIONAL TOTAL	% OF EXP VS BUDGET
		1 Refugee programme	2 Stateless programme	3 Reintegration projects	4 IDP projects			
Regional Bureau for Southern Africa ¹	Budget	11,037,161	-	-	-	11,037,161	3%	
	Expenditure	11,012,625	-	-	-	11,012,625	5%	100%
Regional activities for Southern Africa ¹	Budget	2,417,392	-	-	-	2,417,392	1%	
	Expenditure	295,842	-	-	-	295,842	0%	12%
SUBTOTAL	Budget	13,454,553	-	-	-	13,454,553	3%	
	Expenditure	11,308,467	-	-	-	11,308,467	5%	84%
Angola	Budget	28,583,006	309,537	-	-	28,892,543	7%	
	Expenditure	10,398,642	165,135	-	-	10,563,776	5%	37%
The Republic of the Congo	Budget	28,899,291	1,295,601	-	3,189,281	33,384,172	9%	
	Expenditure	12,344,631	942,245	-	506,512	13,793,388	7%	41%
Democratic Republic of the Congo	Budget	120,563,409	2,664,990	9,280,792	72,927,255	205,436,445	53%	
	Expenditure	66,870,589	935,094	3,082,164	41,289,334	112,177,180	53%	55%
Malawi	Budget	19,562,902	-	-	-	19,562,902	5%	
	Expenditure	10,212,243	-	-	-	10,212,243	5%	52%
Mozambique	Budget	8,801,943	93,630	-	16,910,935	25,806,508	7%	
	Expenditure	4,254,962	42,972	-	12,859,302	17,157,236	8%	66%
South Africa Multi-Country Office ²	Budget	30,047,536	1,181,319	-	-	31,228,855	8%	
	Expenditure	14,770,537	238,910	-	-	15,009,447	7%	48%
Zambia	Budget	22,632,037	23,156	-	-	22,655,192	6%	
	Expenditure	14,291,660	23,105	-	-	14,314,765	7%	63%
Zimbabwe	Budget	7,859,513	623,874	-	1,047,120	9,530,507	2%	
	Expenditure	6,434,753	74,747	-	233,076	6,742,575	3%	71%
TOTAL	Budget	280,404,190	6,192,107	9,280,792	94,074,590	389,951,678	100%	
	Expenditure	150,886,484	2,422,207	3,082,164	54,888,224	211,279,078	100%	54%

¹ Regional Bureau and activities cover the whole Southern Africa region.

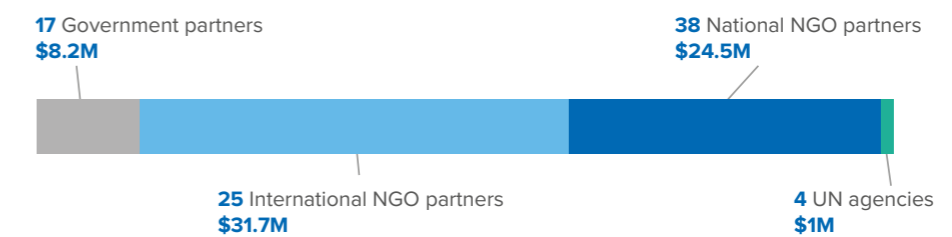
² Includes activities in South Africa and also covers without a presence the Comoros, Eswatini, Lesotho, Madagascar, Mauritius and Seychelles.

EXPENDITURE IN SOUTHERN AFRICA | 2017-2021



EXPENDITURE VIA PARTNERS | 2021

\$65.3 million spent via **84** partners in Southern Africa



VOLUNTARY CONTRIBUTIONS TO SOUTHERN AFRICA | USD

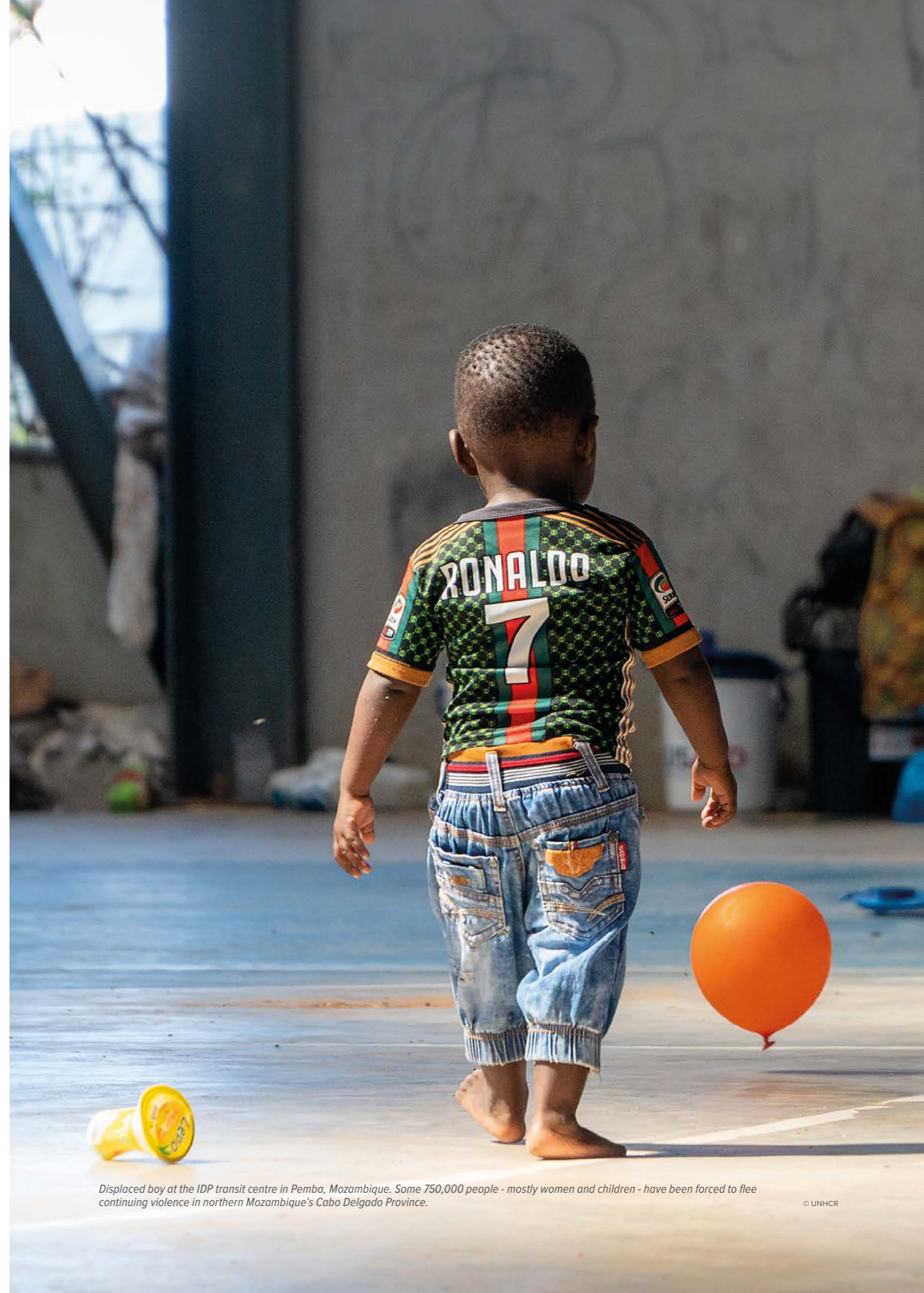
DONOR	PILLAR 1	PILLAR 2	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	IDP projects		
United States of America	539,247		37,275	74,339,102	74,915,624
Sweden	2,870,264			5,638,196	8,508,460
Denmark	2,030,592	244,950	150,528	2,208,806	4,634,876
Germany	4,444,444				4,444,444
UNO-Flüchtlingshilfe (National partner in Germany)				4,190,634	4,190,634
Japan	2,430,709				2,430,709
European Union	722,165		1,683,947		2,406,112
France				1,406,800	1,406,800
Canada				1,191,422	1,191,422
Central Emergency Response Fund			934,712		934,712
Private donors in Japan	678,379				678,379
United Nations Peacebuilding Fund				615,451	615,451
Norway				609,533	609,533
Spain	595,941				595,941
Qatar	375,271				375,271
UNAIDS	284,450				284,450
United Kingdom of Great Britain and Northern Ireland	78,085			73,306	151,391
Start-up Fund for Safe, Orderly and Regular Migration				150,000	150,000
Belgium		126,924			126,924
Angola				120,000	120,000
España con ACNUR (National partner in Spain)				117,073	117,073
UK for UNHCR				113,203	113,203
Private donors in Italy	73,620			32,516	106,137
Private donors in the Republic of Korea	76,240			5,693	81,933
African Development Bank Group	65,607				65,607
Private donors in Switzerland				41,970	41,970
Republic of the Congo	19,170				19,170
Private donors in France				18,774	18,774
Private donors in Canada				9,977	9,977
Australia for UNHCR				6,976	6,976
USA for UNHCR				3,750	3,750
Private donors in Kenya				2,910	2,910
Private donors in Thailand				2,889	2,889
Private donors in Belgium				1,491	1,491
Private donors in Singapore				461	461
Private donors in Mexico				214	214
Private donors in Denmark				53	53
TOTAL*	15,284,186	371,874	2,806,462	90,901,199	109,363,720

* Notes:

1 Contributions include 6.5% indirect support costs.

2 Includes a total of \$2.9 million acknowledged in past years for activities with implementation in 2021 and excludes \$6.8 million acknowledged in 2021 for activities with implementation in 2022 and beyond.

3 Includes contributions earmarked to the Democratic Republic of the Congo situation.



Displaced boy at the IDP transit centre in Pemba, Mozambique. Some 750,000 people - mostly women and children - have been forced to flee continuing violence in northern Mozambique's Cabo Delgado Province.

© UNHCR

West and Central Africa



Zenaba, 26, a refugee from the Central African Republic, has set up a business in Chad to support her family and finance her studies.

© UNHCR/Antoine Tardy

EXECUTIVE SUMMARY

At the end of 2021, there were 10.7 million people of concern in West and Central Africa – an increase of more than 1.1 million in a year, including 900,000 new IDPs.

Across the region, political instability, non-state armed groups and climate-related pressure on resources fuelled conflict and forced people to flee, including in risky mixed movements, and hampered humanitarian access. The protection environment deteriorated in the Sahel, while the situation in the Lake Chad Basin remained volatile. Renewed intercommunal clashes fuelled by competition over resources in Cameroon's Far North region forced people to flee their homes. In the Central African Republic (CAR), the political and security situation remained precarious despite improvement in parts of the country.

Against this volatile backdrop, UNHCR worked with governments to improve the protection

environment, providing technical and legal support on the development of asylum laws in Benin, Côte d'Ivoire, Guinea-Bissau and Senegal, making progress towards adoption of the Kampala Convention in Burkina Faso, the CAR, Mali and Nigeria, and supporting the registration and documentation of people of concern, for instance in Burkina Faso where over 47,000 civil identity documents were delivered. The first draft of a regional model law to establish statelessness determination procedures was reviewed at a regional meeting in November 2021.

Significant efforts were made to strengthen accountability to affected people in the framework of the regional C4C initiative, with [innovative two-way communication channels](#) used to share over 57,000 SMS and WhatsApp messages on protection topics in nine local languages, including drawings and audio material adapted for people with learning difficulties or who cannot read. Community-based identification and referral mechanisms along mixed movements routes were strengthened.

In line with its "[Comprehensive solutions strategy for the situation of Ivorian refugees](#)", UNHCR intensified the promotion of voluntary repatriation and reintegration, paving the way for cessation of refugee status in 2022, a milestone for all Ivorian refugees and asylum seekers throughout the world. More than 278,000 have returned since 2011, while UNHCR will support those who wish to remain in their host country as legal residents. Positive outcomes were achieved in terms of local integration, for instance in Guinea-Bissau where UNHCR supported the naturalization of 7,000 remaining refugees. UNHCR pursued resettlement or complementary pathways for particularly vulnerable individuals for whom no other durable solution could be expected.

UNHCR distributed \$19.3 million in cash assistance and provided shelter and core relief items to people of concern. UNHCR sought to prevent, mitigate and respond to gender-based violence, a prevalent

protection concern in the region, assisting survivors with psychosocial support, medical assistance and legal aid in over 12,000 instances. UNHCR supported 200,000 children to start, continue or return to school, extending financial, material and technical support to improve access to education and mitigate the impact of pandemic or security-related school closures.

All countries in the region included refugees in COVID-19 vaccination plans. In addition to training over 1,300 health workers and providing supplies for health facilities and hygiene kits to 12,540 households, UNHCR helped vaccinate over 32,000 refugees during the year.

Every effort was made to deliver assistance in an environmentally sustainable manner, applying best practices in water, sanitation, shelter and energy, from [solarizing boreholes in Chad](#) to promoting alternative energy sources to firewood.

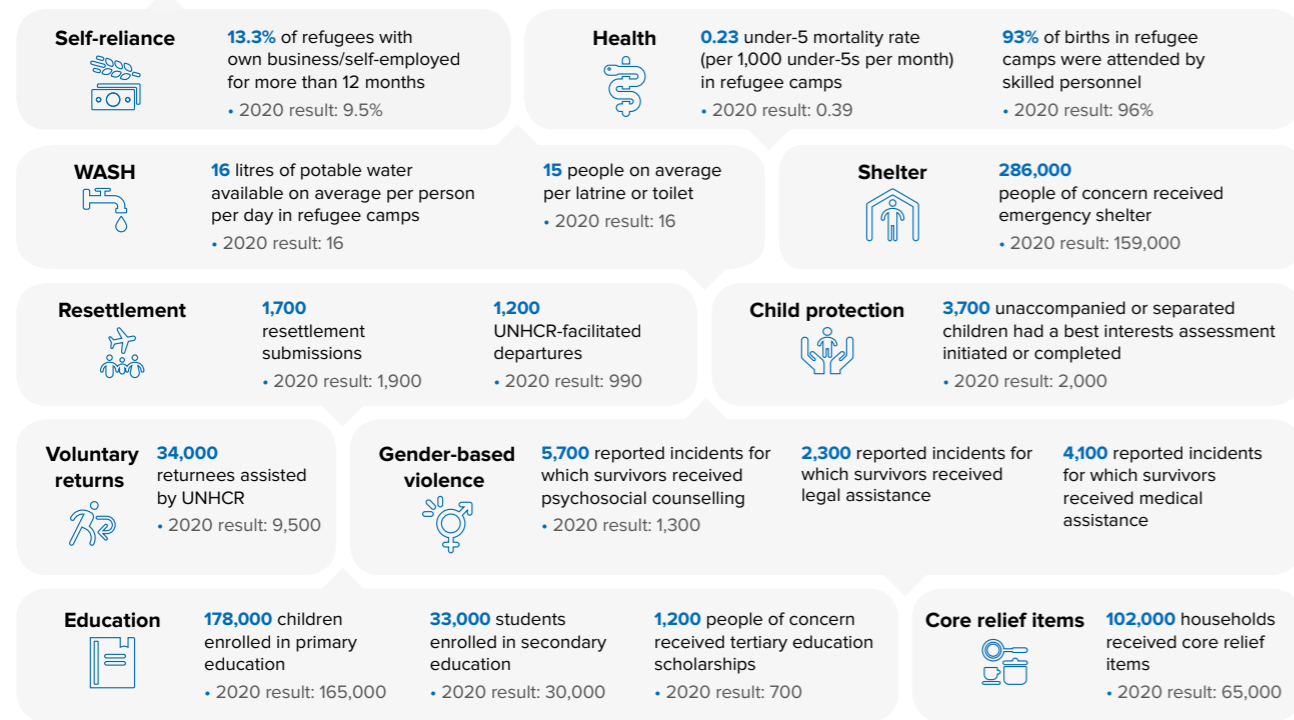
Impact of the Global Compact on Refugees

Of the [146 pledges](#) relating to West and Central Africa recorded as of December 2021, five were fulfilled in 2021, and 31 were in progress. This brought the total number of fulfilled pledges in the region to six – four by the Government of Cameroon, one by the Government of Côte d'Ivoire in 2021, and one by the Government of Chad in 2020.

The four pledges fulfilled by Cameroon related to access to health, education and livelihoods. A tripartite framework was signed between the National Employment Fund, ILO and UNHCR for the inclusion of refugees in employment programmes. This will help reduce refugee unemployment and increase opportunities for economic self-reliance.

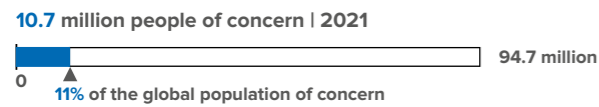
Pledges in progress also present significant opportunities to achieve the objectives of the Global Compact on Refugees, from easing the pressure on host countries to expanding access to third-country solutions. In Chad, the out-of-camp policy implemented by the Government follows an innovative "villagization" approach, seeking to reinforce the capacity of host communities to welcome refugees by supporting them financially and technically. In addition, cooperation initiated by Chad, France and Niger in 2020 in the framework of the [Asylum Capacity Support Group](#) continued with a view to reinforcing the capacities of [Chad](#) and [Niger](#)'s asylum systems.

UNHCR's PROGRAMMATIC RESULTS

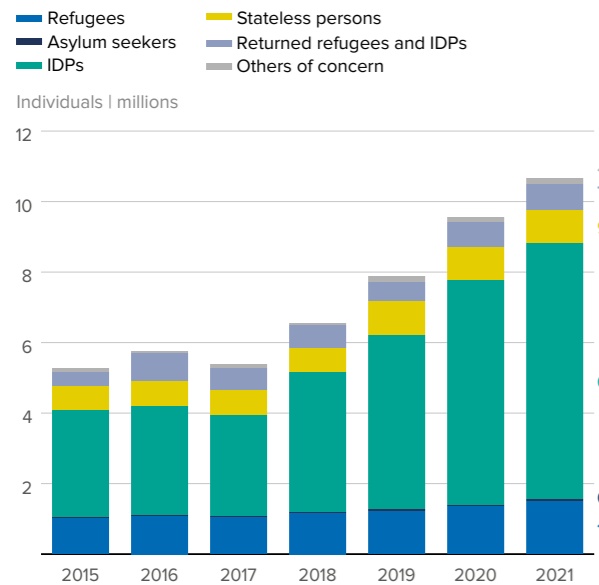


POPULATION AND FUNDING OVERVIEW

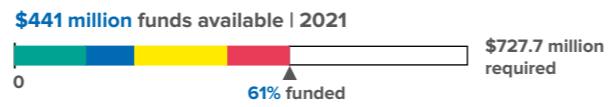
People of concern



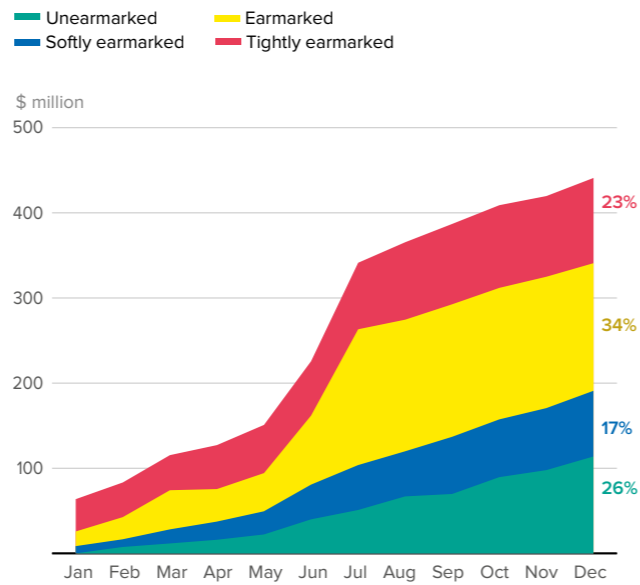
People of concern | 2015-2021



Regional funding and earmarking



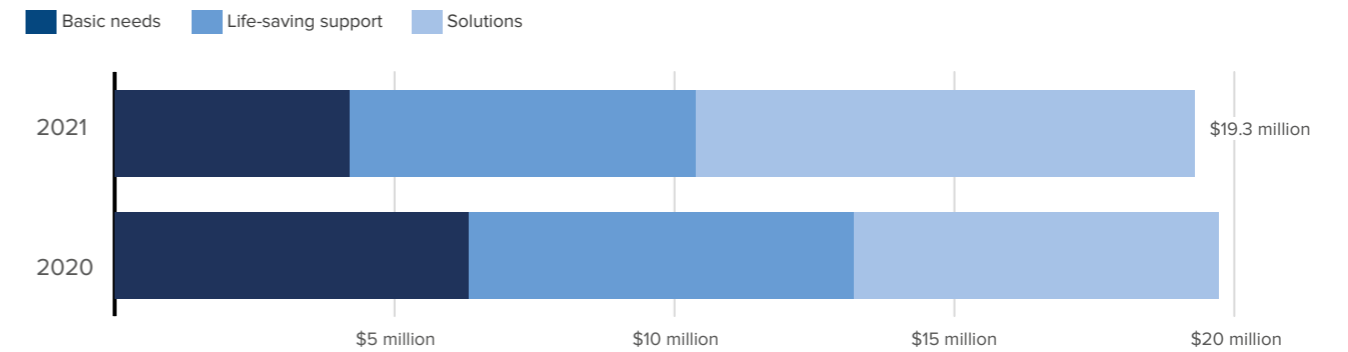
Monthly evolution of funding | 2021



For more detailed information on UNHCR's response please visit [Global Focus](#)

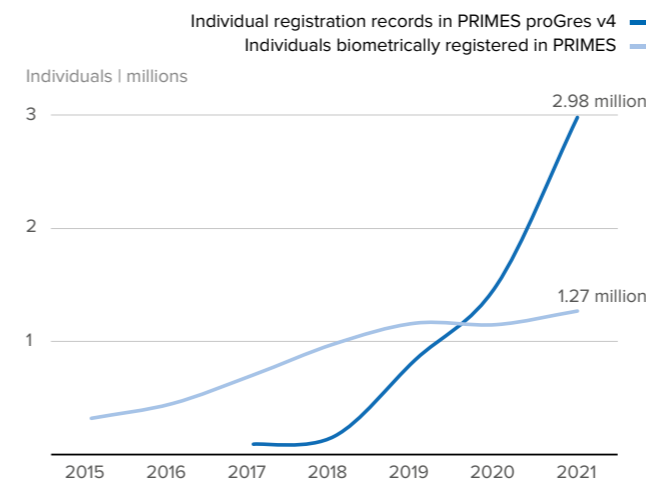
TRENDS IN RESPONSE

Cash assistance by sector | 2020-2021¹



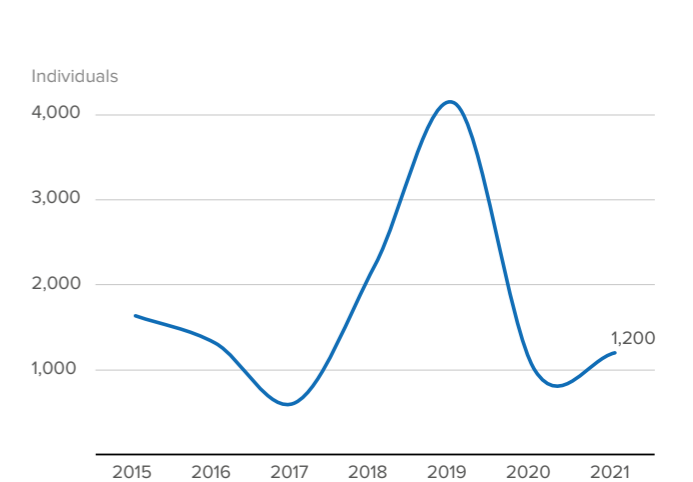
¹Disaggregated cash data for the three African regions is available from 2020.

Individual registration records | 2015-2021²

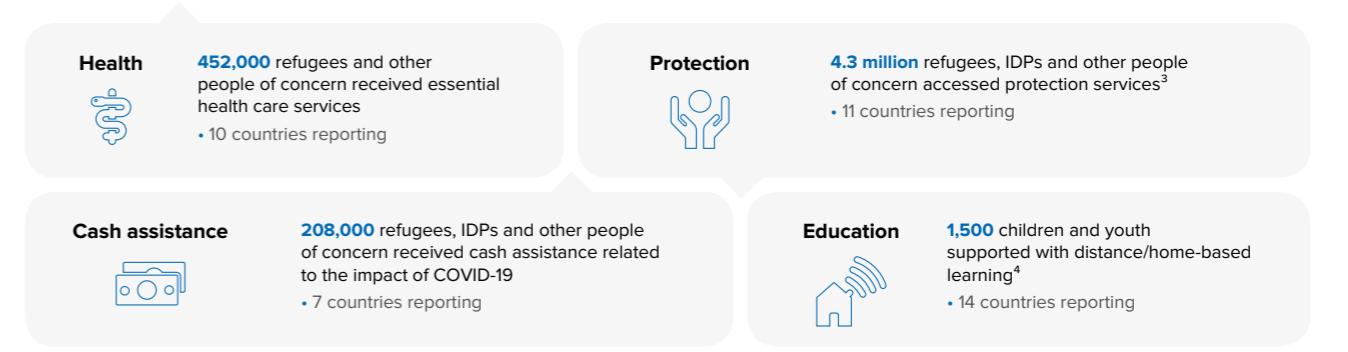


² Figures are cumulative and individuals with records in PRIMES proGres v4 are reported irrespective of process status (active, hold, inactive and closed).

Resettlement departures | 2015-2021



UNHCR's COVID-19 RESPONSE



³ For protection in the context of UNHCR's COVID-19 response, "other people of concern" includes returnees, stateless persons and host communities.

⁴ The majority of children and youth counted are refugees who had either access to a connected learning programme, home-based learning, or catch-up and accelerated education programmes supported by UNHCR and partners.

FINANCIAL INFORMATION

Consequences of underfunding

The regional budget of \$727.7 million was only 61% funded by the end of the year. The effects of underfunding were profoundly felt throughout the region, posing challenges to UNHCR's ability to adequately support people of concern and affecting all areas of its work, from the provision of life-saving humanitarian assistance and protection to the search for durable solutions and regional partnerships.

Throughout the region, operations struggled to mobilize resources to respond to the secondary and long-term socioeconomic effects of the COVID-19 pandemic, such as a rapid reduction in livelihoods opportunities which contributed to occurrences of gender-based violence, and the disruption of education for thousands of displaced children.

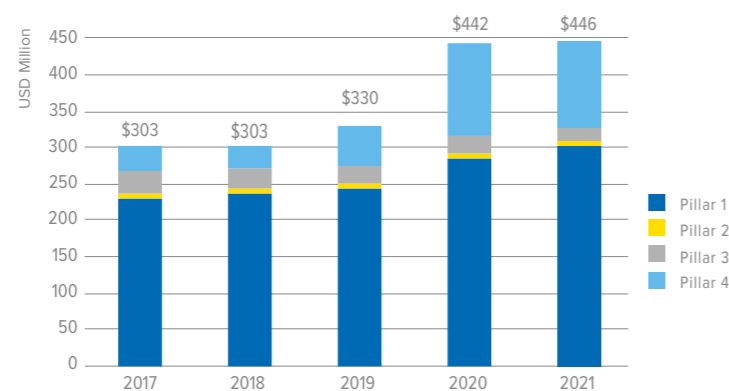
Underfunding of life-saving humanitarian assistance meant that in the Middle Belt in Nigeria, only 30,000 IDPs could be supported with livelihood and

shelter interventions, out of 380,000 who urgently needed assistance. As such, assistance reached less than 8% of IDPs in a complex, rapidly worsening crisis.

The repercussions of underfunding were also felt in terms of protection. In Mali for example, UNHCR was unable to ensure that identification documents were provided to close to 880 Malian refugees returning from Burkina Faso, Mauritania and Niger, and newly arrived refugees from Burkina Faso and Niger. Out of 1,150 cases of lack of documentation identified, only 270 could be assisted.

Lack of documentation is a major protection issue for both refugees and returnees, who are often mistaken for members of extremist groups or held to ransom during their forced displacement journey across Mali.

EXPENDITURE IN WEST AND CENTRAL AFRICA | 2017-2021



BUDGET AND EXPENDITURE IN WEST AND CENTRAL AFRICA | USD

OPERATION		PILLAR				TOTAL	% OF REGIONAL TOTAL	% OF EXP VS BUDGET
		Refugee programme	Stateless programme	Reintegration projects	IDP projects			
Regional Bureau for West and Central Africa ¹	Budget	15,673,642	-	-	-	15,673,642	2%	
	Expenditure	15,029,758	-	-	-	15,029,758	3%	96%
Regional activities for West and Central Africa ¹	Budget	5,603,265	170,000	-	-	5,773,265	1%	
	Expenditure	2,362,140	115,418	-	-	2,477,558	1%	43%
SUBTOTAL	Budget	21,276,907	170,000	-	-	21,446,907	3%	
	Expenditure	17,391,899	115,418	-	-	17,507,317	4%	82%
Burkina Faso	Budget	38,974,125	379,847	-	67,972,604	107,326,577	15%	
	Expenditure	15,191,227	191,513	-	53,234,299	68,617,040	15%	64%
Cameroon Multi-Country Office ²	Budget	58,928,220	389,258	-	40,714,977	100,032,454	14%	
	Expenditure	42,366,396	318,074	-	11,603,453	54,287,922	12%	54%
Central African Republic	Budget	16,950,620	2,150,000	13,723,956	15,927,852	48,752,428	7%	
	Expenditure	10,865,755	1,909,739	7,766,925	13,587,136	34,129,555	8%	70%
Chad	Budget	120,325,845	1,322,448	-	3,911,285	125,559,578	17%	
	Expenditure	79,279,224	894,409	-	3,114,157	83,287,790	19%	66%
Côte d'Ivoire	Budget	10,092,873	4,356,687	2,987,618	472,000	17,909,177	2%	
	Expenditure	8,415,577	2,719,081	2,904,072	447,327	14,486,057	3%	81%
Ghana	Budget	8,029,169	-	-	-	8,029,169	1%	
	Expenditure	7,382,317	-	-	-	7,382,317	2%	92%
Liberia	Budget	12,925,544	-	-	-	12,925,544	2%	
	Expenditure	12,492,652	-	-	-	12,492,652	3%	97%
Mali	Budget	25,103,686	1,245,042	14,538,516	18,374,767	59,262,010	8%	
	Expenditure	13,304,113	401,249	3,712,880	10,411,429	27,829,671	6%	47%
Niger	Budget	78,533,923	1,080,000	-	31,591,941	111,205,864	15%	
	Expenditure	65,125,140	337,711	-	5,210,898	70,673,748	16%	64%
Nigeria	Budget	40,915,236	390,718	20,203,501	36,425,421	97,934,875	13%	
	Expenditure	19,978,816	49,427	3,840,281	21,537,732	45,406,257	10%	46%
Senegal Multi-Country Office ³	Budget	16,515,818	800,000	-	-	17,315,818	2%	
	Expenditure	9,563,994	351,470	-	-	9,915,464	2%	57%
TOTAL	Budget	448,571,965	12,283,999	51,453,591	215,390,846	727,700,401	100%	
	Expenditure	301,357,111	7,288,089	18,224,159	119,146,431	446,015,790	100%	61%

¹ Regional Bureau and regional activities cover the whole of the West and Central Africa region.

² Coordinates activities in Cameroon and Gabon and also covers without a presence Equatorial Guinea and Sao Tome and Principe.

³ Coordinates activities in Guinea, Guinea-Bissau, Senegal and Togo, and also covers without a presence Benin, Cape Verde, Gambia and Sierra Leone.

EXPENDITURE VIA PARTNERS | 2021

\$155.2 million spent via **126** partners in West and Central Africa

39 Government partners
\$15.9M

47 National NGO partners
\$54.5M



37 International NGO partners
\$84.1M

3 UN agencies
\$705,883

VOLUNTARY CONTRIBUTIONS TO WEST AND CENTRAL AFRICA | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	Reintegration projects	IDP projects		
United States of America	803,023				155,376,703	156,179,726
Germany	3,499,642				21,051,507	24,551,149
USA for UNHCR				18,982,650	19,364	19,002,014
Sweden	318,880				9,445,037	9,763,917
Japan	2,844,018		372,750	4,672,814	1,405,797	9,295,379
Central Emergency Response Fund	254,961			3,598,954	3,800,000	7,653,915
France	1,029,392			410,317	5,744,431	7,184,140
Denmark	202,810				5,153,880	5,356,690
España con ACNUR (National partner in Spain)	158,515			4,539,666	118,930	4,817,112
UNO-Flüchtlingshilfe (National partner in Germany)					4,682,700	4,682,700
Belgium	392,143		44,310	2,799,599	560,515	3,796,567
Qatar	3,570,850					3,570,850
Canada					3,331,244	3,331,244
United Nations Peacebuilding Fund	2,083,663	22,365		1,175,001		3,281,029
Italy	2,519,229			536,901		3,056,130
Education Cannot Wait	1,032,252			909,120	270,921	2,212,293
Spain	1,457,014			609,237		2,066,251
European Union	1,181,001			609,756		1,790,757
Private donors in Japan	1,539,218					1,539,218
Austria				1,226,994		1,226,994
Switzerland				152,679	1,023,541	1,176,220
Private donors in the United Arab Emirates	961,590			5,344	36,878	1,003,812
Luxembourg	119,474				836,320	955,795
Country-based pooled funds					813,100	813,100
Burkina Faso				800,000		800,000
United Nations trust fund for human security	24,304			596,150		620,454
Private donors in Saudi Arabia				70,130	500,741	570,871
Private donors in Italy					546,212	546,212
Spotlight Initiative to eliminate violence against women and girls	511,337					511,337
WFP				359,600		359,600
UNAIDS	353,980					353,980
Japan for UNHCR	333,989					333,989
United Kingdom of Great Britain and Northern Ireland	308,755				23,473	332,228
Iceland					150,297	150,297
African Development Bank Group				150,000		150,000
Private donors in Luxembourg	131,265					131,265
Private donors in the United States of America	117,150					117,150
Nigeria					74,188	74,188
Australia for UNHCR					69,930	69,930
Private donors in Nigeria				61,607	6,413	68,020
Romania	48,780					48,780
UK for UNHCR					39,881	39,881

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VOLUNTARY CONTRIBUTIONS TO WEST AND CENTRAL AFRICA | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	Reintegration projects	IDP projects		
Private donors in France					39,316	39,316
Private donors in Lebanon				5,874	27,944	33,818
Private donors in Canada					32,468	32,468
Private donors in Switzerland					27,437	27,437
Holy See (the)					15,000	15,000
Private donors in Kuwait				3,023	1,768	4,791
Private donors in Belgium					2,490	2,490
Private donors in Kenya				759	1,545	2,304
Private donors in Egypt				883	1,139	2,022
Private donors in Austria					1,942	1,942
Private donors in Denmark					537	537
Private donors in Oman				120	128	248
Private donors in Mexico					41	41
Private donors in Greece					5	5
TOTAL*	25,797,237	22,365	417,060	42,277,178	215,233,766	283,747,606

* Notes:

¹ Contributions include 6.5% indirect support costs.

² Includes a total of \$12.3 million acknowledged in past years for activities with implementation in 2021 and excludes \$18.4 million acknowledged in 2021 for activities with implementation in 2022 and beyond.

³ Includes contributions earmarked to the Central African Republic, Nigeria and Sahel situations.

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Toyota Tsusho Corporation supports COVID-19 response in Africa

Toyota Tsusho Corporation donated over 35,000 items of Toyota car maintenance parts and face shields to UNHCR's operations in Cameroon, Chad, the Democratic Republic of the Congo, Ethiopia, Kenya, Niger, Uganda, South Sudan, Sudan, and the United Republic of Tanzania. The total donation was worth over \$1.38 million and helped ensure UNHCR continued to deliver life-saving assistance to forcibly displaced vulnerable communities in hard-to-reach locations.



The Americas

Refugee women and children in an informal settlement in Medellín, Colombia, that receives internally displaced people and Venezuelan refugees in vulnerable situations.

© UNHCR/Catalina Betancur Sánchez

EXECUTIVE SUMMARY

The Americas region hosted 17 million people of concern to UNHCR at the end of 2021, 18% of the global total. UNHCR supported governments' digitization of national asylum systems and provided technical support to ensure access to asylum as COVID-19 border restrictions were gradually lifted. It advocated for national COVID-19 vaccination programmes to include forcibly displaced and stateless people, and many did so. UNHCR worked with civil society to support access to temporary collective shelters and strengthened access to individual shelters with rental programmes. 425 shelter and settlements projects, mainly in Brazil, Colombia, Ecuador, Honduras and the Bolivarian Republic of Venezuela, benefited 273,000 people. In Mexico alone, UNHCR supported 148 shelters, mainly run by civil society, in 44 cities. UNHCR conducted a regional gender-based violence assessment and supported 45,000 survivors of gender-based violence across the continent.

UNHCR and IOM co-coordinated the Regional Refugee and Migrant Response Plan (RMRP), to support 3.3 million people in 17 countries. In the [Bolivarian Republic of Venezuela](#), UNHCR supported implementation of the [Humanitarian Response Plan](#) and led the protection and shelter clusters, assisting more than 2.93 million people.

Through its co-lead role in the [Issue-based Coalition on Human Mobility](#), UNHCR contributed to a common regional approach to address the challenges of increased mixed and onward movements. In 2021, more than 133,000 people risked their lives travelling through the dense jungle separating South and Central America. A record number of encounters were also reported at the US south-western border.

UNHCR worked with Colombia's Public Ministry and Civil Registry to provide information and legal support to more than 80,000 people, undertook a project on pedagogy and protection for nearly 8,500 Venezuelan refugee and migrant children, and worked with Colombia's Victims Unit to improve

data on vulnerability levels among IDPs and on possible linkages with durable solutions.

Under the Comprehensive Regional Protection and Solutions Framework (MIRPS), UNHCR and the Organization of American States supported the response in Belize, Costa Rica, El Salvador, Guatemala, Honduras, Mexico and Panama, ensuring protection and solutions for 916,000 displaced people by improving mechanisms for reception and admission, responding to humanitarian and protection needs, supporting host countries and communities and enhancing durable solutions.

UNHCR expanded resettlement opportunities for refugees from the Bolivarian Republic of Venezuela, Colombia and Nicaragua. The implementation of the Protection Transfer Agreement in El Salvador, Guatemala and Honduras continued to be used as a protection tool for people at heightened protection risk. UNHCR supported the further expansion of

complementary pathways in the region including for family reunification from northern Central America, labour mobility schemes for refugees in Colombia and Peru, and expansion of education opportunities.

UNHCR signed a memorandum of understanding with the [Inter-American Development Bank](#) and enhanced coordination with the [World Bank](#) to produce regular statistics on IDPs in Honduras, funded by the [Joint Data Center](#). UNHCR also played a catalytic role in materializing arrangements between international financial institutions (mainly concessional loans) and host governments.

The prevention and eradication of statelessness made progress in Brazil, Chile, Colombia, Ecuador and the United States of America, which pledged to adopt a definition of statelessness and establish a statelessness determination procedure.

Impact of the Global Compact on Refugees

The Americas region has 239 Global Refugee Forum pledges, including 33 that were added at the 2021 High-Level Officials Meeting. UNHCR has confirmed progress on 125 pledges, 52% of the total, with 21% fulfilled.

Brazil, Colombia, the Dominican Republic, Ecuador and Peru have initiated different types of regularization processes to provide documentation and improve access to rights. In 2021, more than 500,000 Venezuelan applicants were approved for some form of regular stay, and more than 3 million refugees and migrants could potentially benefit from regularization. Colombia has registered more than 1.8 million applicants for Temporary Protection Status. 1.2 million have completed biometric registration and over 300,000 have been approved and received their documentation.

As part of the regional application of the Global Compact on Refugees and the [MIRPS](#), UNHCR supported Belize, Costa Rica, El Salvador, Guatemala, Honduras, Mexico and Panama in responding to the increased needs of people seeking international protection, including by bolstering access to asylum systems, regular stay arrangements and documentation, and via inclusion in social protection schemes and provision of shelter, cash assistance or social security.

Mexico linked over 18,000 refugees and asylum seekers with formal employment opportunities under a relocation programme managed in coordination with national authorities such as the Mexican Commission for Refugee Assistance. Local communities benefited from the increased economic activity while refugees employed by more than 260 companies contributed \$5 million in taxes. With support from private sector foundations, and in collaboration with federal and local authorities, UNHCR helped with temporary housing, cultural orientation, vocational training, school enrolment and job placement.

UNHCR's PROGRAMMATIC RESULTS

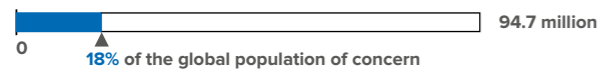


¹ Figures are cumulative and individuals with records in PRIMES proGres v4 are reported irrespective of process status (active, hold, inactive and closed).

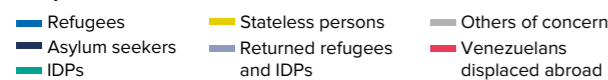
POPULATION AND FUNDING OVERVIEW

People of concern

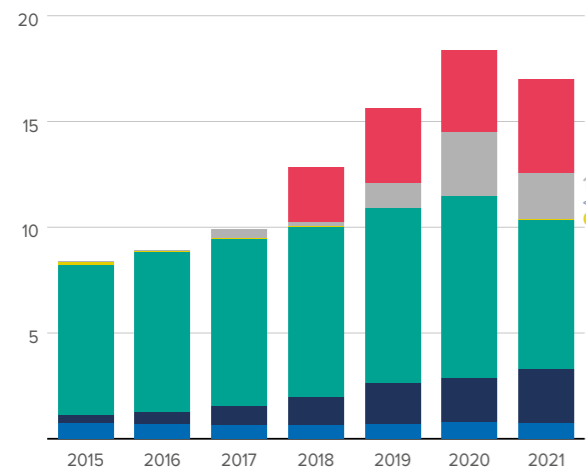
17 million people of concern | 2021



People of concern | 2015-2021

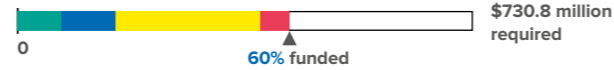


Individuals | millions



Regional funding and earmarking

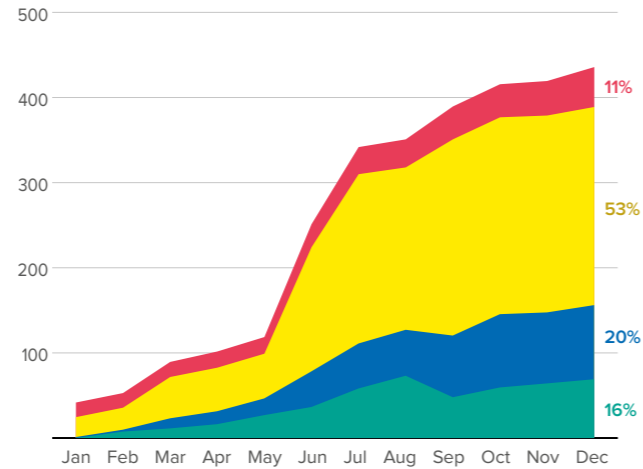
\$435.8 million funds available | 2021



Monthly evolution of funding | 2021



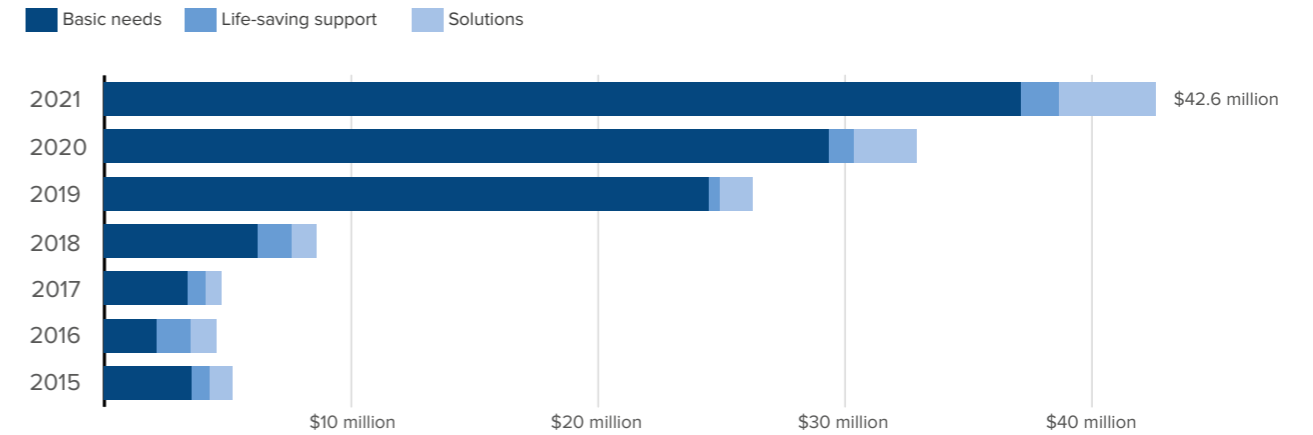
\$ million



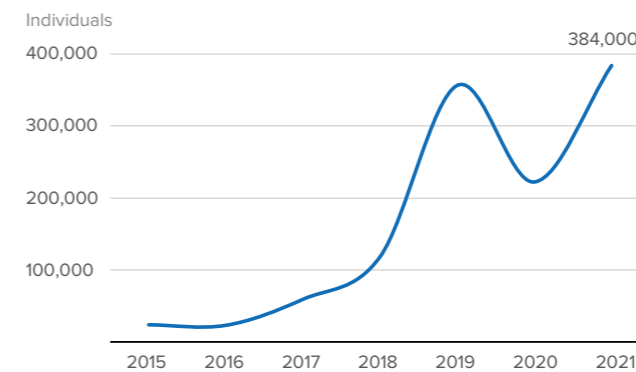
For more detailed information on UNHCR's response please visit [Global Focus](#)

TRENDS IN RESPONSE

Cash assistance by sector | 2015-2021

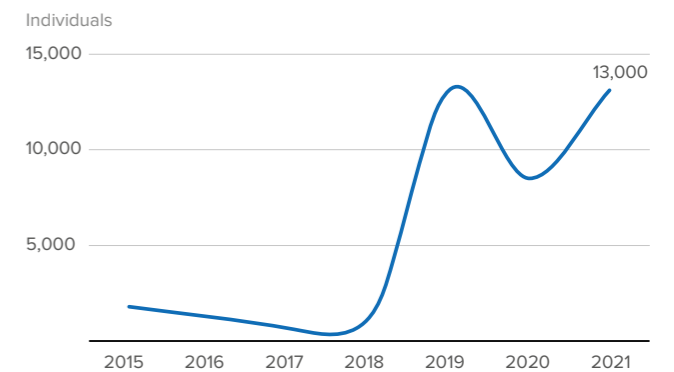


Access to information on refugee status determination procedures | 2015-2021²



² Registration in the Americas is conducted for assistance and protection interventions, as well as mandate refugee status determination in the Caribbean. In all other cases, registration is the responsibility of the national authorities.

People of concern provided with entrepreneurship training | 2015-2021



UNHCR's COVID-19 RESPONSE



³ For protection in the context of UNHCR's COVID-19 response, "other people of concern" includes returnees, stateless persons, host communities and Venezuelans displaced abroad.

⁴ The majority of children and youth counted are refugees who had either access to a connected learning programme, home-based learning, or catch-up and accelerated education programmes supported by UNHCR and partners.

FINANCIAL INFORMATION

Consequences of underfunding

In 2021, the region's budget of \$730.8 million was 60% funded. COVID-19 and a lack of access to asylum and legal stay drove up humanitarian needs, fuelling demand for cash assistance and core relief items. This had to be partially funded from unearmarked contributions, a precious resource reserved for cases of greatest need. Among the beneficiaries of this flexible funding were 10,000 refugees and asylum seekers living with chronic medical conditions or in extreme vulnerability in Costa Rica, and Venezuelans needing help to obtain Temporary Protection Status in Colombia. There was still a shortfall for basic needs, including food, medicine, hygiene items and basic clothing. In the Southern Cone, 15,000 vulnerable families did not receive cash assistance, 28,000 people could not access business/labour market training and opportunities, and 1,600 people without shelter slept rough in the streets. Many refugees and asylum seekers faced eviction, exploitation and abuse, with limited or no access to health care or social protection. In Costa Rica, budget constraints limited assistance to Nicaraguans who had fled the country.

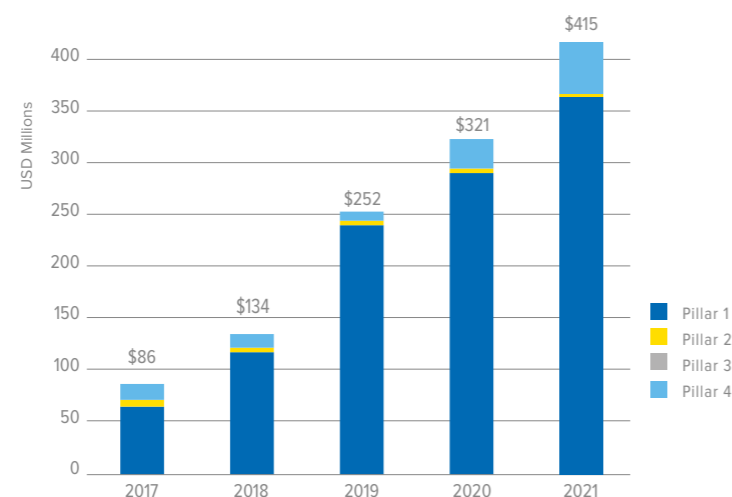
In the context of increased mixed movements, refugees, asylum seekers and others in need of

protection were exposed to extreme risks at sea and when travelling on foot through deserts and wilderness. Underfunding meant UNHCR could not strengthen identification and referral mechanisms at borders, reinforce reception capacities for high-risk cases, nor support access to documentation and alternative stay arrangements.

The funding gap impeded the protection of vulnerable children and adolescents in Central America and Mexico, and some countries in the Caribbean and the Southern Cone. UNHCR and its partners had reduced capacity to identify children needing specialized protection; to provide such protection; and could not adequately support family reunifications. The response to gender-based violence also suffered, with less support for survivors' recovery and empowerment. In Colombia, UNHCR's interventions were limited to a few communities, leaving many needs uncovered and vulnerable people exposed to risks.

The Government of Canada with the support of UNHCR and IOM organized an [International Donors' Conference](#) in solidarity with refugees and migrants from the Bolivarian Republic of Venezuela to address underfunded needs. Also, the first [Solidarity Event for Forcibly Displaced persons and Host communities in Central America and Mexico](#) was organized by the Governments of Costa Rica and Spain in the margins of the 30th Anniversary of the Central American Integration System.

EXPENDITURE IN THE AMERICAS | 2017-2021



BUDGET AND EXPENDITURE IN THE AMERICAS | USD

OPERATION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	% OF REGIONAL TOTAL	% OF EXP VS BUDGET
		Refugee programme	Stateless programme	Reintegration projects	IDP projects			
Regional Bureau for the Americas ¹	Budget	17,194,291	-	-	-	17,194,291	2%	
	Expenditure	15,077,899	-	-	-	15,077,899	4%	88%
Regional activities for the Americas ¹	Budget	10,206,317	-	-	-	10,206,317	1%	
	Expenditure	5,113,758	-	-	-	5,113,758	1%	50%
SUBTOTAL	Budget	27,400,608	-	-	-	27,400,608	4%	
	Expenditure	20,191,657	-	-	-	20,191,657	5%	74%
LATIN AMERICA								
Argentina Multi-Country Office ²	Budget	39,021,496	-	-	-	39,021,496	5%	
	Expenditure	23,342,676	-	-	-	23,342,676	6%	60%
Brazil	Budget	52,614,196	-	-	-	52,614,196	7%	
	Expenditure	22,692,075	-	-	-	22,692,075	5%	43%
Colombia	Budget	96,970,227	-	-	27,822,929	124,793,156	17%	
	Expenditure	55,727,427	-	-	10,514,657	66,242,084	16%	53%
Costa Rica	Budget	32,212,823	-	-	-	32,212,823	4%	
	Expenditure	17,627,953	-	-	-	17,627,953	4%	55%
Ecuador	Budget	84,721,210	-	-	-	84,721,210	12%	
	Expenditure	32,558,527	-	-	-	32,558,527	8%	38%
El Salvador	Budget	-	-	-	21,829,516	21,829,516	3%	
	Expenditure	-	-	-	19,667,891	19,667,891	5%	90%
Guatemala	Budget	39,297,917	-	-	-	39,297,917	5%	
	Expenditure	31,741,789	-	-	-	31,741,789	8%	81%
Honduras	Budget	-	-	-	26,703,789	26,703,789	4%	
	Expenditure	-	-	-	19,600,881	19,600,881	5%	73%
Mexico	Budget	75,589,193	-	-	-	75,589,193	10%	
	Expenditure	71,337,213	-	-	-	71,337,213	17%	94%
Panama Multi-Country Office ³	Budget	48,013,345	-	-	-	48,013,345	7%	
	Expenditure	20,456,197	-	-	-	20,456,197	5%	43%
Peru	Budget	61,027,480	-	-	-	61,027,480	8%	
	Expenditure	23,717,048	-	-	-	23,717,048	6%	39%
Venezuela (Bolivarian Republic of)	Budget	61,374,589	-	-	-	61,374,589	8%	
	Expenditure	26,015,967	-	-	-	26,015,967	6%	42%
SUBTOTAL	Budget	590,842,477	-	-	76,356,234	667,198,711	91%	
	Expenditure	325,216,873	-	-	49,783,430	375,000,302	90%	56%
NORTH AMERICA AND THE CARIBBEAN								
Canada	Budget	2,230,519	-	-	-	2,230,519	0%	
	Expenditure	2,158,063	-	-	-	2,158,063	1%	97%
United States of America Multi-Country Office ⁴	Budget	27,272,969	6,665,921	-	-	33,938,890	5%	
	Expenditure	15,262,741	2,763,946	-	-	18,026,687	4%	53%
SUBTOTAL	Budget	29,503,488	6,665,921	-	-	36,169,409	5%	
	Expenditure	17,420,804	2,763,946	-	-	20,184,750	5%	56%
TOTAL	Budget	647,746,573	6,665,921	-	76,356,234	730,768,728	100%	
	Expenditure	362,829,333	2,763,946	-	49,783,430	415,376,709	100%	57%

¹ Regional Bureau and regional activities cover the whole Americas region.

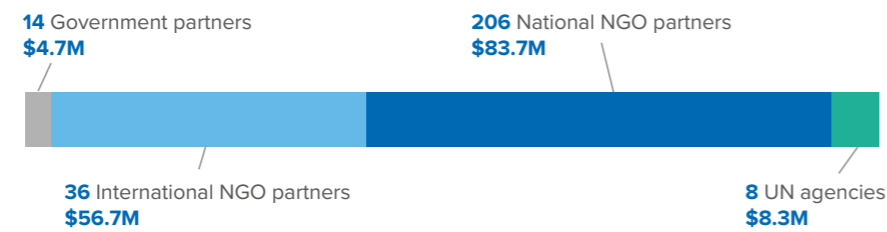
² Coordinates activities in Argentina and Chile and also covers without a presence the Plurinational State of Bolivia, Paraguay and Uruguay.

³ Coordinates activities in Aruba, Belize, Cuba, Guyana, Trinidad and Tobago and Panama and also covers Suriname without a presence in the latter.

⁴ Coordinates activities in the Dominican Republic, Haiti and the United States of America.

EXPENDITURE VIA PARTNERS | 2021

\$153.5 million spent via 264 partners in the Americas



VOLUNTARY CONTRIBUTIONS TO THE AMERICAS | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	IDP projects		
United States of America	72,610,671		6,156,198	144,847,618	223,614,487
European Union	18,771,104	52,877	1,335,937		20,159,918
Germany	2,587,276			15,307,731	17,895,007
Spain	10,713,438		1,384,419		12,097,857
Canada	2,482,073			3,177,125	5,659,197
USA for UNHCR	5,029,282		50,000	97,946	5,177,228
Republic of Korea (the)	2,163,684		825,648		2,989,332
Sweden				2,955,763	2,955,763
Switzerland				2,558,854	2,558,854
Ireland				2,388,061	2,388,061
Netherlands (the)				2,293,578	2,293,578
Private donors in Brazil				2,043,097	2,043,097
Norway				1,855,845	1,855,845
Italy	1,855,404				1,855,404
Japan	905,797			905,797	1,811,594
United Arab Emirates	1,117,115		334,410		1,451,525
UNO-Flüchtlingshilfe (National partner in Germany)	605,327			826,446	1,431,773
Private donors in the United States of America	1,385,168				1,385,168
Austria				1,189,061	1,189,061
Central Emergency Response Fund			1,013,151		1,013,151
Private donors in Japan	990,423				990,423
Private donors in Mexico	32,975			907,298	940,273
Sweden for UNHCR	864,253			22,813	887,066
France	820,633				820,633
IOM	663,822				663,822
Qatar	641,757				641,757
UNESCO	631,554				631,554
Denmark	531,748		88,218		619,966
UNAIDS	612,014				612,014
Private donors in Switzerland	455,610			607	456,217
United Nations Peacebuilding Fund	107,991		342,105		450,096
Brazil	250,000			149,082	399,082
Private donors in France	377,965			1,506	379,471
España con ACNUR (National partner in Spain)	295,808				295,808

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VOLUNTARY CONTRIBUTIONS TO THE AMERICAS | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	IDP projects		
Luxembourg	267,065				267,065
Fundación ACNUR Comité Argentino (National partner in Argentina)	263,426				263,426
Start-up Fund for Safe, Orderly and Regular Migration	239,602				239,602
Portugal	117,925			56,306	174,231
Argentina				107,100	107,100
UK for UNHCR	99,796			456	100,253
United Nations trust fund for human security			81,259		81,259
Guyana				63,531	63,531
UN-Women	57,545				57,545
Romania				56,306	56,306
United Kingdom of Great Britain and Northern Ireland	51,601			265	51,866
United Nations Environment Programme	50,000				50,000
Switzerland for UNHCR	42,418				42,418
Private donors in Chile	36,780				36,780
Slovakia				36,585	36,585
Mexico				31,421	31,421
UNICEF		28,169		1,831	30,000
Greece	23,613				23,613
Private donors in the Netherlands				23,613	23,613
Private donors in Canada	2,062			21,531	23,593
Private donors in Colombia	19,626				19,626
Private donors in Italy	490			19,083	19,573
Private donors in China	13,950				13,950
Latvia	11,933				11,933
Private donors in Argentina				11,353	11,353
Private donors in Thailand	5,280				5,280
Private donors in Belgium	292			590	882
Private donors in Singapore	55				55
Private donors in Denmark				22	22
TOTAL*	128,806,350	81,046	11,611,345	181,958,220	322,456,960

* Notes:

¹ Contributions include 6.5% indirect support costs.

² Includes a total of \$24.7 million acknowledged in past years for activities with implementation in 2021 and excludes \$9.4 million acknowledged in 2021 for activities with implementation in 2022 and beyond.

³ Includes contributions earmarked to the situations for El Salvador, Guatemala, Honduras and the Bolivarian Republic of Venezuela.

© USA for UNHCR/ERIC Feeney



Latter-day Saint Charities marks 30 years of UNHCR support

Latter-day Saint Charities has partnered with UNHCR since 1991, bringing relief and comfort to millions of refugees around the world. Latter-day Saint Charities continued its steadfast commitment to refugees in 2021 as a top supporter of USA for UNHCR, contributing \$1.2 million for programmes in the Central African Republic, Ethiopia, the Islamic Republic of Iran and Somalia. USA for UNHCR was also a featured charity in the Light the World Giving Machine year-end campaign, which raised an additional \$250,000.

Asia and the Pacific



A man and his two-year old daughter cope with winter cold and food shortages near their home on the outskirts of Kabul, Afghanistan.

© UNHCR/Andrew McConnell

EXECUTIVE SUMMARY

Two crises dominated the region in 2021. Violence and political turmoil displaced over 1 million people internally in Afghanistan and Myanmar, and at least 158,000 Afghans fled Afghanistan, while over 31,000 people fled Myanmar during the year, 19,700 of whom remained displaced outside Myanmar by year-end.

In Afghanistan, UNHCR stayed throughout the Taliban takeover and rapidly scaled up its operation, assisting almost [1 million individuals](#). UNHCR provided 293,000 Afghan IDPs with [core relief items](#), assisted 10,000 [persons with specific needs](#) with either cash and/or in-kind assistance, and reached 263,000 vulnerable Afghans with winterization support. UNHCR monitored and supported survivors of gender-based violence and [women at risk](#), offering counselling and referral services and meeting their basic needs.

In Myanmar, working through the cluster system, UNHCR reached some 287,000 vulnerable IDPs, which includes new IDPs and the 130,000 displaced in Rakhine state since 2012. Core relief items and COVID-related equipment reached tens of thousands of IDPs, and UNHCR-UNDP quick impact projects benefited more than 20,000 individuals.

Other emergencies included Typhoon Rai in the Philippines, where UNHCR's emergency response team provided protection, technical expertise and core relief items to severely affected and hard-to-reach communities.

To support children, UNHCR focused on preventing harm and on addressing each child's specific needs, established by best interest procedures. In Cox's Bazar, Bangladesh, such programmes reached 2,500 children at risk and provided psychosocial support for 48,800 children. Humanitarian services and education returned to the camps as COVID-19 subsided, allowing UNHCR and partners to launch a project to introduce the Myanmar school curriculum.

[COVID-19](#) affected asylum services, livelihoods, and solutions. UNHCR's response sustained essential protection, targeted cash assistance and enhanced digital inclusion via [help.unhcr.org](#) sites across the region. Refugees and asylum seekers were generally included in vaccination and social protection schemes. In [Bangladesh](#), nearly 80% of those eligible among 890,000 Rohingya received a vaccination. Indonesia, Malaysia, Nepal and Pakistan also vaccinated high proportions of people of concern. In the Islamic Republic of Iran, refugees could freely access primary health care but required insurance for secondary and tertiary care, a cost that UNHCR covered for 120,000 of the most vulnerable.

UNHCR urged States to share responsibility for rescuing refugees undertaking [risky journeys at sea](#) and developing safe and legal pathways. In 2021, almost 800, mostly Rohingya refugees, attempted movements by sea. Twenty-nine perished.

UNHCR signed a [memorandum of understanding](#) with the Government of Bangladesh that outlined protection principles in respect of 19,000 Rohingya refugees relocated to Bhasan Char Island to alleviate

overcrowding. To improve access to asylum, UNHCR supported Thailand's introduction of a national screening mechanism and agreed a memorandum of cooperation with Japan. Steps to eradicate statelessness resolved 38,000 cases in Central Asia alone, mainly in Uzbekistan.

Despite the crises in Afghanistan and Myanmar and the complications of COVID-19, 1,400 Afghan refugees [returned home](#), as did at least 791,000 Afghan IDP returnees recorded by UNHCR in the last four months of 2021, according to rapid assessments conducted among 153,700 households in 333 districts, in all 34 provinces. UNHCR engaged with the Association of Southeast Asian Nations and other regional actors in pursuit of solutions for refugees from Myanmar and sought partnerships to broaden support for complementary pathways through labour mobility, education and family reunification.

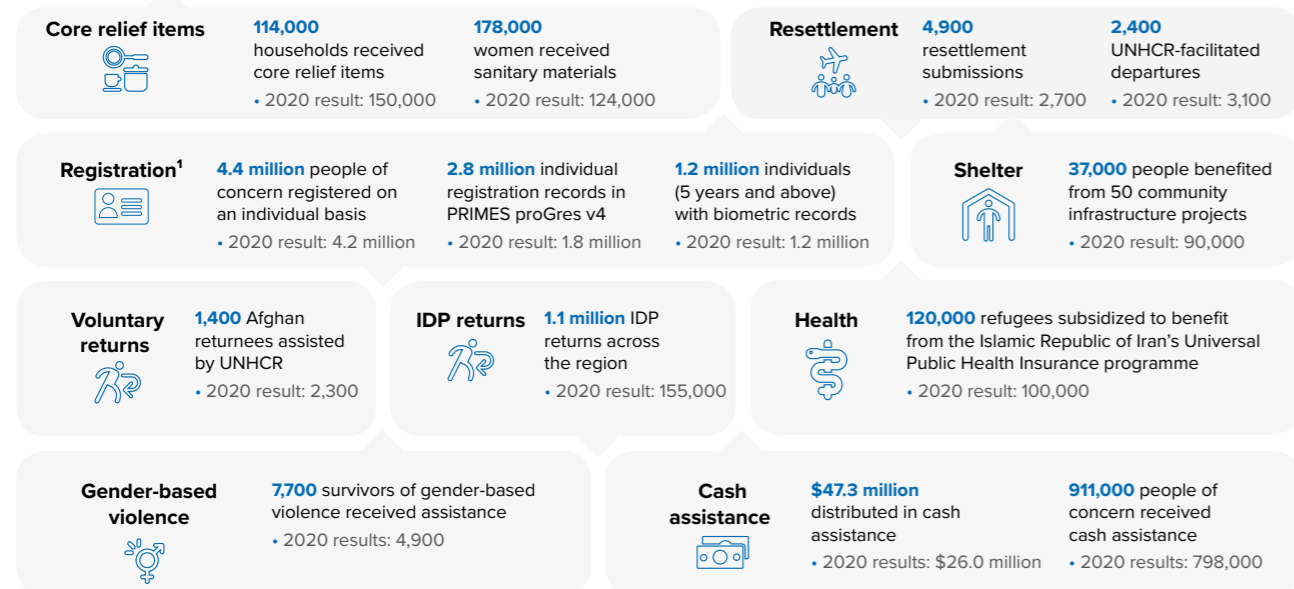
UNHCR submitted resettlement requests for 4,900 individuals, mainly from operations in India, Indonesia, Malaysia and Thailand, and 2,400 departed to third countries.

Impact of the Global Compact on Refugees

Of 126 pledges to the region, 52 were in progress, six were fulfilled and seven were in the planning stage at the end of 2021. Forty-five official updates were submitted in preparation for the [High-Level Officials Meeting](#) and some States offered new pledges or commitments. After the Taliban takeover in Afghanistan in August 2021 [the Support Platform for the Solutions Strategy for Afghan Refugees](#) bolstered support for the main refugee-hosting countries, the Islamic Republics of Iran and Pakistan, while reinforcing investments and efforts toward stability and eventual return and sustainable reintegration. In the spirit of burden- and responsibility-sharing, Japan and the Republic of Korea progressed on pledges relating to resettlement and development.

The Japan International Cooperation Agency expanded refugee and host community-related support and dispatched an adviser to its project in [Uganda](#), while the Korea International Cooperation Agency developed guidelines and allocated \$17 million to support refugees, host communities and other vulnerable groups in its multilateral projects. New Zealand helped strengthen the Philippines' capacity on country-of-origin information in the asylum process, under the auspices of the [Asylum Capacity Support Group](#), while Thailand took steps towards establishing an asylum screening mechanism. Several countries progressed on their pledges to reduce statelessness through improved access to birth registration (Tajikistan, Turkmenistan), an inclusive census (Kazakhstan, Kyrgyzstan), and naturalization procedures (the Philippines).

UNHCR's PROGRAMMATIC RESULTS

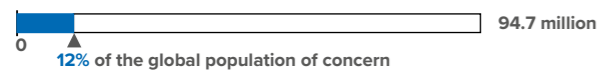


¹ Figures are cumulative and individuals with records in PRIMES proGres v4 are reported irrespective of process status (active, hold, inactive and closed). The increase in registrations in PRIMES proGres v4 reflects the roll-out of the system rather than an increase in refugee numbers.

POPULATION AND FUNDING OVERVIEW

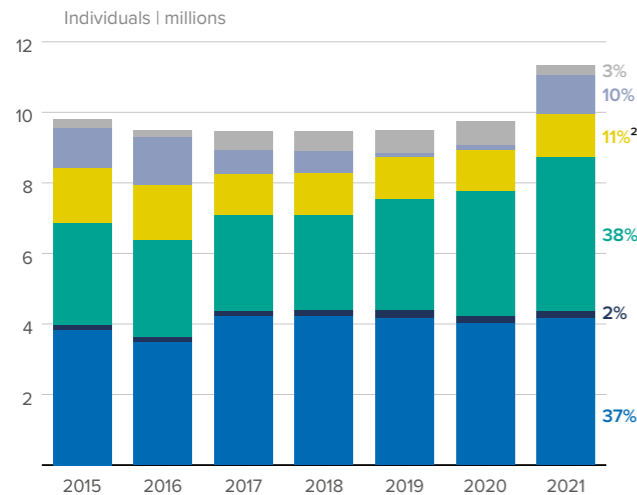
People of concern

11.3 million people of concern | 2021



People of concern | 2015-2021

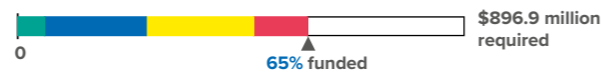
Refugees, Stateless persons, Asylum seekers, Returned refugees and IDPs, IDPs, Others of concern



² To avoid double-counting, this figure does not include around 1.2 million stateless people (mostly Rohingya) who are also in another category, such as refugees, asylum seekers or IDPs. In total, around 21% of people of concern in the region are stateless.

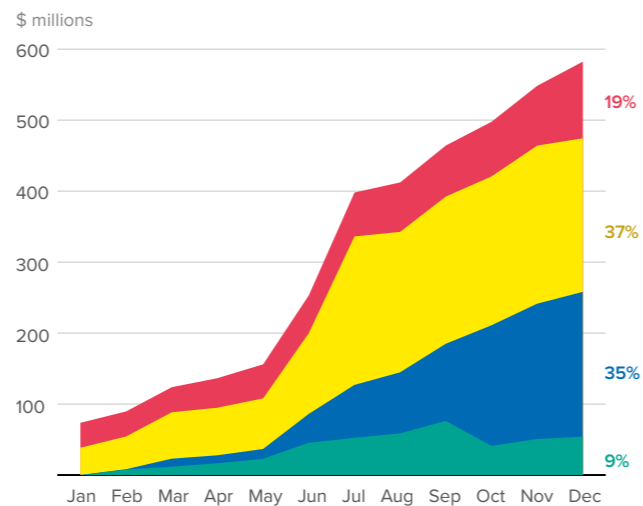
Regional funding and earmarking

\$582.5 million funds available | 2021



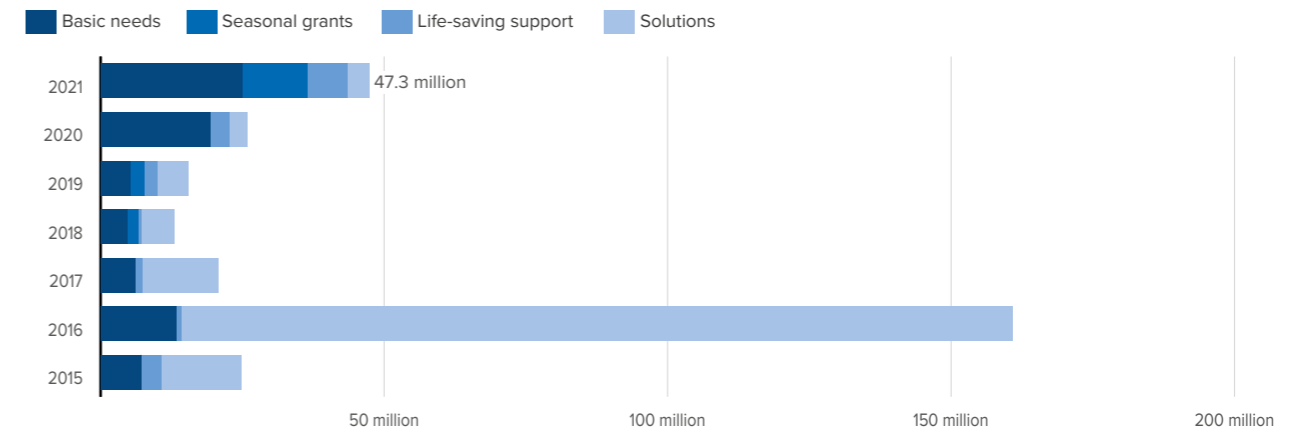
Monthly evolution of funding | 2021

Unearmarked, Earmarked, Softly earmarked, Tightly earmarked



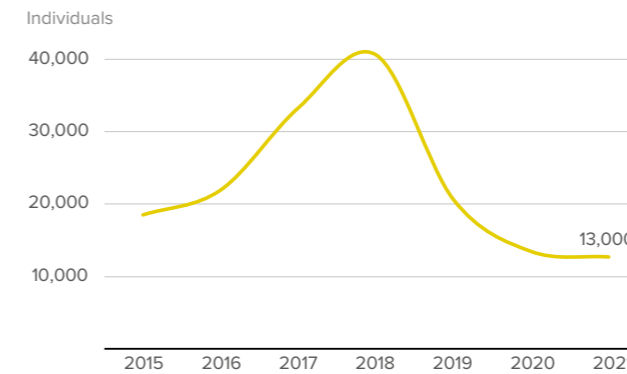
TRENDS IN RESPONSE

Cash assistance by sector² | 2015-2021

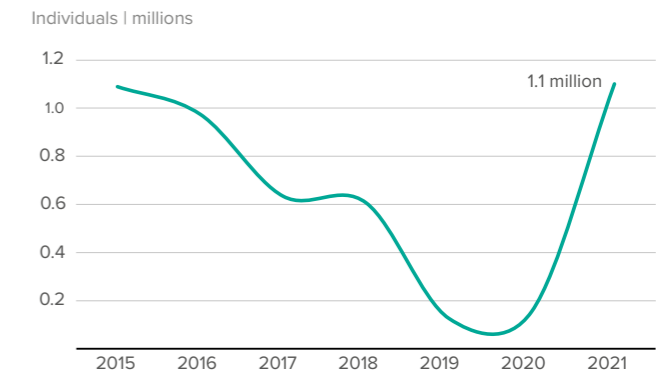


³ The increase in 2016 is explained by the voluntary repatriation of 370,000 Afghan refugees from Pakistan, who received a cash grant to aid their repatriation and reintegration.

Persons with undetermined nationality assisted with confirmation of nationality | 2015-2021



IDP returns across the region | 2015-2021



UNHCR's COVID-19 RESPONSE



⁴ For protection in the context of UNHCR's COVID-19 response, "other people of concern" includes returnees, stateless persons and host communities.

⁵ Beneficiaries of cash assistance related to the impact of COVID-19 may also have received cash assistance within the context of UNHCR's regular cash assistance programmes and therefore should not be considered as additional beneficiaries.

⁶ The majority of children and youth counted are refugees who had either access to a connected learning programme, home-based learning, or catch-up and accelerated education programmes supported by UNHCR and partners.

For more detailed information on UNHCR's response please visit [Global Focus](#)

FINANCIAL INFORMATION

Consequences of underfunding

The regional budget of \$896.9 million was 35% underfunded, hampering vital work including shielding vulnerable people from the impact of COVID-19. Most were not covered by national social protection systems and, although cash assistance helped mitigate the pandemic's impact, 54,000 families did not receive the cash assistance they needed.

Funding shortfalls forced UNHCR to focus on the most urgent life-saving assistance. Operations in Central Asia, South Asia and South-East Asia (beyond the Myanmar situation) struggled to attract funds. Central Asia relied heavily on flexible funding, which provided two thirds of its funds in 2021. Without this, UNHCR could not have scaled up its response to displacement from Afghanistan to Central Asia nor sustained recent gains in countering statelessness.

The Afghanistan and Myanmar emergencies required UNHCR to reprioritize further. In Myanmar, funding shortfalls were acute, particularly in shelter, with more than 35,000 vulnerable people exposed to deteriorating living conditions and natural disasters.

UNHCR's Afghanistan situation response had been critically underfunded for over a decade (inside Afghanistan and in neighbouring countries). A significant increase in contributions in 2021 was welcome but the legacy of previous underfunding was still felt, and UNHCR was unable to construct or improve six health facilities and three education facilities in Afghanistan.

In Bangladesh, underfunding weighed on the water, sanitation and hygiene sector in particular, preventing the construction of over 3,000 community sanitary facilities and latrines in the Cox's Bazar camps. A UNHCR groundwater project began in the Teknaf area, benefiting both refugee and host communities, but still needed funding for testing and evaluation in 2022.

In South Asia and South-East Asia, limited resources for cash assistance restricted UNHCR's programmes. In Malaysia, UNHCR increased cash assistance for cases of extreme need, but only 25% of the overall cash needs could be met and 3,000 families could not be assisted. Underfunding prevented cash assistance reaching 1,500 refugee and asylum seeker households in urban areas in Indonesia and 500 people with specific needs in Thailand. After Typhoon Rai hit the Philippines, underfunding limited UNHCR's emergency response to mostly operational and coordination support to the Government and humanitarian partners.



Fast Retailing and UNHCR celebrate 10 years of global partnership

In 2021, the global partnership between UNHCR and Fast Retailing – the parent company of brands like [UNIQLO](#) – marked its 10th anniversary. The year also recorded the highest ever financial and in-kind support from Fast Retailing to UNHCR, for responses to the Afghanistan emergency and COVID-19, among others.

The relationship extends well beyond financial support, with Fast Retailing employing some 120 refugees globally and employees helping raise awareness about refugees among thousands of students in Japan. A Winter Campaign was organized in nine European countries for the first time to engage UNIQLO customers to support the winter response for displaced people: in relation to this campaign, some 1 million pieces of winter clothing were donated to UNHCR. \$4 million was also donated to the Rohingya situation from TTY Management B.V., owned by Mr. Tadashi Yanai, CEO of Fast Retailing.

BUDGET AND EXPENDITURE IN ASIA AND THE PACIFIC | USD

OPERATION		PILLAR				TOTAL	% OF REGIONAL TOTAL	% OF EXP VS BUDGET
		Refugee programme	Stateless programme	Reintegration projects	IDP projects			
Regional Bureau for Asia and the Pacific ¹	Budget	12,897,646	-	-	-	12,897,646	1%	
	Expenditure	12,434,616	-	-	-	12,434,616	2%	96%
Regional activities for Asia and the Pacific ¹	Budget	23,938,875	67,000	-	-	24,005,875	3%	
	Expenditure	1,313,756	41,029	-	-	1,354,785	0%	6%
SUBTOTAL	Budget	36,836,521	67,000	-	-	36,903,521	4%	
	Expenditure	13,748,371	41,029	-	-	13,789,400	3%	37%
CENTRAL ASIA								
Kazakhstan Multi-Country Office ²	Budget	10,636,054	1,416,756	-	-	12,052,810	1%	
	Expenditure	8,775,558	1,411,038	-	-	10,186,596	2%	85%
Kyrgyzstan	Budget	806,340	127,089	-	-	933,429	0%	
	Expenditure	786,904	121,266	-	-	908,170	0%	97%
Tajikistan	Budget	11,199,249	826,753	-	-	12,026,002	1%	
	Expenditure	4,690,607	448,813	-	-	5,139,421	1%	43%
SUBTOTAL	Budget	22,641,643	2,370,598	-	-	25,012,241	3%	
	Expenditure	14,253,069	1,981,117	-	-	16,234,187	3%	65%
EAST ASIA AND THE PACIFIC								
Australia Multi-Country Office ³	Budget	3,374,677	99,134	-	-	3,473,811	0%	
	Expenditure	2,039,830	37,845	-	-	2,077,674	0%	60%
China	Budget	3,995,341	48,500	-	-	4,043,841	0%	
	Expenditure	3,901,911	24,077	-	-	3,925,987	1%	97%
Japan	Budget	3,836,234	59,705	-	-	3,895,939	0%	
	Expenditure	3,406,433	50,630	-	-	3,457,063	1%	89%
Republic of Korea	Budget	2,192,242	89,716	-	-	2,281,958	0%	
	Expenditure	2,192,241	44,393	-	-	2,236,634	0%	98%
SUBTOTAL	Budget	13,398,493	297,055	-	-	13,695,548	2%	
	Expenditure	11,540,415	156,944	-	-	11,697,359	2%	85%
SOUTH ASIA								
India	Budget	14,120,216	184,625	-	-	14,304,841	2%	
	Expenditure	12,466,907	121,153	-	-	12,588,060	2%	88%
Nepal	Budget	5,542,685	237,680	-	-	5,780,364	1%	
	Expenditure	3,516,922	227,524	-	-	3,744,446	1%	65%
Sri Lanka	Budget	3,854,617	31,191	-	-	3,885,808	0%	
	Expenditure	2,329,793	23,801	-	-	2,353,594	0%	61%
SUBTOTAL	Budget	23,517,517	453,496	-	-	23,971,013	3%	
	Expenditure	18,313,621	372,479	-	-	18,686,100	3%	78%

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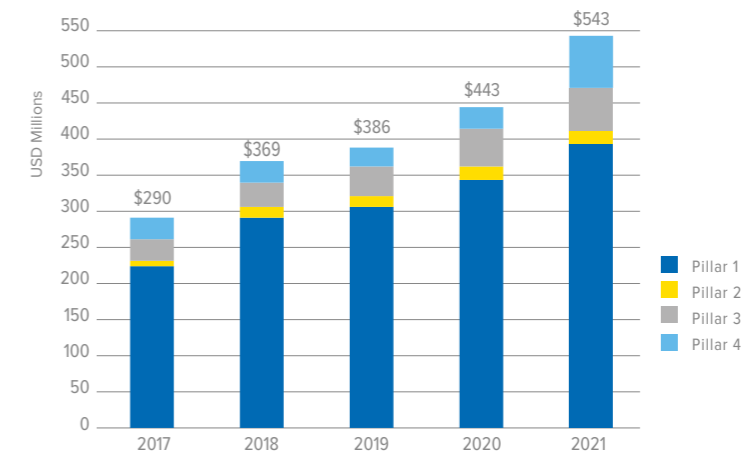
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BUDGET AND EXPENDITURE IN ASIA AND THE PACIFIC | USD

OPERATION		PILLAR				TOTAL	% OF REGIONAL TOTAL	% OF EXP VS BUDGET
		1 Refugee programme	2 Stateless programme	3 Reintegration projects	4 IDP projects			
SOUTH-EAST ASIA								
Bangladesh	Budget	295,134,921	-	-	-	295,134,921	33%	
	Expenditure	148,946,976	-	-	-	148,946,976	27%	50%
Indonesia	Budget	17,461,433	520,476	-	-	17,981,909	2%	
	Expenditure	11,455,222	371,527	-	-	11,826,749	2%	66%
Malaysia	Budget	22,392,887	327,858	-	-	22,720,745	3%	
	Expenditure	12,849,358	47,458	-	-	12,896,816	2%	57%
Myanmar	Budget	5,892,578	26,985,893	-	29,947,670	62,826,142	7%	
	Expenditure	1,397,801	12,162,661	-	16,152,672	29,713,135	5%	47%
Philippines	Budget	770,490	358,104	-	2,599,348	3,727,941	0%	
	Expenditure	700,383	226,413	-	2,062,467	2,989,263	1%	80%
Thailand Multi-Country Office ⁴	Budget	22,091,560	1,893,395	-	-	23,984,955	3%	
	Expenditure	14,030,258	1,711,395	-	-	15,741,653	3%	66%
SUBTOTAL	Budget	363,743,869	30,085,726	-	32,547,018	426,376,613	48%	
	Expenditure	189,379,998	14,519,453	-	18,215,140	222,114,591	41%	52%
SOUTH-WEST ASIA								
Afghanistan	Budget	13,567,936	-	73,005,053	55,804,694	142,377,682	16%	
	Expenditure	8,392,662	-	52,855,682	55,602,244	116,850,588	22%	82%
Islamic Republic of Iran	Budget	112,339,948	-	-	-	112,339,948	13%	
	Expenditure	63,904,026	-	-	-	63,904,026	12%	57%
Pakistan	Budget	88,839,322	736,328	26,644,146	-	116,219,796	13%	
	Expenditure	74,557,974	214,716	4,981,503	-	79,754,193	15%	69%
SUBTOTAL	Budget	214,747,206	736,328	99,649,198	55,804,694	370,937,426	41%	
	Expenditure	146,854,661	214,716	57,837,185	55,602,244	260,508,807	48%	70%
TOTAL	Budget	674,885,250	34,010,203	99,649,198	88,351,712	896,896,363	100%	
	Expenditure	394,090,136	17,285,739	57,837,185	73,817,384	543,030,444	100%	61%

¹ Regional Bureau and regional activities cover the whole Asia and Pacific region.
² Coordinates activities in Kazakhstan and Uzbekistan and also covers Turkmenistan without a presence in the latter.
³ Coordinates activities in Australia and Papua New Guinea and also covers without a presence New Zealand and the Pacific Islands.
⁴ Coordinates activities in Thailand and also covers without a presence Cambodia, the Lao People's Democratic Republic and Viet Nam.

EXPENDITURE IN ASIA AND THE PACIFIC | 2017-2021



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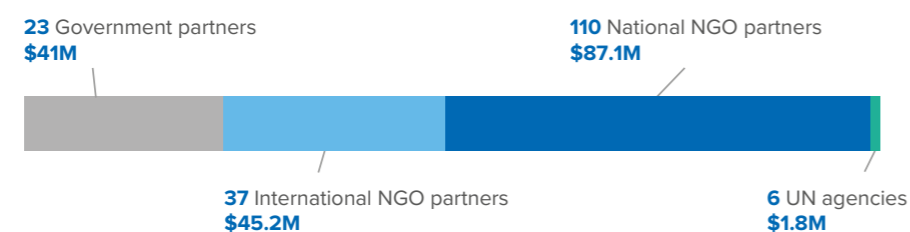


Novo Nordisk Foundation provides support to Afghan refugees in Pakistan

In 2021, the [Novo Nordisk Foundation](#) quickly responded to the crisis in Afghanistan and to UNHCR's Supplementary Appeal, providing over \$3 million to support Afghan refugees in Pakistan, a country which has hosted refugees from Afghanistan for more than 40 years. The donation allowed UNHCR to significantly improve the life of Afghan refugees and host communities in Pakistan, providing protection and assistance to those already forcibly displaced as well as new arrivals.

EXPENDITURE VIA PARTNERS | 2021

\$175.1 million spent via **176** partners in Asia and the Pacific



VOLUNTARY CONTRIBUTIONS TO ASIA AND THE PACIFIC | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	Reintegration projects	IDP projects		
United States of America	62,114,917	239,838			144,443,642	206,798,397
Germany	4,455,607				71,024,675	75,480,281
European Union	24,627,462	597,059		1,908,430	4,610,731	31,743,682
United Kingdom of Great Britain and Northern Ireland	21,967,315				1,355,236	23,322,551
Japan	9,016,009		5,000,000	4,851,822	1,630,435	20,498,266
Australia	8,252,409	36,210		677,966	4,003,373	12,969,958
Denmark	4,523,220				8,388,387	12,911,607
Canada	2,130,349				7,063,518	9,193,868
España con ACNUR (National partner in Spain)	240,012				7,859,730	8,099,743
Central Emergency Response Fund	3,095,509		2,370,690	2,155,559		7,621,758
Australia for UNHCR	193,406				6,220,446	6,413,852
Private donors in Japan	5,498,202			422,223		5,920,424
Private donors in Denmark	799,731				4,935,708	5,735,439
Norway	14,296				5,574,125	5,588,421
Private donors in Thailand	4,570,600				78,490	4,649,090
Private donors in the Netherlands	4,000,000				276,057	4,276,057
UNO-Flüchtlingshilfe (National partner in Germany)	1,064,371				2,687,179	3,751,550
Republic of Korea (the)	1,717,741			1,019,788	1,000,000	3,737,529
Netherlands (the)	117,647		3,583,299			3,700,946
Finland					3,584,229	3,584,229
UK for UNHCR	113,655				3,375,094	3,488,749
Italy	1,882,634				1,410,540	3,293,174
Qatar	2,169,927			853,743		3,023,670
France	1,465,416			1,172,333	293,083	2,930,832
China	483,645	100,037	540,779	1,459,221	200,000	2,783,682
Private donors in Italy	1,274,776				1,490,888	2,765,664
New Zealand	1,459,854				1,049,685	2,509,539
Ireland	1,194,743				1,189,061	2,383,804
Sweden					2,279,271	2,279,271
USA for UNHCR	300,000	53,250		578,600	1,202,553	2,134,403
Switzerland	556,174			511,771	1,023,541	2,091,486
Private donors in Canada	9,299				1,962,672	1,971,972
Sweden for UNHCR	68,277				1,638,148	1,706,425
Private donors in Kuwait	1,228,904				9,785	1,238,689
Austria					1,180,638	1,180,638
Czechia	155,328		77,664		931,099	1,164,090
Private donors in the Republic of Korea	352,077				726,960	1,079,037
Private donors in China	481,840				516,801	998,641
Country-based pooled funds				995,775		995,775
Private donors in the Philippines	19,159			778,942	20,460	818,560
Luxembourg	179,211				597,372	776,583
Private donors in the United Arab Emirates	632,371				120,731	753,103
Switzerland for UNHCR	288,000				456,394	744,394
Private donors in Switzerland	47,083				600,494	647,577
Private donors in Lebanon	512,599				92,351	604,950
Spain	566,739				8,173	574,911
Private donors in Qatar	567,253				1,091	568,344
Bailiwick of Jersey	354,108				207,469	561,577

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VOLUNTARY CONTRIBUTIONS TO ASIA AND THE PACIFIC | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	Reintegration projects	IDP projects		
Private donors in France	206,488			43,519	224,469	474,476
Poland					376,506	376,506
Private donors in Singapore	57,894				297,961	355,855
Slovakia					354,191	354,191
Education Cannot Wait	322,674					322,674
Iceland					241,818	241,818
Private donors in Saudi Arabia	218,549				10,106	228,655
Private donors in Egypt	50,178				167,480	217,658
Private donors in Brazil	163,791				42,741	206,532
Private donors in Indonesia	34,800				108,007	142,807
UNAIDS	130,235					130,235
Slovenia					118,064	118,064
Private donors in Czechia					116,550	116,550
Liechtenstein					110,375	110,375
Russian Federation (the)	100,000					100,000
Private donors in Malaysia	34,289				59,004	93,293
Japan for UNHCR	33,863				57,512	91,375
Bulgaria			87,413			87,413
IOM	86,747					86,747
Private donors in the United States of America	59,496			21,842		81,338
Kazakhstan					77,452	77,452
Private donors in Belgium	2,601				62,411	65,012
UNDP	63,670					63,670
Romania	60,976					60,976
Estonia	59,737					59,737
UN-Women	53,693					53,693
UNICEF	50,000					50,000
Malta					40,698	40,698
Kyrgyzstan					34,784	34,784
Private donors in Kenya	548				31,824	32,372
Private donors in India	20,295					20,295
Private donors in Mexico	184				19,225	19,408
Fundación ACNUR Comité Argentino (National partner in Argentina)					15,464	15,464
Private donors in Greece	723				13,989	14,712
Private donors in Oman	10,120				3,205	13,325
Private donors in Austria					654	654
TOTAL*	176,583,423	1,026,394	11,659,844	17,451,533	299,904,808	506,626,001

* Notes:

1 Contributions include 6.5% indirect support costs.

2 Includes a total of \$15.0 million acknowledged in past years for activities with implementation in 2021 and excludes \$86.8 million acknowledged in 2021 for activities with implementation in 2022 and beyond.

3 Includes contributions earmarked to the Afghanistan and Myanmar situations.

Europe



UNHCR and partner staff greet 93 asylum seekers evacuated from Libya to Rome, including children, women at risk, survivors of violence and torture, and people with serious medical conditions.

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EXECUTIVE SUMMARY

Despite COVID-19 continuing throughout 2021, over 123,000 refugees and migrants arrived in [Europe](#), 29% more than in 2020. The vast majority arrived via sea crossings on which 3,130 people died or went missing. Most arrived in [Italy](#), which received almost twice as many people as in 2020. Reception conditions in some States were substandard and overcrowded, heightening protection risks, particularly for unaccompanied and separated children, LGBTIQ+ individuals and victims of trafficking.

The Office advocated for improved protection and expressed grave concern over reported expulsions and violent pushbacks of refugees and asylum seekers, and over moves towards externalizing asylum and protection obligations. UNHCR's court interventions succeeded in five out of six cases, notably on pushbacks, detention and family reunification. Six new interventions were submitted, including two before the Court of Justice of the

European Union. UNHCR implemented projects addressing gender-based violence in 10 countries.

To spur the vaccination of refugees and asylum seekers against [COVID-19](#), UNHCR addressed administrative barriers, vaccine hesitancy and misinformation, advocated for inclusion in [social protection](#) schemes, and provided cash and in-kind support to vulnerable people of concern. UNHCR and partners delivered information sessions on preventive measures and vaccination in collective accommodation in Armenia, Bulgaria and Romania, where UNHCR also ran hotlines for COVID-19-related questions. When schools closed, UNHCR supported distance learning by providing laptops and connectivity and advocated for the inclusion of displaced learners in national education plans. The Office organized a conference on statelessness with the [Council of Europe](#), while Albania and Ukraine moved forward on statelessness determination procedures and Iceland acceded to both statelessness conventions.

UNHCR handed most of its "[Emergency support to integration and accommodation](#)" (ESTIA) programme to the Government of Greece, enabling the Office to refocus on core protection activities and integrating recognized refugees.

UNHCR coordinated protection and shelter in eastern Ukraine, operating on both sides of the contact line, undertaking shelter repairs and community projects for basic services in isolated areas. It assisted affected populations in Government-controlled areas with cash, legal aid and services for persons with specific needs. UNHCR also provided logistical support to humanitarian convoys on behalf of the United Nations Humanitarian Country Team. In Armenia and Azerbaijan, UNHCR assisted conflict-affected people and undertook visits to assess conditions for eventual returns. The Office revised its strategy for mixed movements in the [Western Balkans](#) to strengthen asylum systems and help identify solutions. The [regional housing programme](#) had assisted 8,800 families by the end of 2021, towards its 11,800 goal for 2022.

1,400 unaccompanied children in precarious conditions on the Greek islands and 3,500 vulnerable asylum

seekers and international protection holders were relocated to other European countries. Despite the pandemic, 21,000 people overall were resettled in Europe.

Inclusion was a challenge for many States. UNHCR and the Migration Policy Group developed an integration [toolkit for municipalities](#), field-tested in seven countries. A financial inclusion workshop in Bulgaria led to refugees gaining access to financial services, and UNHCR and the [Microfinance Centre](#) partnered to enhance financial inclusion. UNHCR supported refugee inclusion in education by rolling out "Teaching for Refugees", a training programme for primary and secondary teachers. 80 teachers in North Macedonia and the United Kingdom were trained as an initial step.

The movement of migrants and asylum seekers from Belarus into the European Union prompted strict border procedures, leading to restrictions on access to protection. UNHCR advocated for access to territory and asylum, provided basic emergency assistance for several thousand people stranded in precarious conditions, and worked on solutions for individuals of concern.

Impact of the Global Compact on Refugees

The implementation of the 467 pledges made by European entities at the 2019 Global Refugee Forum progressed significantly. By year end, 55% were in progress, 39% were fulfilled and 13 were in the planning stage. The engagement of States and other stakeholders was demonstrated by the submission of more than 200 official updates in preparation for the [High-Level Officials Meeting](#).

The prevention and reduction of statelessness made headway. Iceland acceded to both statelessness conventions. Ukraine put its statelessness determination procedures into operation, and Albania's Law on Aliens, which foresees the establishment of statelessness determination procedures, entered into force.

Community sponsorship initiatives increased, engaging new actors in receiving and supporting refugees. One such initiative enhanced coordination among Spain's central, regional and local authorities to better welcome and integrate refugees. The creation of humanitarian corridors in Italy also offered solutions to many refugees from outside the region.

COVID-19 hampered integration and inclusion but pledging entities across Europe persevered with efforts to enhance the right to work. UNHCR signed a memorandum of understanding with Serbia's Government and National Employment Service, facilitating refugees' access to specific employment measures.

UNHCR's PROGRAMMATIC RESULTS

Child protection

22,300 (17%) arrivals to Europe (Bulgaria, Cyprus, Greece, Italy, Malta and Spain) were children

- 2020 result: 16,700 (18%)

16,000 children arriving in Europe (Bulgaria, Cyprus, Greece, Italy, Malta and Spain) were unaccompanied or separated

- 2020 result: 10,000

1,400 children were relocated from Greece to other European countries, of whom 600 were unaccompanied

- 2020 result: 1,500 and 600

Access to information on refugee status determination procedures

60,000 people of concern were provided with information on refugee status determination procedures

- 2020 results: 66,000

Cash assistance

\$77.9 million distributed in cash assistance

- 2020 result: \$142.3 million

463,000 people of concern received cash assistance

- 2020 result: 520,000

Resettlement

27% (17,000) of global resettlement submissions were made to countries in Europe

- 2020 result: 55% (22,000)

21,000 individuals were resettled (departed) to European countries

- 2020 result: 11,000

54% of global resettlement departures were to countries in Europe

- 2020 result: 49%

51% of resettlement submissions to Europe included children

- 2020 result: 52%

Reception conditions

37,000 people of concern across Europe benefited from improved reception conditions

- 2020 result: 131,000

Community-based protection

635 refugee-led and community-based organizations supported

- 2020 result: 80

Legal aid

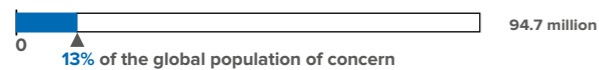
28,000 people of concern received legal assistance

- 2020 result: 65,000

POPULATION AND FUNDING OVERVIEW

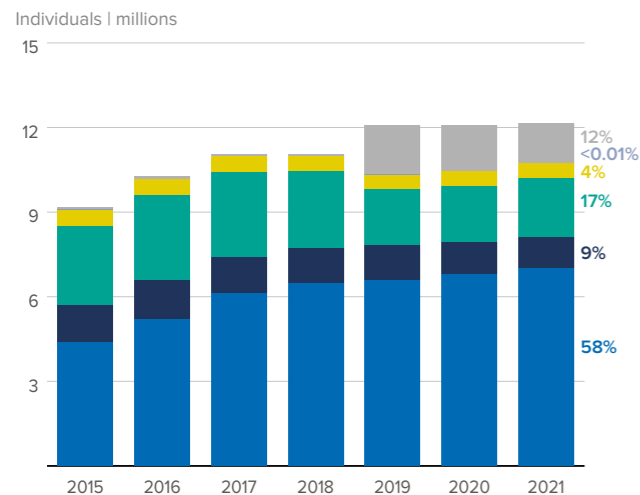
People of concern

12.1 million people of concern | 2021



People of concern | 2015-2021

- Refugees
- Asylum seekers
- IDPs
- Stateless persons
- Returned refugees and IDPs
- Others of concern



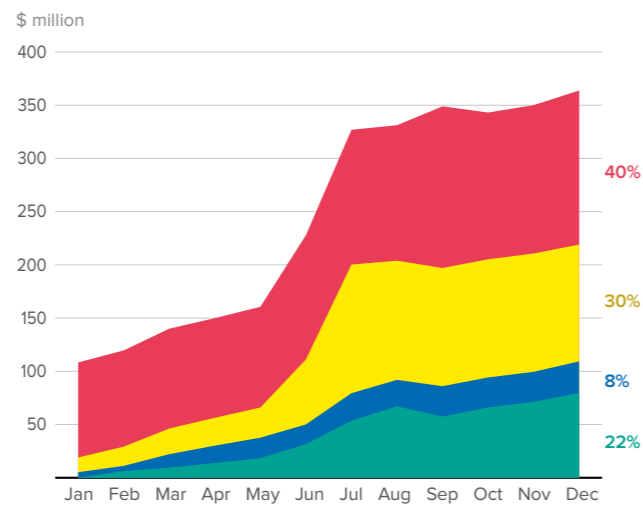
Regional funding and earmarking

\$363.9 million funds available | 2021



Monthly evolution of funding | 2021

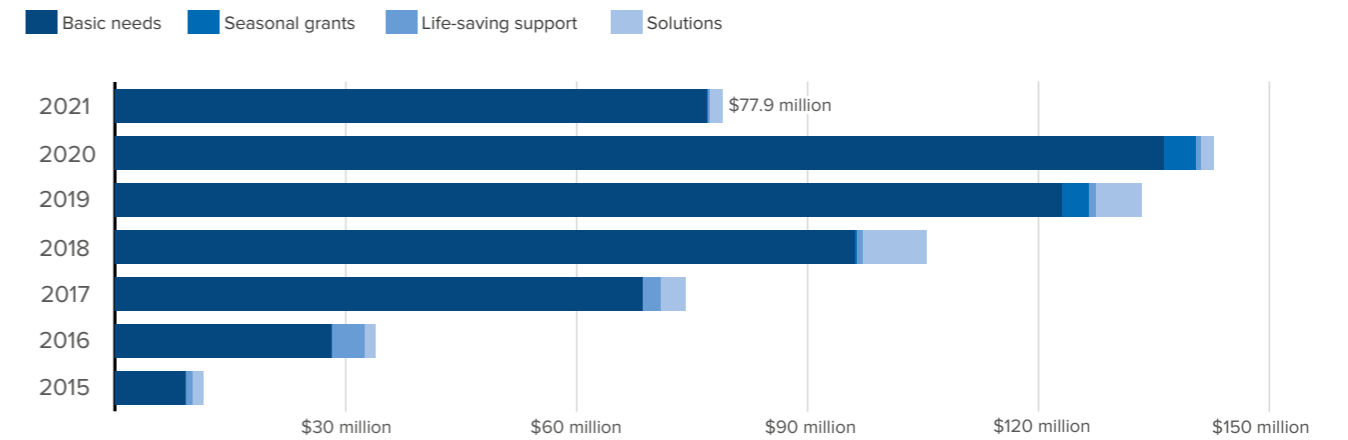
- Unearmarked
- Softly earmarked
- Earmarked
- Tightly earmarked



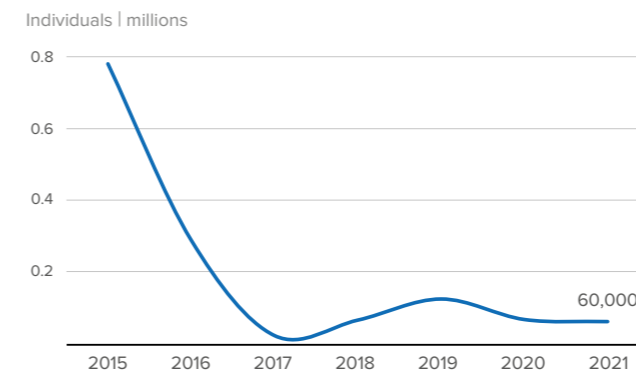
For more detailed information on UNHCR's response please visit [Global Focus](#)

TRENDS IN RESPONSE

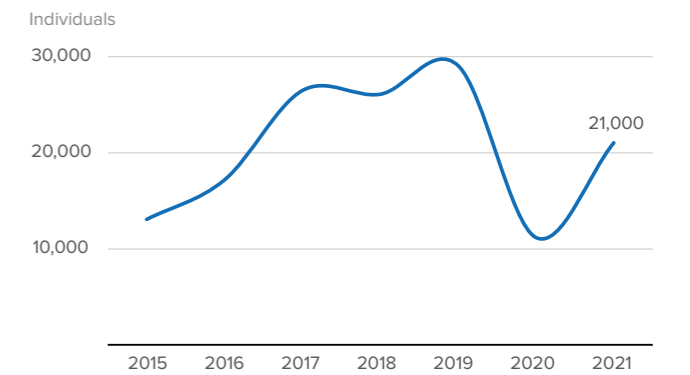
Cash assistance by sector | 2015-2021



Access to information on refugee status determination procedures | 2015-2021



Resettlement departures to countries in Europe | 2015-2021



UNHCR's COVID-19 RESPONSE

Health

28,000 refugees and other people of concern received essential health care services

- 8 countries reporting

Protection

606,000 refugees, IDPs and other people of concern accessed protection services¹

- 43 countries reporting

Cash assistance

463,000 refugees, IDPs and other people of concern received cash assistance related to the impact of COVID-19²

- 14 countries reporting

Education

6,000 children and youth supported with distance/home-based learning³

- 15 countries reporting

¹ For protection in the context of UNHCR's COVID-19 response, "other people of concern" includes returnees, stateless persons and host communities.
² Beneficiaries of cash assistance related to the impact of COVID-19 may also have received cash assistance within the context of UNHCR's regular cash assistance programmes and therefore should not be considered as additional beneficiaries.
³ The majority of children and youth counted are refugees who had either access to a connected learning programme, home-based learning, or catch-up and accelerated education programmes supported by UNHCR and partners.

FINANCIAL INFORMATION

Consequences of underfunding

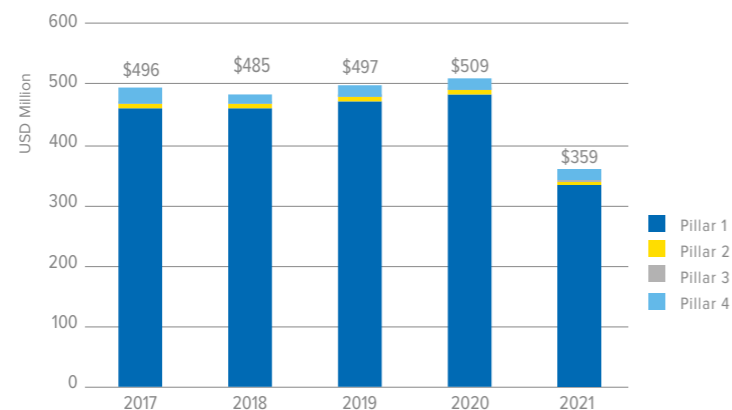
The region's budget of \$697 million was 52% funded. 70% of funds were earmarked or tightly earmarked to specific country operations, limiting UNHCR's agility in case of unforeseen emergencies. Thus, UNHCR relied on flexible funding to respond effectively to emerging and protracted needs. When the Nagorno-Karabakh emergency caused 90,000 people to flee to Armenia, 90% of them women and children, flexible funding was crucial in the coordinated multisector response to meet their urgent needs. Prior to the launch of [UNHCR's emergency appeal](#), UNHCR had only limited financial capacity to deliver assistance on the required scale.

Flexible funding also enabled the implementation of UNHCR's regular programmes.

Rising refugee flows brought new challenges, such as the need to secure solutions for 3,700 migrants and asylum seekers stranded on the border of Poland and Belarus in November 2021. Available funding covered only 40% of the identified needs.

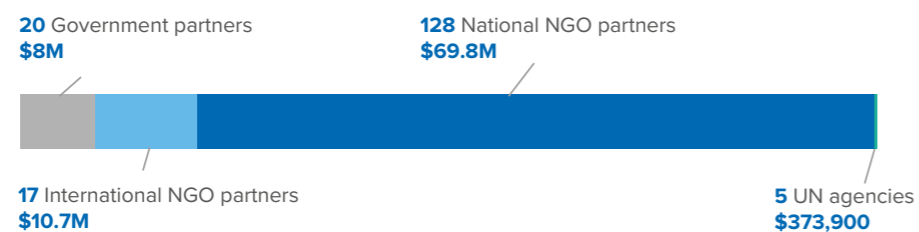
Underfunding often translated into harsh outcomes for people in need. Economic volatility in Türkiye caused a spike in the price of essential items, significantly affecting the vulnerable population, including 4 million refugees in Türkiye. UNHCR launched a top-up payment to its existing COVID-19 cash assistance, reaching 88,799 households. But the operation was only 31% funded and protection outreach was limited, and UNHCR's cash for protection stretched to only 4,500 households.

EXPENDITURE IN EUROPE | 2017-2021



EXPENDITURE VIA PARTNERS | 2021

\$88.8 million spent via **170** partners in Europe



BUDGET AND EXPENDITURE IN EUROPE | USD

OPERATION		PILLAR				TOTAL	% OF REGIONAL TOTAL	% OF EXP VS BUDGET
		1 Refugee programme	2 Stateless programme	3 Reintegration projects	4 IDP projects			
Regional Bureau for Europe ¹	Budget	13,890,109	-	-	-	13,890,109	2%	
	Expenditure	13,890,109	-	-	-	13,890,109	4%	100%
Regional activities for Europe ¹	Budget	9,061,158	500,000	-	-	9,561,158	1%	
	Expenditure	346,462	97,231	-	-	443,693	0%	5%
Other operations in Europe ²	Budget	5,213,585	20,000	-	-	5,233,585	1%	
	Expenditure	4,575,384	7,096	-	-	4,582,480	1%	88%
SUBTOTAL	Budget	28,164,852	520,000	-	-	28,684,852	4%	
	Expenditure	18,811,955	104,327	-	-	18,916,282	5%	66%

EASTERN EUROPE

Armenia	Budget	15,304,772	123,443	-	-	15,428,215	2%	
	Expenditure	9,461,741	77,503	-	-	9,539,243	3%	62%
Azerbaijan	Budget	4,460,839	107,727	-	5,511,995	10,080,562	1%	
	Expenditure	2,794,836	97,006	-	2,482,375	5,374,216	1%	53%
Belarus	Budget	1,280,947	81,763	-	-	1,362,711	0%	
	Expenditure	1,260,798	81,611	-	-	1,342,409	0%	99%
Georgia	Budget	3,265,172	371,414	-	2,802,249	6,438,835	1%	
	Expenditure	2,008,550	179,240	-	1,937,444	4,125,234	1%	64%
Russian Federation	Budget	5,203,697	536,327	-	-	5,740,024	1%	
	Expenditure	3,558,605	187,745	-	-	3,746,349	1%	65%
Türkiye	Budget	350,259,709	5,000	-	-	350,264,709	50%	
	Expenditure	100,308,936	-	-	-	100,308,936	28%	29%
Ukraine	Budget	6,030,329	908,838	-	22,170,923	29,110,090	4%	
	Expenditure	4,939,100	761,129	-	13,136,940	18,837,169	5%	65%
SUBTOTAL	Budget	385,805,466	2,134,512	-	30,485,167	418,425,145	60%	
	Expenditure	124,332,565	1,384,233	-	17,556,759	143,273,556	40%	34%

NORTHERN, WESTERN, CENTRAL AND SOUTHERN EUROPE

Belgium Multi-Country Office ³	Budget	10,736,318	427,562	-	-	11,163,880	2%	
	Expenditure	9,441,533	373,454	-	-	9,814,987	3%	88%
Bulgaria	Budget	1,880,838	83,000	-	-	1,963,838	0%	
	Expenditure	1,616,794	42,792	-	-	1,659,586	0%	85%
Croatia	Budget	1,453,290	193,933	236,860	-	1,884,083	0%	
	Expenditure	1,432,533	183,838	223,001	-	1,839,372	1%	98%
Cyprus	Budget	3,073,263	4,000	-	-	3,077,263	0%	
	Expenditure	2,107,209	-	-	-	2,107,209	1%	68%
France	Budget	3,714,594	222,223	-	-	3,936,817	1%	
	Expenditure	3,600,930	211,548	-	-	3,812,478	1%	97%
Germany	Budget	2,196,337	38,265	-	-	2,234,602	0%	
	Expenditure	2,023,758	3,351	-	-	2,027,110	1%	91%
Greece	Budget	150,770,283	75,000	-	-	150,845,283	22%	
	Expenditure	121,687,713	51,251	-	-	121,738,965	34%	81%
Hungary Multi-Country Office ⁴	Budget	5,039,186	115,698	-	-	5,154,884	1%	
	Expenditure	4,304,814	100,738	-	-	4,405,553	1%	85%
Italy Multi-Country Office ⁵	Budget	18,873,688	199,316	-	-	19,073,004	3%	
	Expenditure	12,515,347	197,151	-	-	12,712,497	4%	67%
Malta	Budget	1,895,408	5,000	-	-	1,900,408	0%	
	Expenditure	1,327,160	-	-	-	1,327,160	0%	70%
Poland	Budget	934,843	18,895	-	-	953,738	0%	
	Expenditure	729,254	18,225	-	-	747,479	0%	78%
Romania	Budget	2,427,811	21,412	-	-	2,449,223	0%	
	Expenditure	1,758,351	13,590	-	-	1,771,942	0%	72%

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BUDGET AND EXPENDITURE IN EUROPE | USD

OPERATION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	% OF REGIONAL TOTAL	% OF EXP VS BUDGET
		Refugee programme	Stateless programme	Reintegration projects	IDP projects			
Spain	Budget	4,984,511	5,000	-	-	4,989,511	1%	
	Expenditure	4,535,523	976	-	-	4,536,499	1%	91%
Sweden Multi-Country Office ⁶	Budget	4,331,944	650,000	-	-	4,981,944	1%	
	Expenditure	3,925,763	348,248	-	-	4,274,011	1%	86%
United Kingdom of Great Britain and Northern Ireland	Budget	2,420,275	214,800	-	-	2,635,075	0%	
	Expenditure	2,348,161	192,961	-	-	2,541,122	1%	96%
SUBTOTAL	Budget	214,732,590	2,274,104	236,860	-	217,243,554	31%	
	Expenditure	173,354,842	1,738,125	223,001	-	175,315,968	49%	81%

SOUTH-EASTERN EUROPE

Albania	Budget	3,168,328	143,739	-	-	3,312,067	0%	
	Expenditure	2,313,926	106,941	-	-	2,420,867	1%	73%
Bosnia and Herzegovina	Budget	9,758,938	614,112	-	-	10,373,050	1%	
	Expenditure	5,311,793	433,546	-	-	5,745,339	2%	55%
Kosovo (S/RES/1244 (1999))	Budget	3,201,678	437,548	-	-	3,639,226	1%	
	Expenditure	2,018,277	220,199	-	-	2,238,477	1%	62%
Montenegro	Budget	2,007,024	248,528	-	-	2,255,552	0%	
	Expenditure	1,611,208	211,074	-	-	1,822,282	1%	81%
North Macedonia	Budget	3,802,029	367,172	-	-	4,169,201	1%	
	Expenditure	2,311,162	222,896	-	-	2,534,058	1%	61%
Serbia	Budget	6,261,528	2,647,118	-	-	8,908,646	1%	
	Expenditure	4,639,621	2,201,422	-	-	6,841,043	2%	77%
SUBTOTAL	Budget	28,199,525	4,458,217	-	-	32,657,742	5%	
	Expenditure	18,205,987	3,396,078	-	-	21,602,065	6%	66%

TOTAL	Budget	656,902,433	9,386,833	236,860	30,485,167	697,011,292	100%	
	Expenditure	334,705,349	6,622,763	223,001	17,556,759	359,107,872	100%	52%

¹ Regional Bureau, regional activities and Other operations in Europe cover the whole Europe region.

² Other operations in Europe include Austria, Liaison Office in Vienna (OSCE), Portugal, Strasbourg (Representation to the Council of Europe) and the Office for Switzerland and Liechtenstein.

³ Coordinates activities in Belgium, Ireland, Malta (EASO), the Netherlands, Poland (FRONTEX) and also covers Luxembourg without a presence in this country.

⁴ Coordinates activities in Czechia, Hungary, Republic of Moldova and Slovenia and also covers Slovakia without a presence in this country.

⁵ Coordinates activities in Italy and also covers without a presence the Holy See and San Marino.

⁶ Coordinates activities in Denmark, Lithuania, Norway and Sweden and also covers without a presence Estonia, Finland, Iceland and Latvia.

VOLUNTARY CONTRIBUTIONS TO EUROPE | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	IDP projects		
European Union	123,173,795		2,688,126		125,861,921
United States of America	106,500			59,100,000	59,206,500
Italy	12,756,383				12,756,383
Austria	5,381,772			622,969	6,004,740
France	2,495,313			175,850	2,671,163
Japan	51,250		250,000	2,350,000	2,651,250
UNO-Flüchtlingshilfe (National partner in Germany)	1,249,732			1,243,024	2,492,756
Central Emergency Response Fund	1,252,999		700,000		1,952,999

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VOLUNTARY CONTRIBUTIONS TO EUROPE | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	IDP projects		
Spain	1,300,238			396,908	1,697,146
Denmark	1,387,451	51,354			1,438,805
Netherlands (the)	1,292,882				1,292,882
Norway	219,565			975,253	1,194,818
USA for UNHCR	774,161			64,849	839,010
Afghanistan	704,225				704,225
United Kingdom of Great Britain and Northern Ireland	657,912			1,629	659,541
Germany				611,826	611,826
Private donors in Italy	568,276			24,847	593,123
Country-based pooled funds			574,001		574,001
Canada				555,997	555,997
Russian Federation (the)	50,000	200,000	300,000		550,000
España con ACNUR (National partner in Spain)	499,678				499,678
Switzerland	429,104				429,104
Hungary				357,513	357,513
UK for UNHCR	315,623			7,800	323,423
Private donors in the Netherlands	305,160			15,986	321,145
United Nations Department of Political and Peacebuilding Affairs	266,853			17,345	284,199
Start-up Fund for Safe, Orderly and Regular Migration	281,881				281,881
Ireland	263,857				263,857
Luxembourg	238,949			15,665	254,613
Sweden				239,923	239,923
Estonia				213,415	213,415
Private donors in Japan			184,581		184,581
Private donors in France	165,072			3,043	168,115
United Nations Joint SDG Fund				162,444	162,444
Private donors in the United States of America	37,275			123,000	160,275
Education Cannot Wait	117,426				117,426
Switzerland for UNHCR				110,254	110,254
Sweden for UNHCR			93,750	14,133	107,883
Romania				106,794	106,794
Serbia				103,748	103,748
Armenia				103,000	103,000
United Nations Albania SDG Acceleration Fund	101,601				101,601
Malta	91,218				91,218
Poland				87,000	87,000
Monaco	79,636				79,636
UNAIDS	17,120	40,000			57,120
Czechia				38,100	38,100
Private donors in Belgium	25,354			434	25,788
Private donors in Greece				17,762	17,762
Azerbaijan	7,208				7,208
Holy See (the)	5,000				5,000
Private donors in Brazil				4,159	4,159
Private donors in Switzerland	793			2,809	3,602
Private donors in the Russian Federation	3,434				3,434
Private donors in Austria				524	524
Private donors in Denmark				138	138
Private donors in Singapore				98	98
Private donors in China	60				60
Private donors in Mexico				52	52
TOTAL*	156,674,756	291,354	4,790,459	67,868,290	229,624,860

* Notes:

¹ Contributions include 6.5% indirect support costs.

² Includes a total of \$1.0 million acknowledged in past years for activities with implementation in 2021 and excludes \$1.9 million acknowledged in 2021 for activities with implementation in 2022 and beyond.

³ Includes contributions earmarked to the Central Mediterranean Route situation.



The Middle East and North Africa

UNHCR staff help Fatemeh, 85, off the bus from Zaatari Camp on 14 January 2021, as she arrives at a health clinic in Mafraq, Jordan, where she was one of the first refugees in the world to be vaccinated against COVID-19.

© UNHCR/Shawkat AlHarfoush

EXECUTIVE SUMMARY

Displacement increased in the Middle East and North Africa in 2021, with a total of 16 million forcibly displaced and stateless people at year end, compared to 15.8 million a year earlier. UNHCR newly registered 128,000 people across the region, including 15,800 requiring international protection among mixed movements in North Africa.

The [Regional Refugee and Resilience Plan](#) (3RP), co-led by UNHCR, remained the cornerstone of support for 5.7 million Syrian refugees and their host governments. Under the 3RP, over 2 million refugees received cash assistance, 140,000 children in Iraq, Jordan, Lebanon and Türkiye received specialized child protection, and nearly 132,000 children participated in structured child protection and psychosocial support programmes. 45,000 women and men benefited from parenting support.

Overall, UNHCR's [cash assistance](#) benefited more than 6.2 million people, a vital tool for protection across the region. In [Yemen](#), UNHCR conducted over 230,000 [protection monitoring](#) assessments and disbursed \$72 million in cash assistance to 1.4 million people, helping vulnerable IDPs to [stave off famine](#). More than 105,000 families in Yemen received shelter and core relief item kits, and 41,000 refugees and IDPs received psychological first aid. In [Libya](#), UNHCR and partners appealed for the release of detained displaced people and conducted 400 visits to detention centres, but UNHCR's assistance was curtailed after security concerns forced its Community Day Centre in Tripoli to close. In [Tunisia](#), UNHCR communicated with refugee communities on travel risks and the protection and assistance available. In [Algeria](#), UNHCR rehabilitated water networks and health facilities for Sahrawi refugee camps near Tindouf, while in [Mauritania](#) it provided protection and assistance for 67,500 Malian refugees in and

around Mbera camp. All 19 countries in the region included refugees in their national [COVID-19](#) vaccination plans and began vaccinating them. UNHCR supported their health responses and acted to mitigate the wider impact of COVID-19, including barriers to learning for 2.2 million children.

To tackle statelessness, UNHCR worked with the International Institute for Humanitarian Law on training for government officials and other key interlocutors, and organized a conference with the League of Arab States on implementing the "[Arab declaration on belonging and legal identity](#)".

UNHCR jointly coordinated 270 partners in the 3RP, connecting the humanitarian response with longer-term programming and national strategies for inclusive growth and sustainable development. Linkages to national strategic plans were outlined in the context of the UNHCR-World Bank partnership in Iraq, Jordan and Lebanon for 2021-2023. Syrians in

[Lebanon](#) faced increasing poverty and [vulnerability](#), while Jordan issued a record 62,000 work permits to Syrian refugees. In Iraq, UNHCR focused on inclusion and development, strengthening access to national services and employment opportunities and promoting small-scale infrastructure projects to make returns sustainable. A [participatory assessment](#) showed the importance of access to civil documentation for internally displaced and returning Iraqis. There were over 1,000 refugee returns to Iraq, while 1% of [Syrian refugees](#) made the decision to return to Syria or were resettled. The [regional intention survey](#) showed the majority still hoped to return. A regional contact group for complementary pathways, comprising 100 representatives including resettlement States, pursued durable solutions via third country employment and education opportunities and family reunification programmes. In Libya, 748 refugees and asylum seekers departed via [humanitarian evacuations](#), and a further 785 were resettled.

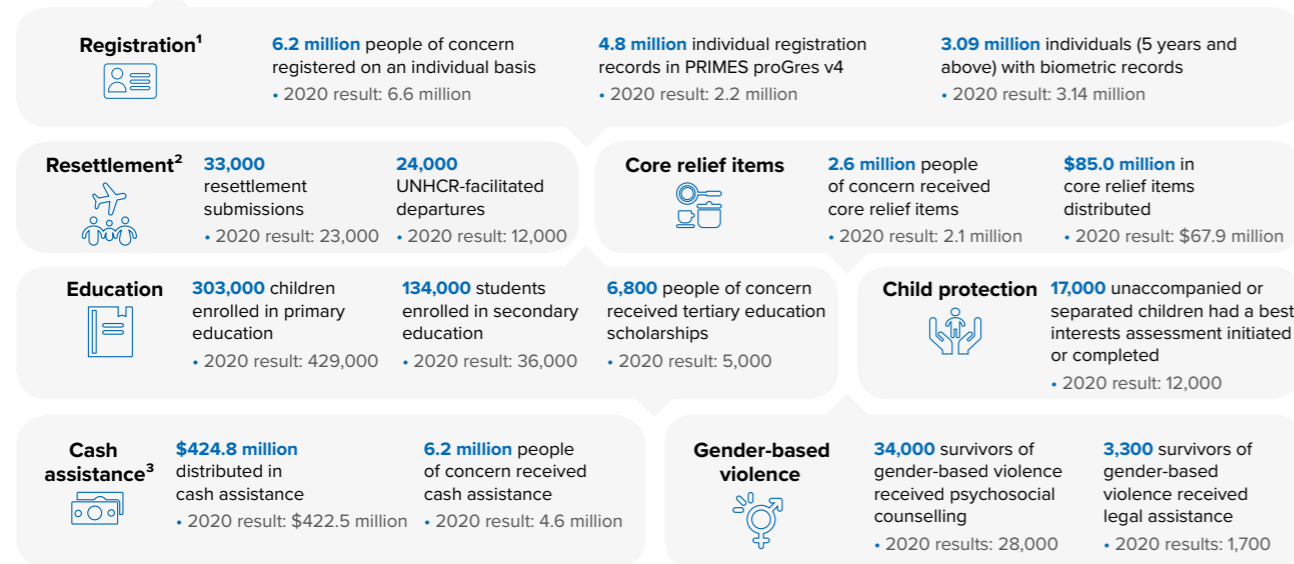
Impact of the Global Compact on Refugees

Of the 70 [pledges](#) from the Middle East and North Africa region, 23 were in progress, six fulfilled and one in the planning stage by year end. 18 official updates on pledge implementation were submitted in preparation for December's [High-Level Officials Meeting](#).

Among the policy pledges in progress was Egypt's commitment to give refugees access to primary health care and education within national systems. Refugees are now covered by the universal health care insurance scheme on an equal footing with Egyptians and were included in the roll-out of the national COVID-19 vaccination plan and the "[100 Million Seha](#)" campaign, which aimed at detecting and eliminating chronic diseases by 2023.

Refugee students were included in the Instant Network Schools programme in Egypt, which aims at digitizing 108 public schools by 2025 to enhance education programmes for Egyptian, refugee and asylum-seeking students. The [Kuwait Society for Relief](#) pledge was fulfilled. Two grant agreements were signed with UNHCR towards cash assistance for IDPs in Yemen and Iraq, which benefited 5,524 families in Yemen and 763 families in Iraq. The Sheikh Abdullah Al Nouri Charity Society pledge was fulfilled, committing to cash assistance for refugees in Jordan through UNHCR in 2021. A pledge was implemented directly by the Sheikh Abdullah Al Nouri Charity Society in other operations dedicated to the needs of refugees and IDPs in the region.

UNHCR's PROGRAMMATIC RESULTS

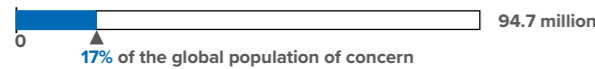


¹ Figures are cumulative and individuals with records in PRIMES proGres v4 are reported irrespective of process status (active, hold, inactive and closed).
² Resettlement figures include cases submitted from Türkiye.
³ Figures include cash assistance in Türkiye related to the Syria and Iraq situations.

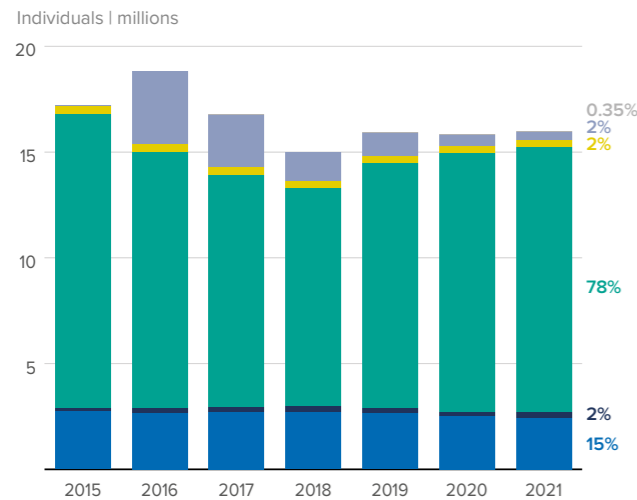
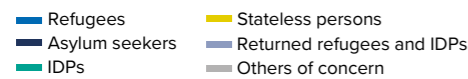
POPULATION AND FUNDING OVERVIEW

People of concern

16 million people of concern | 2021



People of concern | 2015-2021

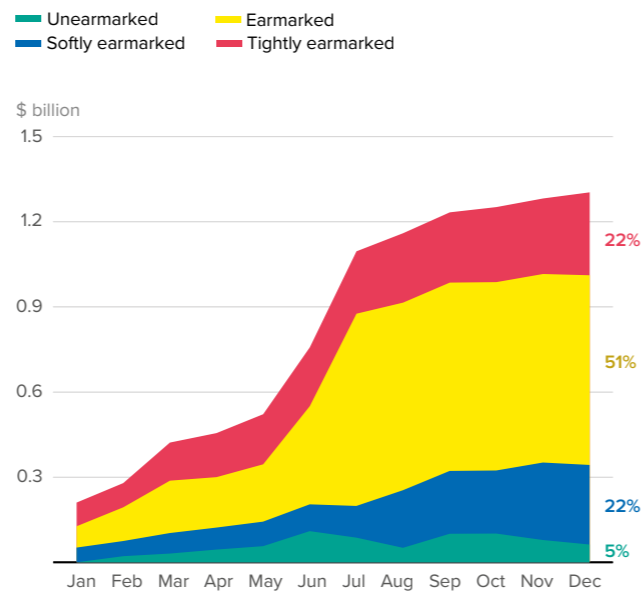


Regional funding and earmarking

\$1.304 billion funds available | 2021



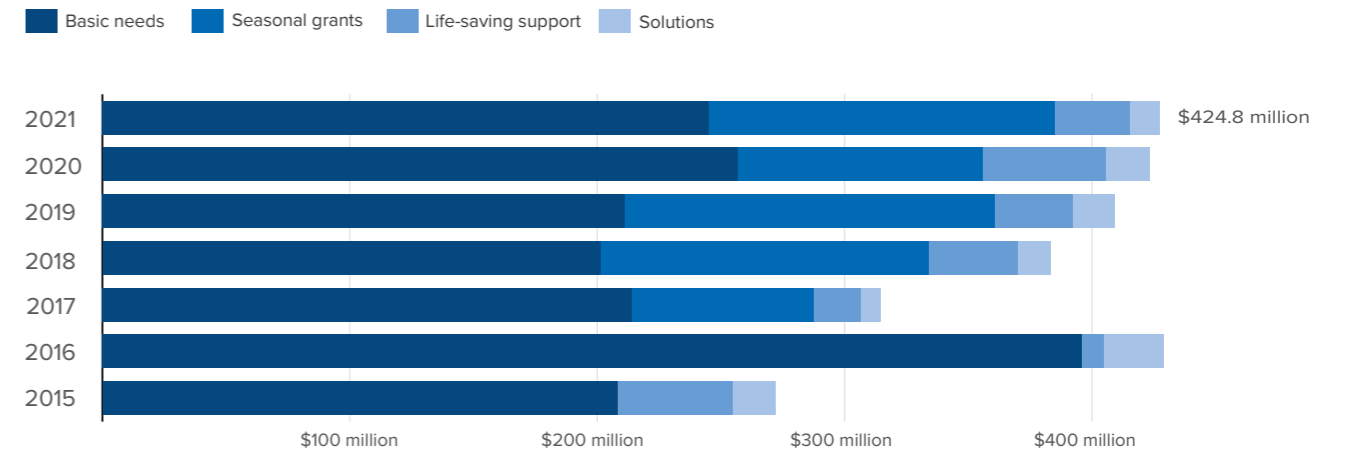
Monthly evolution of funding | 2021



For more detailed information on UNHCR's response please visit [Global Focus](#)

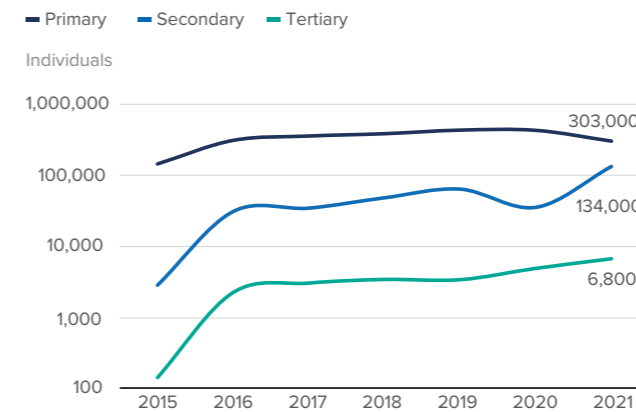
TRENDS IN RESPONSE

Cash assistance by sector | 2015-2021⁴

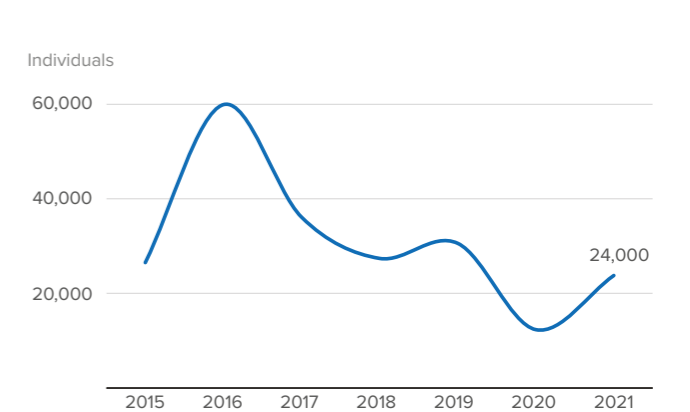


⁴ Figures include cash assistance in Türkiye related to the Syria and Iraq situations.

Education enrolment | 2015-2021



Resettlement departures | 2015-2021⁵



⁵ Resettlement figures include cases submitted from Türkiye.

UNHCR's COVID-19 RESPONSE



⁶ For protection in the context of UNHCR's COVID-19 response, "other people of concern" includes returnees, stateless persons and host communities.

⁷ The majority of children and youth counted are refugees who had either access to a connected learning programme, home-based learning, or catch-up and accelerated education programmes supported by UNHCR and partners.

FINANCIAL INFORMATION

Consequences of underfunding

Funding needs in the Middle East and North Africa were the largest among UNHCR's seven regions, at \$2.702 billion, and the most underfunded at only 48%, leaving [critical gaps](#) in life-saving and protection needs. While some instances of underfunding were due to needs stemming from COVID-19, many pre-dated the pandemic.

Staff shortages weighed on activities requiring specialized staff — experts in areas such as gender-based violence, cash assistance and environment — as well as on UNHCR's ability to contact hard-to-reach people of concern. Lebanon's cash assistance programme, the largest in the region, was substantially understaffed, and only one operation, Jordan, had an environment specialist. The limited cash or in-kind assistance was rarely enough to cover the needs of refugees, and there were high numbers of school dropouts, evictions and exploitations resulting from refugees' poor socioeconomic situation. Approximately

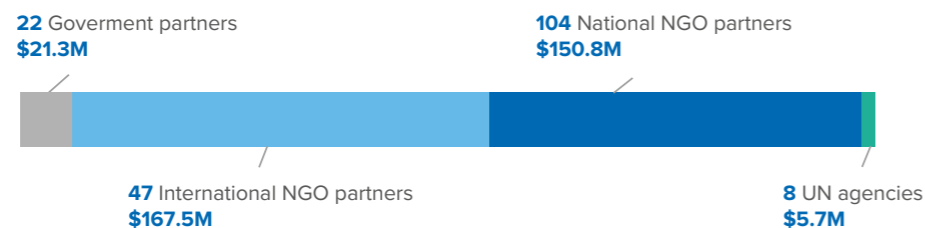
510,000 individuals among the prioritized target population in Jordan, Lebanon and Syria did not receive cash assistance due to lack of funds.

Underfunding has a tangible impact on activities with high running costs or long-term investments in infrastructure – required in refugee camps like Tindouf in Algeria or Mbera in Mauritania. Areas that have been deprioritized include malnutrition, raising teachers' incentives, renewing deteriorated shelters, and constructing and maintaining water distribution systems and schools. Furthermore, funding gaps meant that innovative interventions such as a recycling project in Tindouf were not rolled out beyond the pilot testing phase. The COVID-19 pandemic plunged the communities hosting refugees into even more economically precarious conditions than previously, a precarity that was compounded when winter came and UNHCR lacked the resources to respond.

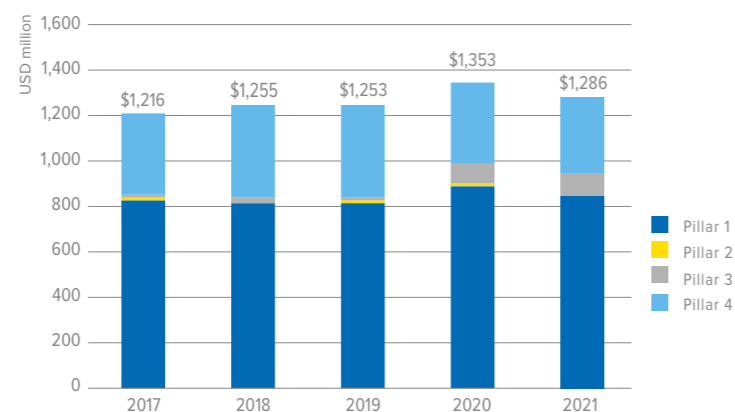
Yemen remained one of the operations with the most tightly earmarked funding in the region (47% was tightly earmarked), leading to considerable challenges in responding to emerging and increasing needs.

EXPENDITURE VIA PARTNERS | 2021

\$345.2 million spent via **181** partners in the Middle East and North Africa



EXPENDITURE IN THE MIDDLE EAST AND NORTH AFRICA | 2017-2021



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

OPERATION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	% OF REGIONAL TOTAL	% OF EXP VS BUDGET
		Refugee programme	Stateless programme	Reintegration projects	IDP projects			
Regional Bureau for Middle East and North Africa ¹	Budget	20,475,309	-	-	-	20,475,309	1%	
	Expenditure	19,116,450	-	-	-	19,116,450	1%	93%
Regional activities for Middle East and North Africa ¹	Budget	47,081,477	-	-	-	47,081,477	2%	
	Expenditure	4,144,902	-	-	-	4,144,902	0%	9%
SUBTOTAL	Budget	67,556,786	-	-	-	67,556,786	3%	
	Expenditure	23,261,352	-	-	-	23,261,352	2%	34%

MIDDLE EAST

OPERATION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	% OF REGIONAL TOTAL	% OF EXP VS BUDGET
Other operations in the Middle East ¹	Budget	-	-	-	22,000,000	22,000,000	1%	
	Expenditure	-	-	-	21,971,538	21,971,538	2%	100%
Iraq	Budget	175,185,130	1,283,073	-	245,060,404	421,528,607	16%	
	Expenditure	100,682,347	974,279	-	101,965,544	203,622,171	16%	48%
Israel	Budget	6,745,600	-	-	-	6,745,600	0%	
	Expenditure	4,186,703	-	-	-	4,186,703	0%	62%
Jordan	Budget	405,666,703	-	-	-	405,666,703	15%	
	Expenditure	242,258,008	-	-	-	242,258,008	19%	60%
Lebanon	Budget	553,328,517	1,084,633	-	-	554,413,150	21%	
	Expenditure	267,059,103	599,806	-	-	267,658,909	21%	48%
Saudi Arabia Multi-Country Office ²	Budget	11,501,569	135,664	-	-	11,637,233	0%	
	Expenditure	8,836,714	100,095	-	-	8,936,810	1%	77%
Syrian Arab Republic	Budget	51,734,508	194,335	322,174,227	251,266,924	625,369,994	23%	
	Expenditure	9,843,710	-	108,539,413	60,529,382	178,912,506	14%	29%
Yemen	Budget	69,897,604	-	-	202,638,722	272,536,327	10%	
	Expenditure	32,335,855	-	-	137,640,623	169,976,478	13%	62%
SUBTOTAL	Budget	1,274,059,632	2,697,705	322,174,227	720,966,050	2,319,897,614	86%	
	Expenditure	665,202,441	1,674,180	108,539,413	322,107,087	1,097,523,122	85%	47%

NORTH AFRICA

OPERATION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	% OF REGIONAL TOTAL	% OF EXP VS BUDGET
Algeria	Budget	40,805,300	-	-	-	40,805,300	2%	
	Expenditure	22,391,725	-	-	-	22,391,725	2%	55%
Egypt	Budget	126,633,891	-	-	-	126,633,891	5%	
	Expenditure	57,490,719	-	-	-	57,490,719	4%	45%
Libya	Budget	64,699,451	-	-	28,540,332	93,239,783	3%	
	Expenditure	33,168,573	-	-	10,328,465	43,497,037	3%	47%
Mauritania	Budget	30,981,169	-	-	-	30,981,169	1%	
	Expenditure	22,435,259	-	-	-	22,435,259	2%	72%
Morocco	Budget	8,946,100	-	-	-	8,946,100	0%	
	Expenditure	7,557,809	-	-	-	7,557,809	1%	84%
Tunisia	Budget	10,144,390	-	-	-	10,144,390	0%	
	Expenditure	9,845,603	-	-	-	9,845,603	1%	97%
Western Sahara - Confidence building measures	Budget	4,038,800	-	-	-	4,038,800	0%	
	Expenditure	2,187,396	-	-	-	2,187,396	0%	54%
SUBTOTAL	Budget	286,249,101	-	-	28,540,332	314,789,434	12%	
	Expenditure	155,077,084	-	-	10,328,465	165,405,548	13%	53%

TOTAL		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	% OF REGIONAL TOTAL	% OF EXP VS BUDGET
Budget	1,627,865,519	2,697,705	322,174,227	749,506,382	2,702,243,834	100%		
Expenditure	843,540,877	1,674,180	108,539,413	332,435,552	1,286,190,023	100%	48%	

¹ Regional Bureau, regional activities and Other operations in the Middle East cover the whole Middle East and North Africa region.

² Includes activities in Kuwait, Qatar, Saudi Arabia and in the United Arab Emirates.

VOLUNTARY CONTRIBUTIONS TO THE MIDDLE EAST AND NORTH AFRICA | USD

DONOR	PILLAR 1	PILLAR 3	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Reintegration projects	IDP projects		
United States of America	284,575,097	60,000	9,500,000	299,654,205	593,789,302
Germany			11,457,069	230,517,514	241,974,583
European Union	90,159,625		1,669,078	3,563,836	95,392,539
Japan	13,991,640		13,361,170	9,638,077	36,990,887
Canada				31,695,435	31,695,435
Netherlands (the)	28,230,379		1,801,987	579,350	30,611,716
UNO-Flüchtlingshilfe (National partner in Germany)	3,426,796		9,363,381	9,144,252	21,934,430
Private donors in the United Arab Emirates	2,610,966		13,218,406	5,472,835	21,302,207
Private donors in Qatar	1,934,102		18,685,060	13,148	20,632,310
Saudi Arabia			12,942,944	4,499,939	17,442,883
Central Emergency Response Fund			13,060,000		13,060,000
Sweden	315,557			11,669,101	11,984,658
France	8,792,497			2,930,832	11,723,329
Norway	2,728,131		576,502	7,558,210	10,862,844
United Kingdom of Great Britain and Northern Ireland	7,951,137		228,492	757,886	8,937,516
Denmark	584,663			8,020,533	8,605,196
Italy	6,216,988		1,682,162	51,617	7,950,766
Switzerland	52,101			6,653,019	6,705,120
Finland				5,973,716	5,973,716
Spain	2,672,391	445,176	1,330,228	333,567	4,781,362
Republic of Korea (the)	2,000,000			2,500,000	4,500,000
Private donors in Lebanon	2,244,288		174,710	1,176,151	3,595,148
Kuwait	1,423,400		2,000,000	39,490	3,462,890
Sweden for UNHCR	935,009		2,284,057	214,677	3,433,743
Austria	1,380,289			1,684,409	3,064,699
Qatar	2,800,512				2,800,512
Luxembourg	878,353			1,887,612	2,765,965
Private donors in the Republic of Korea			169	2,403,520	2,403,689
Belgium	2,350,176				2,350,176
Australia	2,323,780				2,323,780
UK for UNHCR	23,702		1,023,291	859,733	1,906,727
Ireland	1,792,115				1,792,115
Czechia	1,172,608			616,685	1,789,293
Country-based pooled funds				1,752,288	1,752,288
Australia for UNHCR	169,358		1,276,469	265,671	1,711,498
Private donors in Japan	1,089,409	53,780	442,221		1,585,410
Private donors in Kuwait	860,084		37,595	424,743	1,322,422
Private donors in the United States of America	1,237,227				1,237,227
Private donors in Canada	201,822		633,265	329,084	1,164,170
Japan for UNHCR				1,061,715	1,061,715
Russian Federation (the)	300,000		500,000		800,000
Private donors in Saudi Arabia	362,394		59,917	298,490	720,801
Monaco	704,281				704,281
USA for UNHCR	332,529			339,494	672,022
Private donors in China	107,767		10,540	532,365	650,672
Private donors in Italy			339,176	288,938	628,114
España con ACNUR (National partner in Spain)	114,860		273,193	165,667	553,720
Private donors in Norway			514,500		514,500
Private donors in the United Kingdom	375,000				375,000
Private donors in Luxembourg				357,995	357,995
Greece			265,457		265,457
Private donors in Iraq	263,417				263,417
Private donors in Singapore	72,804		137,469	45,201	255,474

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VOLUNTARY CONTRIBUTIONS TO THE MIDDLE EAST AND NORTH AFRICA | USD

DONOR	PILLAR 1	PILLAR 3	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Reintegration projects	IDP projects		
Iceland				236,967	236,967
Croatia	222,222				222,222
Private donors in Denmark	160,591		41,816	19,592	221,999
Private donors in Egypt	117,443		21,022	67,426	205,891
Private donors in France			100,260	103,084	203,344
Private donors in Oman	84,253		25,990	57,725	167,968
Switzerland for UNHCR				136,026	136,026
Private donors in Indonesia	100,100		35,000		135,100
Private donors in Switzerland			78,247	49,999	128,246
Liechtenstein				110,375	110,375
United Nations Conflict-Related Sexual Violence Prevention multi-partner trust fund	103,356				103,356
Private donors in the Netherlands	73,610		25,811	644	100,065
Slovenia				91,938	91,938
Estonia	91,463				91,463
Brazil				75,000	75,000
Malta				60,533	60,533
Lithuania				58,617	58,617
IOM	50,000				50,000
UNICEF	50,000				50,000
Private donors in Belgium	499		32,912	4,482	37,894
Private donors in Thailand	28,226				28,226
Morocco				26,918	26,918
UNAIDS	26,750				26,750
Private donors in Kenya	18,251		4,482	2,187	24,919
United Nations trust fund for human security	24,817				24,817
Private donors in Brazil			14,033	5,955	19,989
Holy See (the)	5,000			10,000	15,000
Private donors in Monaco			11,933		11,933
Private donors in the Philippines			70	11,361	11,432
WFP	7,254				7,254
Private donors in Mexico			361	27	387
TOTAL*	480,921,090	558,956	119,240,444	657,099,854	1,257,820,343

* Notes:
¹ Contributions include 6.5% indirect support costs.
² Includes a total of \$12.3 million acknowledged in past years for activities with implementation in 2021 and excludes \$20.0 million acknowledged in 2021 for activities with implementation in 2022 and beyond.
³ Includes contributions earmarked to the Iraq and Syria situations.

PHOTO: UNHCR



Vulnerable displaced Yemeni and Syrian families supported with cash assistance for urgent food needs

In 2021, *Zakat* and *Sadaqah* contributions from the Sheikh Thani Bin Abdullah Bin Thani Al-Thani Humanitarian Fund supported Yemeni IDPs with cash assistance for their most urgent food needs, among others. *Zakat* contributions from [Qatar Charity](#) also helped support more than 183,000 displaced people in Lebanon, Jordan and Yemen with cash assistance enabling them to meet their most urgent needs.

Safeguarding fundamental rights



Visually impaired Ethiopian refugee Magartu Dedeñ, 16, studies at Mogadishu Primary School in Kakuma refugee camp, Kenya. She scored top marks in the Kenya Certificate of Primary Education national examinations and hopes to become a lawyer.

© UNHCR/Samuel Otiño

70 years after the adoption of the 1951 Refugee Convention, and shortly after the 2018 Global Compact on Refugees, COVID-19 profoundly challenged international protection and solidarity on issues core to UNHCR's mandate.

The pandemic exposed shortcomings in the accessibility to health care and social protection services in many countries and highlighted an underlying fragility in the quality of international protection.

Reports of refoulement practices increased, including violent pushbacks, border closures and loss of life at sea. Externalization policies, shifting responsibility to less developed countries, jeopardized the principle that refugee protection obligations should be equitably shared. Yet numerous States did not meet their international obligations, granting access to protection for those in need and showing that arrivals could be safely managed while protecting public health interests in a proportionate and non-discriminatory manner.

To safeguard the fundamental rights of all people of concern, UNHCR advocated for access to territory and asylum procedures. UNHCR lobbied for greater investments to enhance the full participation of forcibly displaced, stateless and host communities, and for a global policy framework with a comprehensive approach to accountability and inclusion. Recognizing that meaningful participation of affected people is essential to all aspects of UN work, UNHCR, UN-Women and OHCHR committed to develop a system-wide policy within the [Common Agenda](#) to put people at the centre, with a focus on age, gender and diversity (AGD).

Several States adopted legislative amendments and other measures to regularize the stay of stateless persons, grant them associated rights and reinforce birth registration. UNHCR strengthened its global advocacy to eradicate statelessness, while commemorating the 60th anniversary of the 1961 Convention on the Reduction of Statelessness and promoting accession. COVID-related restrictive measures disproportionately affected stateless people due to their lack of nationality, leaving them less able to access testing and treatment, and often excluding them from social services.

In this chapter

- Legal protection frameworks
- Registration, documentation and identity management
- Identifying international protection needs
- Refugee protection and migration, including responses to mixed movements
- Preventing and responding to statelessness
- Community-based protection
- Accountability to affected people
- Child protection, youth engagement and empowerment
- Gender equality
- Protecting persons with disabilities and older persons
- Protecting LGBTIQ+ people in forced displacement



Legal protection frameworks

© UNHCR/Santiago Escobar-Jaramillo

Yohana Alejandra Bracamonte, 37, is one of more than 1.8 million Venezuelans hoping to benefit from Temporary Protection Status in Colombia, where she arrived in 2016.

Global Strategic Priorities
Legislation on refugees
Law and policy on IDPs
See p. 12 and p. 15
for GSP results



Results and achievements

International protection is based on the right to seek and enjoy asylum and the principle of non-refoulement, fundamental principles honoured by most States since the adoption of the Convention relating to the Status of Refugees in 1951 and its 1967 Protocol. These instruments provide a solid foundation for international protection and durable solutions. By the end of 2021, 149 States were party to the 1951 Convention, the 1967 Protocol, or both. Non-refoulement is well recognized as customary international law and the right to asylum is widely reflected in national and regional law and practice.

Through the publication of country guidance documents, UNHCR provided evidence for decision-makers assessing asylum claims from people fleeing the [Syrian Arab Republic](#). In addition, given ongoing instability and violence, UNHCR called on States not to forcibly return people to [Afghanistan](#), [Burkina Faso](#), [South Sudan](#) and [Yemen](#).

UNHCR provided States with guidance on interpreting and applying international and regional refugee law standards and engaged with UN agencies and legal, judicial and academic partners and networks. In cooperation with the International Labour Organization, UNHCR issued [guidelines on legal standards of decent work for refugees](#), providing guidance for developing legal frameworks on access to employment, fair and safe work environments and social protection. UNHCR also published a note responding to State policies and practices which could effectively serve to [“externalize” international protection obligations](#). The note emphasizes the importance of international solidarity and outlines fundamental standards distinguishing unlawful externalization measures from lawful arrangements for transfer of refugees.

In 2021, UNHCR engaged with the legislative processes of 78 countries. 26 adopted laws or legislative changes, 17 of which represented advances in refugee rights. Although COVID-19 forced many courts to close or suspend proceedings temporarily,

UNHCR intervened as a third party in 14 cases in 10 jurisdictions. UNHCR's interventions addressed issues regarding the definition of a refugee; access to territory and asylum procedures; protection against refoulement including in the context of COVID-19; protection of family life; as well as cessation of and exclusion from refugee status.

Kenya's new Refugees Act 2021 brought its legal framework further in line with international and regional legal standards. The new Act also addresses solutions and the inclusion of refugees in development planning, underscoring Kenya's commitment to the Global Compact on Refugees. In Colombia, UNHCR worked with the Government on a decree providing a 10-year Temporary Protection Status for an estimated 1.8 million Venezuelans, improving their protection, access to essential services and opportunities for socioeconomic inclusion.

UNHCR stepped up human rights advocacy through engagement with UN human rights mechanisms and development of regional strategies for Europe, the East and Horn of Africa and the Great Lakes, and West and Central Africa. UNHCR rolled out [“Guidance on UNHCR's engagement with national human rights institutions”](#) and developed guidance notes on core international human rights treaties, strengthening understanding of the overall structure and content of the treaties and how best to use them in advancing national legal frameworks for protecting refugees, internally displaced persons and stateless persons.

To support human rights engagement (HRE) by protection clusters, UNHCR issued a [note on strengthening law and policy](#), factsheets on UN human rights mechanisms, a pilot training series, a good practices dashboard and a field coordination package. The HRE [community of practice](#) reached over 600 active members. UNHCR co-hosted strategic litigation roundtables, and worked with [IARMLJ](#) on building [judicial capacity](#).

UNHCR issued guidelines on [decent work](#) and on International Human Rights treaties (ICESCR/CRC/CRPD/CEDAW), and [country guidance and non-return advisories](#); and coordinated development of UNHCR's Action Plan on Hate Speech, in support of the [UN strategy](#).

UNHCR engaged on 23 draft [HRC](#) resolutions and with 19 [Special Procedures](#) mandate holders; prepared 18 written submissions to [Universal Periodic Reviews](#); and participated in 10 human rights-related inter-agency task teams, chairing three.

Challenges and unmet needs

While many States solicited UNHCR's views on proposed legislative changes in 2021, those views were not always followed, leading to legislation with reduced protection safeguards, or provisions at variance with the country's legal obligations. Although 26 countries adopted new laws, nine did not advance refugees' rights.

As restrictive measures in some countries have denied access to international protection for those who need it, renewed commitment to compliance with international legal principles and standards is crucial. UNHCR observed numerous violations of the principle of non-refoulement. Increased and often violent pushbacks at borders and interceptions at sea were reported, leading to return to persecution and other serious harm. UNHCR also expressed concern about proposals made by some States to externalize international protection, transferring asylum seekers to third countries for assessment of their claims, undermining international solidarity and raising concern regarding potential non-compliance with the 1951 Convention. COVID-19 exacerbated the situation, as several States maintained border closures and entry restrictions justified by the necessity of containing the pandemic.



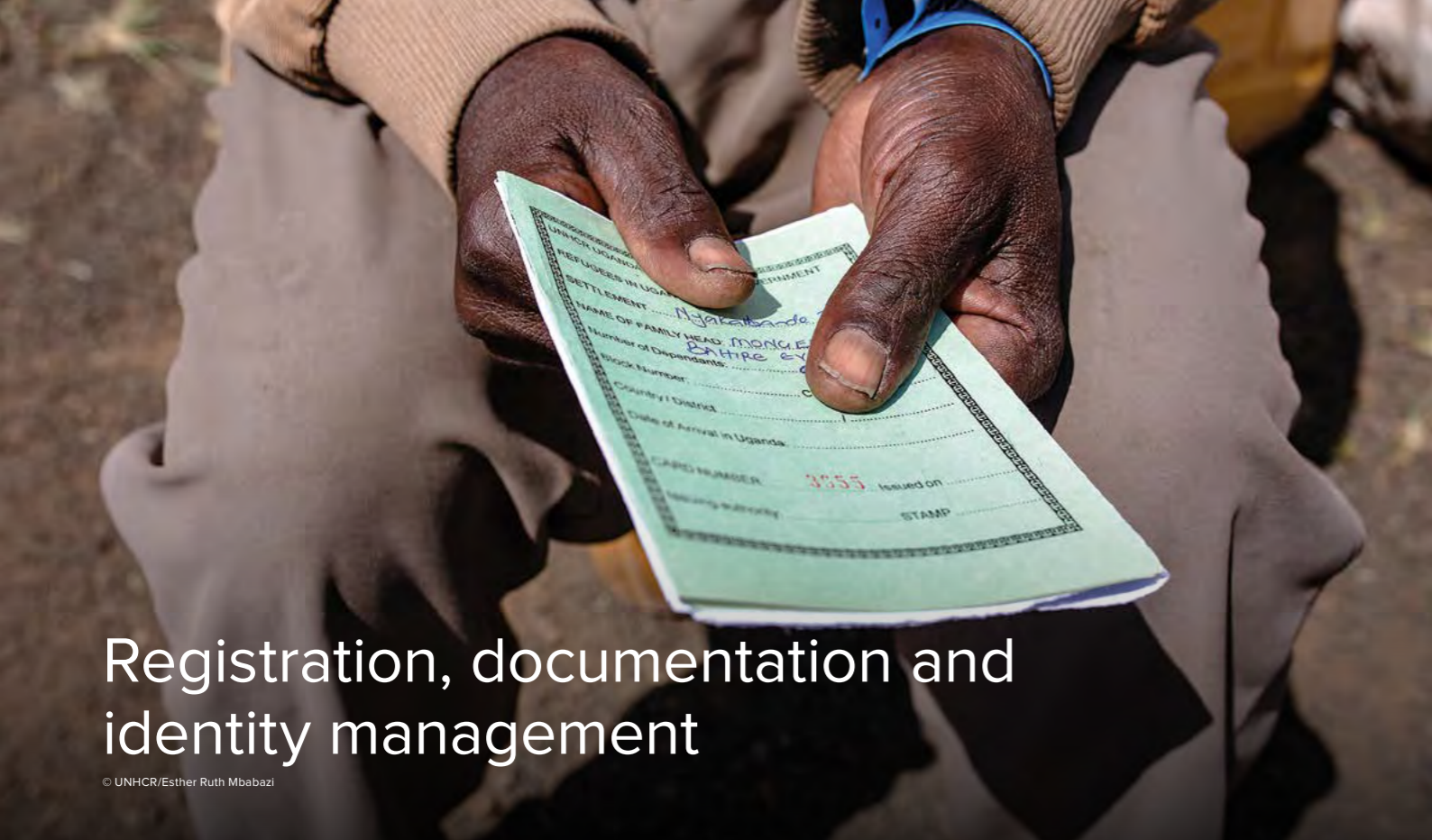
17 states adopted or amended laws improving refugee rights.
2020 result: **9**



78 states received technical advice on protection standards in legislative process.
2020 result: **93**



14 judicial interventions in which UNHCR provided interpretation of relevant principles of international refugee and human rights law in 10 jurisdictions.
2020 result: **18**



Registration, documentation and identity management

© UNHCR/Esther Ruth Mbabazi

Congolese asylum seeker Mugerah Bahire, 60, at the Nyakabande transit centre in Uganda. He fled the Democratic Republic of the Congo with his wife and six children after an upsurge in fighting in the east of the country.

Global Strategic Priorities
Registration
See p. 12 for GSP result



Results and achievements

Registration establishes unique identities for people of concern and is the basis for profiling, targeted delivery of protection and assistance, and access to services. It contributes to identifying trends and patterns in population movements, protects against refoulement, arbitrary arrest and detention, and helps to reunify families and trace separated children.



21.7 million individual records in PRIMES proGres v4.
Target: 19 million
2020 result: 15 million



80 operations used PRIMES biometrics, and in these operations, more than 77% of individuals hold a biometric record.
Target: 80 operations, 90% of individuals
2020 result: 75 operations

In 2021, refugee registration and in particular biometric enrolment was affected by COVID-19 and related regulations on physical distancing and restrictions on movement. In response, UNHCR relied on remote registration and digital service arrangements in Lebanon, Malaysia, the United Arab Emirates and other operations, and further invested in the scoping and testing of contactless biometrics technologies and new arrangements to enable people of concern to access registration, assistance and digital services online (Self-Service Entry Point discovery project).

UNHCR's training on emergency registration (TER) and the standby registration roster were partly reconfigured and adapted to COVID-19 restrictions. An online version of the TER was piloted in November 2021, adding 20 UNHCR registration experts to the emergency response team roster, and most of the 10 people deployed from the standby registration roster worked remotely initially before moving to their duty stations.

UNHCR's [Population Registration and Identity Management EcoSystem \(PRIMES\)](#) is at the centre of UNHCR's registration efforts. It incorporates a global, web-based case management tool for registering people forced to flee (proGres v4), a biometrics capability (BIMS/IrisGuard), and the Global Distribution Tool (GDT). Despite COVID-19 restrictions and staff responding to emergencies, such as those in the Central African Republic and Ethiopia, proGres v4 was deployed to an additional 17 operations, bringing the total to 117. ProGres v4 grew to 21.7 million individual records, 96% of all individuals

registered with UNHCR as people of concern. The Office enhanced reception and registration modules in proGres v4, enabling the operation in the Democratic Republic of the Congo to successfully test enrolment of 200,000 IDPs. UNHCR made major efforts to integrate biometric systems, deploying BIMS to five new operations, bringing the total to 80 countries using PRIMES biometrics. The number of individuals (aged 5 and above) with biometric records rose from 9.1 million in 2020 to 9.8 million in 2021.

GDT had been deployed to 22 operations by the end of 2021, enhancing integrity of service delivery by using biometrics to verify identities at the point of service. GDT also helped UNHCR's partners to coordinate a large-scale delivery of COVID-19 vaccines to Cox's Bazar, Bangladesh. UNHCR deployed Verify Plus, the first ever documentation issuance tool using digital signatures, and issued more than 300,000 secure digitally-signed documents across 15 countries.

In response to increased demand, PRIMES user-support activities were expanded substantially in 2021. Currently, UNHCR supports around 10,000 PRIMES users (up from 7,200 in 2020). Two thirds are UNHCR staff, the rest partner staff including governmental partners.

UNHCR initiated a global survey in the latter half of 2021 to enhance understanding of the various registration and documentation environments and their utility in accessing specific rights and services, and to learn more about systemic gaps.

Challenges and unmet needs

Moving PRIMES to a more modern cloud-based setup is highly complex and poses technical and data protection challenges, which has led to delays. Facilitating partners' access to PRIMES, where data-sharing arrangements allow, was also delayed by technical complexities and intricacies associated with creating an interoperability framework.

Work on comprehensive [digital services](#) was under-resourced. Despite substantial learning from the COVID-19 response and despite advancing on individual projects, a scalable framework and solution can only be achieved through a transformational corporate project, involving sustainable multi-year resources.

UNHCR had identified a target for 2021 of 75 operations implementing its "Policy on identity management: registration and biometrics"; this will be carried over as a 2023 target as a new Policy is expected to be finalized in 2022.



42 operations deployed remote registration solutions in the context of COVID-19 and in line with UNHCR's five-year action plan on digital identity.

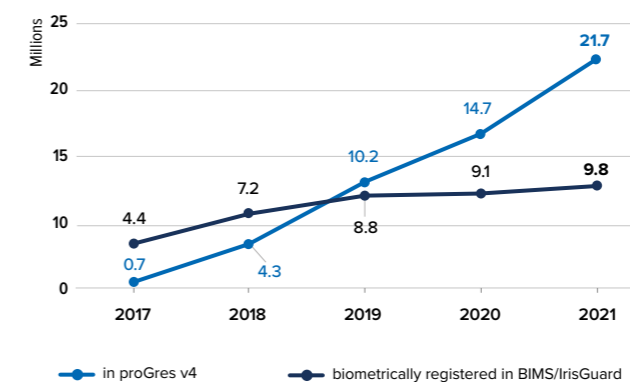


117 country operations used proGres v4.
2020 result: 100



9.8 million individuals (5 years and above) with biometric records in PRIMES.
2020 result: 9.1 million

INDIVIDUAL REGISTRATION RECORDS IN PRIMES | 2017-2021





Identifying international protection needs

© UNHCR/Mohamed Alalem

Yala, a 25-year-old South Sudanese asylum seeker, prepares to board an evacuation flight to Rwanda after two years in Libya.

Results and achievements

As the COVID-19 pandemic moved into its second year, States and UNHCR continued to make strides in applying innovative practices to keep asylum systems functioning effectively. UNHCR monitored the impact of COVID-19 through its [COVID-19 operational data portal](#), providing timely support to States in adapting their asylum systems and guidance on key displacement situations and refugee status determination (RSD) case processing issues to keep asylum systems functioning fairly and efficiently. As examples, in 2021, UNHCR issued country guidance to support asylum decision-makers on several major situations, notably [Afghanistan](#) and the [Syrian Arab Republic](#), released a publicly available online RSD training product and provided operational support on different ways of processing asylum claims (sometimes referred to as differentiated case processing modalities), as well as backlog management and other topical issues.

In parallel, UNHCR also promoted good practices in the over 50 countries where it conducts RSD under its mandate, primarily in different countries in Asia, the Middle East and North Africa, including by creating tools for the implementation of its 2020 [RSD procedural standards](#). As States have primary responsibility to protect those seeking international protection on their territories, UNHCR's focus is to support States in taking over RSD responsibilities. However, where this is not yet possible, UNHCR continues to ensure that it puts in place high quality mandate RSD procedures that can serve as an example and set a strong foundation for transition.

Many States demonstrated that, despite challenging contexts, it was possible to effectively welcome and process those seeking international protection. Notable examples include Sudan, which processed new arrivals fleeing Ethiopia throughout 2021 using an efficient prima facie or group-based approach to recognition.

Mexico continued to implement its status determination procedures using differentiated case processing modalities, including expedited procedures for certain nationalities such as Hondurans, Salvadorians and Venezuelans, among others, to ensure both fair and efficient procedures despite a rise in applications. Another example was South Africa, which launched an ambitious multi-year project jointly with UNHCR to reduce its longstanding backlog of appeal applications.

Implementation of Global Compact on Refugees (GCR) pledges relating to asylum and in particular the operationalization of the GCR's Asylum Capacity Support Group (ACSG) initiative progressed in 2021. The [online portal for the ACSG](#) was launched in April 2021, and by the end of the year had collected a large number of good practices in the area of asylum and RSD to help support decision-makers globally. Two new pledges linked to asylum strengthening through engaging in the ACSG were made by Eswatini and the Netherlands in 2021, and three new matches were realized under the ACSG's matching mechanism in 2021: New Zealand with the Philippines, the European Union Agency for Asylum with Niger, and Denmark with Kenya. These new pledges and matches, in addition to those already made, will strengthen asylum systems and promote technical exchange and good practices to support the goals of the GCR.

Challenges and unmet needs

After a historic drop in the number of asylum applications in 2020 due to travel restrictions and suspensions of asylum processing brought on by COVID-19, the number of new individual asylum applications lodged in national asylum systems and countries where UNHCR conducts case processing under its mandate increased marginally in 2021, but remained far below 2019 levels. In addition, the number of individuals recognized on a group basis decreased. Given the continued increase in the number of displacement situations globally, this trend suggests that more needs to be done to ensure that those seeking international protection are able to access territory and fair and efficient asylum procedures.

In relation to GCR implementation, while there has been significant positive engagement in strengthening asylum capacity, the pledges requiring support to be implemented still significantly outweigh the number of offers of support, financial or otherwise. More will need to be done to mobilize support to States seeking to improve their asylum systems.



52,800 individual new and appeal asylum applications were processed by UNHCR (including substantive and administrative decisions). 2020 result: **70,700** (revised from 115,800)

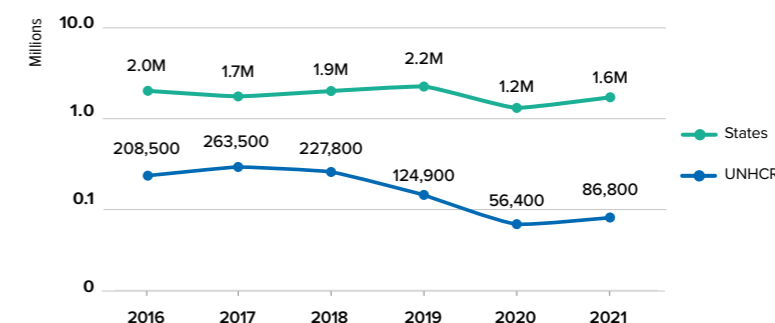


Over **50** of UNHCR's Mandate RSD operations were guided by new [Procedural Standards](#).

1.7 million individual new and appeal asylum applications were registered globally. 2020 result: **1.3 million**

86,800 individual new and appeal asylum applications were registered by UNHCR (including substantive and administrative decisions). 2020 result: **56,400** (revised from 55,000)

NEW AND APPEAL ASYLUM APPLICATIONS REGISTERED* | 2016-2021



* In addition, UNHCR and States operating joint procedures received 700 applications in 2021.



Refugee protection and migration, including responses to mixed movements

© UNHCR/Alessio Mamo

UNHCR staff meet unaccompanied minors disembarking in Augusta, Italy, after the humanitarian rescue ship *Ocean Viking*, operated by SOS Méditerranée, rescued 236 people from overloaded dinghies in international waters off the Libyan coast.



123,300 arrivals along Mediterranean Sea routes. 2020: 95,031



1,977 estimated dead and/or missing along Mediterranean Sea routes. 2020: 1,401

Results and achievements

In 2021, UNHCR worked to protect, assist and ensure respect for the rights of refugees and others under UNHCR's mandate who travel alongside migrants. Co-leading with IOM, UNHCR strengthened its engagement with partners, mixed movement working groups and task forces at country and regional levels.

UNHCR worked with States and partners to protect refugees and migrants moving by sea, advocating for strengthened search and rescue capacity in the Mediterranean and along West Africa's Atlantic coast. In Indonesia, UNHCR identified encouraging practices, with operating procedures to ensure coordinated rescue at sea and disembarkation established under legislation regulating the response to new arrivals. UNHCR and its partners also deployed experts to identify refugees rescued at sea with specific needs and to provide specialized services to people disembarked in Banda Aceh. At the global level, UNHCR convened an inter-

agency group on protection of refugees and migrants moving by sea to facilitate information-sharing and advocacy.

UNHCR developed communication with communities on the move via the "[Telling the real story](#)" initiative, providing information on the risks of dangerous journeys and countering misleading narratives from smugglers. As co-chair of the [Inter-Agency Coordination Group on Trafficking in Persons](#) (ICAT), UNHCR promoted research, policy development and technical advice. It rolled out an innovative outreach strategy to strengthen anti-trafficking responses by holding regional consultations and establishing information-sharing channels with frontline anti-trafficking actors. ICAT's contribution to the review of the UN General Assembly's "[Plan of action against trafficking](#)" was reflected in the related 2021 Political Declaration (adopted through General Assembly Resolution [A/RES/76/7](#)).

As co-chair of the Global Protection Cluster Anti-Trafficking Task Team, UNHCR

issued the "[Introductory guide to anti-trafficking action in internal displacement contexts](#)" to aid protection specialists in internal displacement contexts. UNHCR co-chaired anti-trafficking coordination mechanisms in Bangladesh, while in Guatemala mobile units worked to prevent gender-based violence, exploitation and human trafficking, as well as to providing information, orientation and referral services. UNHCR collaborated with the UN Special Rapporteurs on Trafficking in Persons and on Contemporary Forms of Slavery and, jointly with IOM, disseminated the "[Framework document on developing standard operating procedures to facilitate the identification and protection of victims of trafficking](#)". IOM and UNHCR signed an agreement on operationalizing the framework in West Africa.

UNHCR updated learning programmes on mixed movements, trafficking, smuggling and protection at sea for staff in the East and Horn of Africa and the Middle East and North Africa regions. UNHCR co-led the UN Network on Migration's [Working Group on alternatives to detention](#), which organized two peer-learning events to disseminate good practices and scale-up pilot projects, and engaged actively with Working Groups on [pathways for regular migration](#), and on [climate change](#). UNHCR cooperated closely in the network's preparation of an International Migration Review Forum and the design of a pledging campaign for the [Global Compact for Migration](#).

Challenges and unmet needs

Dangerous sea movements caused fatal incidents in many regions, including in the Caribbean, the Atlantic, the Mediterranean and the Andaman Sea. Desperate people undertook precarious sea journeys in overcrowded and unseaworthy vessels, falling prey to unscrupulous smugglers, facing pushbacks at sea or denied disembarkation in a place of safety. Despite efforts in different regions, systematic collection of data on incidents at sea was

challenging. UNHCR has proposed further collaboration with IOM, IMO and other relevant agencies to progressively address this gap.

In the Americas, lifting of some COVID-19 border restrictions, contributing to an already large number of people in mixed movements, strained capacity and responses in border areas. There were reports of rising xenophobia and intensifying tensions in refugee-hosting communities, increasing protection risks for refugees and migrants in a vulnerable situation. Funding gaps in the COVID-19 response limited UNHCR's emergency assistance to the most vulnerable populations on the move in the region. In Europe, COVID-19 travel restrictions remained broadly protection-sensitive, with exceptions for people seeking international protection. Nevertheless, insufficient reception spaces, overcrowding and inadequate facilities in some locations in Europe posed challenges to physical distancing, hygiene and other preventive measures, compounding risks to health.

Refugees and migrants travelling from East and West Africa towards North Africa and Europe faced extreme forms of violence, including gender-based violence, trafficking, kidnapping and many other serious abuses. UNHCR and partners stepped up efforts to provide protection and assistance in response to these challenges. This included helping people access asylum procedures and referring them to national authorities where relevant. Limited access, particularly in remote border areas, created a severe shortage of critical protection services. With its [mapping of protection services for victims of trafficking and other vulnerable people on the move in the Sahel and East Africa](#), UNHCR shed light on serious gaps in assistance, while at the same time seeking to increase referrals and improving access to the available services.



Preventing and responding to statelessness

© UNHCR/Frederic Noy

Ulpan Tashenova and her children take a taxi from her lawyer's office in Kazakhstan. After moving from Uzbekistan to study, she lost her documents and could not register her children's births. Her two-year-old daughter needs regular assessments from a neurosurgeon, which requires a birth certificate.

Global Strategic Priorities
 Legislation on statelessness
 Birth registration
 See p. 12 for GSP result



Results and achievements

Despite challenges caused by the COVID-19 pandemic, 2021 saw concrete results in preventing and resolving statelessness and protecting stateless persons. Out of 279 pledges made by States at the [High-Level Segment on Statelessness](#) and the Global Refugee Forum, and additional pledges by Belgium, Burundi, Iceland and the United States of America during the [High-Level Officials Meeting](#) in 2021, 81 were fully or partially implemented by the end of 2021. UNHCR organized one global and several regional stocktaking events to scale up efforts towards pledge implementation and call for more commitments. UNHCR implemented several projects to advance the implementation of pledges, supported with additional funding from the Danish and US Governments, including in Somalia, Tajikistan and Thailand.

13 countries reformed their nationality laws, policies and practices to close gaps, better prevent statelessness and provide solutions for stateless persons. Chile introduced a safeguard to grant nationality to all children born on its territory who would

otherwise be stateless. Similarly, Mexico expanded the right of parents to confer their nationality on children born abroad. In Europe, UNHCR continues to advocate for solutions for identified stateless persons and reduce statelessness, and Armenia, North Macedonia, Slovakia and Ukraine all reformed their nationality legislation to facilitate naturalization for stateless persons, thereby providing avenues to reduce statelessness.

Some States strengthened birth registration policies and practice, which will help to prevent statelessness. Kyrgyzstan put procedures in place to ensure every child is registered upon birth, regardless of the parents' documentation status. Argentina made improvements to late birth registration procedures. Following concerted advocacy efforts by UNHCR and its legal partner, courts in Bosnia and Herzegovina are now able to legally determine place and date of birth to enable birth registration. UNHCR and UNICEF published a ["Background Note on Sex Discrimination in Birth Registration"](#) to support advocacy efforts, and action by States.

Six States took measures to strengthen the identification and protection of stateless persons. Albania, Chile, Colombia and Turkmenistan passed legislation establishing statelessness determination procedures (SDPs), Georgia reduced application fees for SDPs, and Brazil launched a new application system which will enable faster processing, enhanced protection and facilitate naturalization. Benin and Guinea-Bissau also took steps towards adopting SDPs. In Côte d'Ivoire, host to one of the largest known statelessness situations in the world, and first country in Africa to have established an SDP, significant work and resources are being committed to assess individual cases, protect stateless persons and reduce statelessness.

In 2021, UNHCR strengthened its global advocacy efforts to address statelessness, organizing two events to commemorate the 60th anniversary of the [1961 Convention on the Reduction of Statelessness](#). In this anniversary year, UNHCR welcomed the accessions of Iceland and Togo to both the UN Statelessness Conventions.

Throughout 2021, governments and regions developed and adopted action plans to address statelessness. Georgia, Namibia and Somalia adopted National Action Plans to end statelessness, and the League of Arab States continued its work on the ["Action plan on belonging and legal identity"](#). UNHCR continues to strongly engage with regional organizations and institutions across the world.

Challenges and unmet needs

COVID-19 disproportionately disadvantaged stateless persons. Lack of legal residency meant stateless people typically had limited access to testing, treatment and immunization and faced further socioeconomic hardship – many already live on the margins of society and have limited access to government services. The pandemic also hampered efforts by governments to prevent and reduce statelessness and slowed progress on the Global Action Plan to End Statelessness and the implementation of State pledges.

Rising ethno-nationalism and exclusionary policies in some countries continued to create new risks of statelessness and prevent meaningful progress in certain contexts.

The [lack of reliable quantitative and qualitative data](#) on statelessness continues to pose challenges to effectively address statelessness and advocate for solutions. Current statistics cover only 91 countries with a total of 4.3 million stateless persons reported. Despite this overall challenge, several quantitative and qualitative studies were concluded in 2021, including in [Lebanon](#) and the [Philippines](#). In addition, countries such as Kazakhstan and Zimbabwe, with technical support from UNHCR, plan to develop and include statelessness and nationality specific questions in their national censuses. UNHCR further continued to support the development of the "International recommendations on statelessness statistics", which will likely be adopted in 2023.



81,200 stateless persons acquired a nationality or had it confirmed.
 Target: 90,000
 2020 result: 63,200



13 States improved their nationality laws, policies and procedures in line with international standards.
 Target: 20 | 2020 result: 19



96 States for which UNHCR reported statistical data on stateless persons.
 Target: 88 | 2020 result: 94

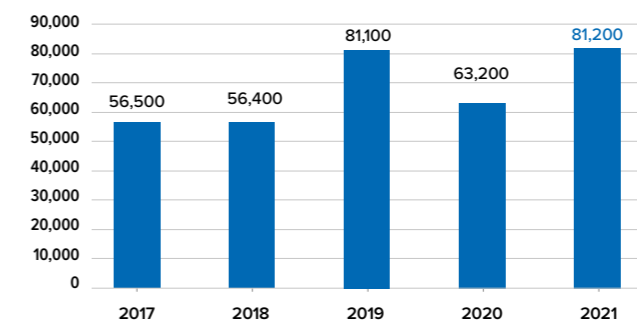


4 accessions to the statelessness conventions.
 Target: 14 | 2020 result: 1



6 States established or improved statelessness determination procedures.
 Target: 12 | 2020 result: 3

INDIVIDUALS WHO HAVE ACQUIRED A NATIONALITY OR HAD IT CONFIRMED | 2017-2021





Community-based protection

© UNHCR/Haidar Darwish

Hind al-Hamad, a 41-year-old Syrian refugee, visits fellow refugees in one of the three camps she oversees in Lebanon.

Global Strategic Priorities
Peaceful coexistence
See p. 14 for GSP result



36 operations reported improved local community support for the presence of people of concern. Target: 65

Results and achievements

In 2021, UNHCR invested to sustain and increase the meaningful participation of forcibly displaced communities, with refugee-led organizations (RLOs) and community structures ever more vital because of the challenges created by COVID-19.

UNHCR's community outreach volunteers programme shared information, identified individuals at heightened protection risk and supported community mobilization efforts. In Bangladesh, community outreach volunteers reached 356,000 refugees through information sessions and 204,000 refugees through home visits and monitoring visits. In the Syrian Arab Republic, 2,800 IDP and host community outreach volunteers reached 900,000 people with awareness-raising and information dissemination on COVID-19 and protection-related topics, while information sessions and household visits by 534 community outreach volunteers in Lebanon reached 878,000 people. A network of over 2,000 community outreach volunteers and members of the refugee elder community in Pakistan played a crucial role in identifying and referring refugees at heightened risk, and in Brazil, outreach volunteers reached 1,695 indigenous people.

UNHCR addressed community concerns via community-led interventions, engaging 3,672 community leadership and community structures of women, youth, persons with

disabilities and others. Examples included training 1,473 members of 81 community networks in the Bolivarian Republic of Venezuela to use WhatsApp and movie fora to disseminate messages to 35,000 people. In Chad, UNHCR supported the capacity of 511 community structures comprising 2,283 people in 218 sites, enabling them to sensitize over 170,000 people on social cohesion, 17,000 on community mobilization, 127,000 on COVID-19, 3,100 on gender-based violence and 2,900 on fire prevention.

UNHCR provided training, technical support and resources to RLOs. In Indonesia, UNHCR supported 17 RLOs engaged in assisting communities during COVID-19 by providing electronic equipment such as laptops, printers and sewing machines, as well as personnel protective equipment. In Malawi, UNHCR partner Jesuit Refugee Service trained 23 community-based organizations on managerial and programmatic skills, and in Bangladesh, UNHCR provided education materials to 28 Rohingya community-based organizations that run about 242 learning centres.

UNHCR completed 898 participatory assessment exercises globally to help shape its programmes. UNHCR's multi-country office in Argentina held focus group discussions with 654 people, in person or virtually, while in Lebanon UNHCR conducted a participatory assessment with 643 people. In Kenya, 75 focus group

discussions involved 759 people in urban settings, and in Somalia 29 focus group discussions engaged 674 participants.

UNHCR sought to engage refugee-led organizations in identifying barriers to their own participation. UNHCR and the European Coalition for Migrants and Refugees convened a "[Refugee ReConnect Conference](#)" bringing together 175 refugee-led organizations, leaders, advocates and volunteers from 27 countries to advance refugees' participation in Europe. At the global level, UNHCR established an [Interdivisional Task Team](#) supported by an interim advisory board of 26 RLOs. It developed guidance and tools such as a checklist of meaningful participation at global events, a mapping tool, the development and piloting of a grant agreement, and a side-event on meaningful participation at the High-Level Officials Meeting.

Challenges and unmet needs

COVID-related restrictions hampered community-based protection in many operations, in camps and urban settings.

Sometimes these problems were overcome with remote and digital solutions, but there was poor connectivity and limited access to digital means, particularly for women and girls, in countries such as Bangladesh, Costa Rica and the Democratic Republic of the Congo (DRC). Insecurity and violence also created barriers and hindered the full participation of forcibly displaced communities. This was the case in Afghanistan, Chad and El Salvador. In many countries, gender inequality and cultural barriers and norms had a significant impact on the participation of women and girls, and some operations reported women being threatened and feeling unsafe in taking a role in community leadership activities. In several countries, including the DRC and Lebanon, the socioeconomic situation impacted the community's engagement and participation as well their ability to access services and activities. Many operations reported that underfunding limited their ability to support community-led initiatives, create spaces for communities to meet and organize, and pay incentives to community volunteers.



20 operations reported improved representation of people of concern in leadership structures. Target: 20



26 operations implemented a greater number of programmes identified as a priority by the community. Target: 30 | 2020 result: 21



SPOTLIGHT: Strengthening peaceful coexistence

UNHCR's work in community-based protection included a wide variety of programmes and activities aiming to foster peaceful coexistence within and between forcibly displaced and host communities. Programmes for returnees in Côte d'Ivoire, the DRC, Mali, Myanmar and South Sudan mostly involved support for economic recovery in the location of return. Some programmes, for example in Brazil, Jordan and Mauritania, encouraged empowerment and participation of women in peaceful coexistence programmes. Programmes to mitigate, prevent and respond to discrimination and xenophobia towards refugees and asylum seekers were implemented in Colombia, Costa Rica, France, Greece, Malaysia, South Africa and the United States of America. UNHCR implemented small-scale projects to integrate host and forcibly displaced populations in Afghanistan, Central African Republic, the Republic of the Congo, India, Lebanon, Mozambique, Nigeria, the Philippines, Sudan, Ukraine, the United Republic of Tanzania and Yemen.

Other peaceful coexistence initiatives included area-based programming for protection and solutions in Iraq, host community solidarity projects in Bangladesh, and *caravanes de paix* in Chad. Operations in Cameroon, France, Ghana, Indonesia, and Kenya focused on education as a platform for social cohesion. UNHCR's push to vaccinate forcibly displaced people offered the same benefit to the host community in Costa Rica, India, Libya, Malaysia and Mexico. Innovative approaches using the arts and other skills-building programmes helped cohesion in Brazil, the Republic of the Congo and Georgia, while sport programmes between forcibly displaced and host communities in Colombia, the DRC, Ethiopia, Niger and South Sudan engaged youth as agents of peaceful coexistence. Some initiatives used social media to promote peaceful coexistence, such as a WhatsApp information line in Ecuador which reached over 22,170 persons. Country operations in Ecuador and France worked with social media influencers, including refugees, to foster peaceful coexistence.



Accountability to affected people

© UNHCR/Abdulhakeem Obadi

Saleem Abdo, a worker with UNHCR's partner, the [Jeel Albena Association for Humanitarian Development](#), talks to IDPs in As Sukhnah camp in al-Hudaydah, Yemen, where Jeel Albena, winner of the 2021 [UNHCR Nansen Refugee Award](#), provides core relief items and shelter.

Global Strategic Priorities
International protection
See p. 15 for GSP result



Results and achievements

UNHCR is committed to systematically listening to people, delivering on what they need and ensuring that the people UNHCR works with and for are central actors within the response. In recognition of this commitment, in 2021 UNHCR developed a [five-year plan to strengthen the organization's accountability to affected people](#) (AAP) and committed resources to better ensure engagement in and support to collective AAP efforts.

UNHCR used its footing in the humanitarian system to lead on AAP, as co-chair with UNICEF of the Inter-agency Standing Committee (IASC) [Results Group 2 on Accountability and Inclusion](#), and to advocate for increased participation and inclusion of affected communities in existing humanitarian infrastructure. Uganda's [Refugee Engagement Forum](#), for example, has a representative leadership structure through which elected members are able to directly advocate on behalf of their communities. The work done through the

[Interdivisional Task Team](#) on meaningful participation was a key element of this work, and of ensuring accountability to affected communities (see the section on [Community-Based Protection](#) on page 154).

Building on efforts made in 2020 during the onset of the pandemic, UNHCR promoted the recognition that [information](#) is a form of assistance and also highlighted the critical need for ensuring safe and accessible feedback mechanisms, including for sensitive complaints such as sexual exploitation and abuse.

Throughout 2021, UNHCR invested in multiple channels of communication to maintain proximity with people of concern. This included further development of call-centre (or contact centre) approaches such as the inter-agency feedback referral and response mechanism in Uganda, and large call centres operated in Jordan, Lebanon and Türkiye. To support efforts to diversify communication channels, UNHCR published "[Using social media in community-based protection: a guide](#)", since developed

into a [microsite](#) with additional tools and guidance. UNHCR uses social media and messaging applications as one of many channels of communication with people of concern. A new WhatsApp pilot – in Brazil, Chile, Ecuador, Indonesia and Sudan – reached over 38,000 individuals, enabling them to contact UNHCR and ask questions related to COVID-19 and other protection services.

With UNHCR support in Jordan, community leaders managed WhatsApp trees reaching over 62,000 refugees. Through these trees, leaders were able to channel refugee feedback directly to UNHCR. To ensure no one was left behind, community leaders also conducted home visits to refugees who had less access to digital channels to share information and mobilized additional community members to share information and hold community meetings to reach refugees of all ages and genders and with diverse characteristics.

Based on research conducted during 2020 and 2021, UNHCR improved the accessibility and useability of the [help.unhcr.org](#) pages. 14 new pages were set up in 2021, including those established in the Islamic Republics of Afghanistan, Iran and Pakistan within days of the Taliban's takeover of Afghanistan, immediately providing Afghans with safe, trusted and relevant information. Pages have also been developed with child-friendly content.

Using information generated by the assessment on "[Digital access, communication needs and community practices](#)" in Côte d'Ivoire, Mali and Niger in 2021, UNHCR and partners were able to launch new digital campaigns using preferred channels of communication, such as SMS, interactive voice response and WhatsApp groups, ensuring enhanced two-way information-sharing with communities on gender-based violence, child protection, education, prevention of sexual exploitation and abuse, statelessness and voluntary repatriation.

Challenges and unmet needs

In 2021, there was a need for more resources for AAP at the operational level, including the right tools and technologies – including contact centres, messaging apps, toolkits and guidance – as well as trained personnel and staff. There was also a need to improve the use of feedback data and engagement with communities, ensuring their voices informed programming and decision making. Doing so is challenging since it involves unstructured qualitative data from a variety of sources, online and offline, which requires investment in analytical systems. UNHCR also recognizes the need to improve communication across initiatives and agencies and is working on better integrating AAP, inclusion and prevention of sexual exploitation and abuse across humanitarian responses and, crucially, at the onset of an emergency.

Despite its critical impact [only 30% of pledges](#) made at the 2019 Global Refugee Forum reflected age, gender and diversity (AGD) considerations. UNHCR developed [recommendations for the integration of AGD elements](#) at the stocktaking events leading up to the High-Level Officials Meeting (HLOM) and at the HLOM itself. A dedicated [stocktaking event on AGD](#) was held in June 2021 and AGD tools were launched in a [HLOM-linked event](#).

As a focus area of the new "[UNHCR Strategic Directions 2022-2026](#)", UNHCR is scaling up efforts on Accountability to Affected People to build a culture of a "listening organization", with greater integration of digital services and tools throughout UNHCR, efficient processes for safe adoption of new communication technology, and a leading role in AAP in emergencies. The five-year plan was developed to address specific challenges identified following broad consultations across the organization in 2020 and 2021.

65% of reporting operations had functioning multi-channel feedback and response systems, designed based on consultations with communities. Target **85%**



89% of countries where areas inhabited by refugees, IDPs, and others of concern were reached by information campaigns about COVID-19 pandemic risks. Target: **100%**
Countries reporting: **140**



Child protection, youth engagement and empowerment

© UNHCR/Ariel Hurtado

After school, 10-year-old Sebastián attends the San José de Calasanz Territorial Child Care Centre, one of three such centres that UNHCR supports in Santiago, Chile, allowing parents in socioeconomically vulnerable Venezuelan families to work or look for a job.

Results and achievements

In situations of crisis and displacement, children, adolescents and youth are at risk of various forms of abuse, separation from their carers, neglect, violence, exploitation, trafficking or military recruitment. A 2021 [audit](#) and [evaluation](#) captured the scope of UNHCR's global work to protect and assist children, and UNHCR published technical guidance, including "[Best interests procedure guidelines](#)" and an accompanying [toolbox](#), as well as "[Guidance on child-friendly procedures](#)" and "[Guidelines on supervised independent living for unaccompanied children](#)". UNHCR also contributed to "[The unprotected: annual spotlight on child protection funding](#)".

UNHCR developed a data dashboard with an interactive overview of all available child protection data, and supported quality information management for case management, using the protection module in proGres v4 to create almost 27,000 child protection cases in 38 countries.

Of 66 UNHCR operations reporting on child protection issues in 2021, 82% said there was a lack of adequate care for unaccompanied and separated children, 68% cited limited access to child protection services, 52% legal and documentation risks, 44% physical and mental health concerns, 41% risks related to gender-based violence, and 26% physical or emotional violence or abuse.

There was progress in Mali, Niger, Peru and the Bolivarian Republic of Venezuela on the inclusion of refugees and asylum seekers in national child protection systems, and progress on the inclusion of IDPs in Nigeria, where UNHCR trained nearly 600 people responsible for developing and implementing child protection services. In Peru, UNHCR trained nearly 2,600, strengthening national capacity and improving refugees' and asylum seekers' access to child protection.

92% of operations worked to strengthen national child protection systems and child-friendly procedures and 86% worked

towards establishing child protection coordination, partnership and programming. The same proportion, 86%, delivered child protection services, increasing best interests assessments globally by 16% after a 18% decrease in 2020. 64% of operations engaged in activities to build children's resilience and life skills, including through education, sport, art or other structured activities, while 58% undertook community engagement such as behaviour change initiatives or child friendly spaces. 44% of operations supported families caring for children, including with legal counselling and cash assistance, psychosocial support and support for foster families.

In [Belize](#), over 100 birth certificates were issued to newborns, as well as late birth certificates to adults, marking a significant achievement as a 2016 "Bottleneck analysis of birth registration" found that 3-5% of births were unregistered in Belize. In South Sudan, training and mentorship of community outreach workers led to the number of best interest assessments for unaccompanied, separated, and other children at risk exceeding initial targets by 124%, while referrals to service providers for support of vulnerable children exceeded targets by 136%.

Youth from about 40 countries took part in 10 regional youth dialogues in 2021, discussing the challenges that

they face, their ideas for solutions and their recommendations for meaningful participation to achieve the goals of the Global Compact on Refugees.

Challenges and unmet needs

56% of operations cited COVID-19 as a key challenge, since it restricted education and youth opportunities while increasing poverty, isolation and violence against children, including gender-based violence. Many operations continued remote case management and worked with community outreach workers and volunteers to strengthen identification and referral.

The most frequent child protection challenges were in government capacity (reported by 53% of operations), national administrative barriers (52%), legal and policy frameworks (42%), UNHCR staff capacity (42%), funding (39%), access to people of concern (29%), coordination between responders (23%), partner capacity (21%), and lack of awareness among people of concern (20%).

55% of operations reported unmet needs due to abject poverty or economic, social, cultural or other obstacles. Key needs included housing/shelter (36%), education (36%), health (23%) and food or nutrition (20%).



507 children's committees and other structures were operational. Target: 600

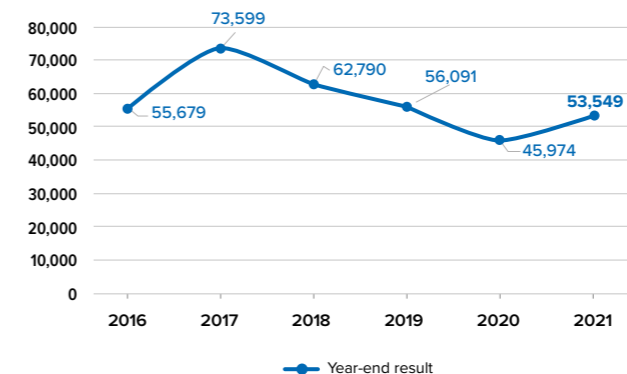


58% or more of unaccompanied or separated children had a best interests process initiated or completed. Target: 70%



13 countries ensured non-discriminatory access to national child protection and social services for children of concern. Target: 30 | 2020 results: 15

NUMBER OF BEST INTEREST ASSESSMENTS CONDUCTED | 2016-2021



Global Strategic Priorities
Best interests assessments
Access to national child services
See p. 13 for GSP result



53,549 best interests assessments conducted. 2020 result: 45,974



80 youth-led projects were supported by UNHCR. Target: 30 2020 result: 30





Gender equality

© UNHCR/Sanne Briesmans

Antoine, 40, has benefited from training on positive masculinity by [SAFDEF](#), a community-based initiative that aims to strengthen equality between men and women in the Democratic Republic of the Congo, where Antoine and his family were forced to flee from an armed attack on their village.

Global Strategic Priorities
Female participation in leadership and management
See p. 14 for GSP result



25 operations maintained or improved the participation of women in leadership and management structures.
Target: 54 | 2020 result: 48

Results and achievements

Gender equality is integral to [UNHCR's protection mandate](#). Gender inequality is both a cause and a consequence of forced displacement. In 2018, UNHCR set out five updated [commitments](#) to women and girls, and they continued to guide its work in 2021.

The ubiquity of all forms of gender-based violence in conflict zones is often a major factor driving people to flee their homes, and in 2021, women and girls already facing deep-rooted inequalities were disproportionately affected in conflict and disaster settings. [The fall of the Afghan government in 2021](#) and the subsequent repression of women's and girls' rights forced many to flee. Security threats were disproportionately cited by Afghan women and girls as a reason for fleeing. The participation of women in leadership structures [in Ethiopia](#) remained low in 2021,

with women excluded from decision-making in the protracted conflict.

The [pandemic](#) exacerbated gender inequality, with forcibly displaced women and girls disproportionately affected by loss of livelihoods and economic autonomy, the increase of unpaid care work, disruption to education and heightened health risks. UNHCR published "[Protecting forcibly displaced women and girls during the COVID-19 pandemic](#)" to share good practice and recommendations about how to respond. Further recommendations on bringing gender equality into the mainstream of humanitarian action were heard at the UNHCR-supported [High-Level Event on Gender Equality](#) in June. The following month, UNHCR became a signatory to the new "[Women, peace and security and humanitarian action compact](#)" during the [Generation Equality Forum](#), committing to increase resources to prevent and respond to gender-based violence

and to increase work to support gender equality, including working with women-led organizations to ensure women's and girls' voices are heard. UNHCR [worked with](#) the refugee-led [Gender Audit Team](#), which contributes to and shapes the process towards a longer-term framework for commitments on gender equality and women's and girls' empowerment linked to the Global Compact on Refugees. The team audited UNHCR's [High-Level Officials Meeting](#) and related events, producing recommendations for the 2023 Global Refugee Forum. The World Bank-UNHCR Joint Data Center published "[The gender dimensions of forced displacement](#)", a digest of recent research, while UNHCR issued a background note on "[Gender equality, nationality laws and statelessness](#)" and contributed to a [brochure on good practice](#) for including stateless women and girls in humanitarian programming.

UNHCR is committed to ensuring both equal and meaningful participation of women and adolescent girls in all decision-making processes and structures in forced displacement contexts. In India, women's participation in leadership rose to 45% from 39% in 2019 and 2020, although below the levels reported in 2017 and 2018, with women held back by their limited connectivity, especially Rohingya women and girls outside of New Delhi. In Sudan, efforts to include women in camp leadership also proved fruitful, and women made up 25% of leadership roles – a significant increase from 5% the previous year. In the United Republic of Tanzania, 1,671 refugee leaders were elected in the Nyarugusu camp, of whom 812 were women. In Cameroon's

Northwest and Southwest regions, women and girl IDPs faced constant protection threats, prompting efforts by UNHCR and partners to involve women in decision-making and peace-building. By the end of 2021, 71 women were actively taking part in community decision-making, helping UNHCR to address protection needs and formulate solutions for women and girls.

Challenges and unmet needs

Throughout 2021, the pandemic constrained UNHCR's ability to protect forcibly displaced and stateless women and girls. Movement restrictions exacerbated inequalities, gender-based violence, sexual exploitation and abuse, and hindered women's and girls' access to information flows and decision-making. In Lebanon, vaccine scepticism was an area of concern and UNHCR strove to improve health messaging and communication to address medical misperceptions around COVID-19 vaccines, including for children and pregnant and lactating women. In Sudan, UNHCR and partners were only able to conduct a few training sessions and awareness-raising initiatives on gender-based violence, partly due to COVID-19 restrictions. In certain countries, illiteracy remains a challenge, as well as restrictive cultural norms and deeply patriarchal attitudes that prevent women from participating in leadership roles.

Furthermore, lack of funding hampered the collection of data needed to inform protection needs and the provision of adequate protection services, including reaching remote communities, as well as technical expertise on livelihoods and other activities.



74 staff completed the Gender Equality eLearning programme, which was launched in English in 2020 and translated into French and Spanish in 2021.



UNHCR provided guidance to operations on COMPASS to ensure that programming was age and gender sensitive.



Protecting persons with disabilities and older persons

© UNHCR/Abdulhakeem Obadi

Displaced Yemenis Saad Hussein Ibrahim Yahya, 70, and Awad Jaber Sagheer, 75, in As Sukhnah camp for displaced people in al-Hudaydah.



1,400 UNHCR staff and partners trained on identifying refugees with disabilities at registration.



6 regional and **2** global online webinars on strengthening protection of displaced persons with disabilities. Target: **3** regions



7 regional and **2** global consultations with organizations of persons with disabilities.

Results and achievements

Under-identification of persons with disabilities presents a significant challenge to facilitating and monitoring their access to protection and assistance. An [estimated 15%](#) of the global population have a disability, which would suggest 13 million of the world's 89 million forcibly displaced people have a disability. To address their invisibility, UNHCR integrated a UN standardized tool for the identification of persons with disabilities, the "[Washington Group questions on disability statistics](#)", into UNHCR's registration system. To ensure an adequate use of these questions, over 1,400 UNHCR and partner staff received online training and guidance materials on data on persons with disabilities.

UNHCR operations provided targeted services for an estimated 480,000 persons with disabilities in 2021, including at least 7,615 children with disabilities. UNHCR also provided targeted services for 71,796 older persons. These services included accessing

inclusive education, targeted cash assistance, protection case management, skills development, rehabilitation, and assistive devices to support their autonomy. In Ukraine, persons with disabilities accounted for 19% of UNHCR's individual protection cases as of [December 2021](#). In Afghanistan, the UNHCR-led protection cluster and its four areas of responsibility supported at least 143,963 persons with disabilities.

To further strengthen the capacity of UNHCR and partner staff on disability inclusion, UNHCR published a "[Facilitator's guide to working with persons with disabilities in forced displacement](#)" and organized regional and global introductory training in partnership with the [International Disability Alliance](#) (IDA), a network of 14 global and regional organizations of persons with disabilities. A virtual digital accessibility bootcamp gathered participants from refugee-led organizations and organizations of persons with disabilities in Kenya, Malawi, Somalia and Uganda to design innovative solutions

for the [digital inclusion](#) of refugees with disabilities. Training on disability inclusion was also organized in Algeria, Germany, Ghana, Honduras, Jordan, Kenya, Malawi, Myanmar, Romania, Rwanda, the Syrian Arab Republic and the United Republic of Tanzania.

Acknowledging the role of organizations of persons with disabilities in solutions that affect their lives, UNHCR and IDA developed a webpage and an [introductory document](#) in four languages and International Sign to disseminate the objectives of their collaboration among the 1,400 members of IDA. Seven regional consultations, one global workshop with youth with disabilities, and one consultation with the [World Federation of the Deaf](#) identified concerns and priorities in including forcibly displaced and stateless persons with disabilities in the way forward. Recommendations on the way forward were reflected in a [report](#) in four languages and International Sign. Additional regional reports on the situation of [persons with disabilities](#) and [older people](#) were launched in the Americas, and [West and Central Africa](#), followed by tools on [digital accessibility](#). Training materials on the protection of forcibly displaced older persons were developed and will be piloted in the Americas.

In addition, at least 30 UNHCR operations undertook consultations with persons with disabilities, and refugees with disabilities

participated in community groups and as volunteers in Algeria, Bangladesh, Türkiye, and the Bolivarian Republic of Venezuela, where women with disabilities took part in the Empowering Refugee Women project.

As a key highlight of the year on social participation, the first ever [refugee Paralympic team](#) competing in Tokyo sent a message to the world on the power of sport to promote inclusion.

Challenges and unmet needs

The consequences of underfunding had a direct impact on the protection of persons with disabilities and older persons. At least 57 operations could not provide assistance to every person who was identified as being in need. Unmet needs ranged from access to medical care, inclusive education, livelihood opportunities, rehabilitation and assistive devices. Children with disabilities faced challenges in accessing education due the limited number of experienced teachers, lack of accessible facilities and challenges in reaching the schools. The pandemic contributed to these challenges as remote learning and virtual jobs were less accessible for children and adults with disabilities. UNHCR will continue working on making digital spaces accessible for persons with disabilities while ensuring access to physical spaces and information on an equal basis [throughout 2022](#).



UNHCR issued an updated "[Need to Know Guidance](#)" and a [regional report on older persons on the move](#).



480,000 persons with disabilities including at least 7,615 children with disabilities benefited from targeted services.



71,796 older persons were supported with targeted services.



Protecting LGBTIQ+ people in forced displacement

© UNHCR/Nicolo Filippo Rosso

Andrea*, a 30-year-old transgender woman from a rural area of El Salvador, talks to a UNHCR employee. The LGBTIQ+ community is among the most vulnerable, with gay, lesbian and transgender people often forced to flee from abuse and violence. (*Name changed for protection reasons.)



Results and achievements

UNHCR invested in protection and solutions for lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ+) forcibly displaced and stateless people by training staff and partners, creating safe spaces and inclusive services, supporting frontline LGBTIQ+ organizations and expanding the coalition of actors through advocacy and dialogue. UNHCR and the UN [Independent Expert](#) on protection against violence and discrimination based on sexual orientation and gender identity convened a [roundtable](#) with over 600 participants on protection and solutions for LGBTIQ+ people in forced displacement and [presented a global analysis](#) of the challenges they experience, resulting in [39 recommendations](#). UNHCR updated its [“Need to know guidance”](#):

UNHCR issued updated [“Need to know guidance”](#) and, with IOM, updated the [SOGIESC joint training package](#).



110 staff benefited from structured learning initiatives: 2 Learning Programmes and 2 Trainings of Trainers.

[working with LGBTIQ+ people in forced displacement](#)”, produced a [tip sheet](#) on implementing its age, gender and diversity policy in work with LGBTIQ+ people, developed an updated [training package](#) jointly with IOM, and produced online training for UNHCR and partner staff. In 2021, 148 staff benefited from the UNHCR Online Course on working with LGBTIQ+ people in forced displacement.

In the Americas, UNHCR supported the [regional LGBTIQ+ human mobility network’s](#) efforts to create inclusive services and safe referral pathways for LGBTIQ+ forcibly displaced people. This collaboration facilitated the integration of LGBTIQ+ sensitive services into the regional [Support Spaces Network](#), an inter-agency initiative of the R4V Platform,

with 206 support spaces benefiting 250,000 people in [eight countries](#) across the region in 2021. Over 20 organizations provided specialized services for LGBTIQ+ people, including information, orientation, wireless connectivity, psychological first aid, health assistance and safe access to water, sanitation and hygiene services.

In El Salvador, UNHCR’s partner COMCAVIS TRANS supports trans women and other LGBTIQ+ displaced people, providing individual legal assistance and psychosocial support. Throughout the country, COMCAVIS TRANS empowers community groups to enhance support networks and actively advocates for the rights of the LGBTIQ+ community.

In Italy, UNHCR helps LGBTIQ+ organizations access funds to set up anti-discrimination centres. In collaboration with [Il Grande Colibri](#), an LGBTIQ+ refugee-led organization, UNHCR launched an information campaign, [“Io ho diritto alla salute”](#), for LGBTIQ+ and male survivors of gender-based violence. LGBTIQ+ [need to know guidance](#) and a [gender-based violence pocket guide](#) were made available in Italian and disseminated broadly amongst institutional and non-institutional actors, including reception centres and community-based organizations.

Challenges and unmet needs

While the investments of recent years have enhanced the protection space for many displaced and stateless LGBTIQ+ people, immense challenges remain. Almost 70 countries continue to criminalize LGBTIQ+ people and retain discriminatory laws, creating a context which allows institutional and public hostility and where acts of exploitation and violence against LGBTIQ+ people go unpunished. The stigma and discrimination experienced by LGBTIQ+ people force them to hide their identities, making it difficult for humanitarian actors to identify them and provide support in a timely manner. Overcoming the deep-rooted political, cultural, religious and other realities which stand in the way of progress in this work requires continued focus and investment by diverse stakeholders in advocacy and response. Creating safe spaces and establishing services that are safe and inclusive requires increased investments in human resources and partnerships, including with LGBTIQ+ frontline organizations. However, often such partnerships are hindered by the presence of discriminatory national laws and/or heavy partnership requirements that cannot be met by these organizations. UNHCR is investing in the training of its workforce and the development of new tools to address some of these barriers and increase the capacity of UNHCR to engage in direct partnership with community-based and grassroots organizations.



600 participants joined a [Global Roundtable](#) including 204 (31%) from civil society and 78 (12%) refugee-led organizations.

Responding with life-saving support



Nawal, a Syrian refugee and single mother of five, receives an SMS that she will receive winter cash assistance from UNHCR. She is pictured with her youngest daughter Raneem, 10, at home in Amman, Jordan.

© UNHCR/Mohammad Hawari

Humanitarian crises are increasingly complex, with rapidly evolving access and security constraints. COVID-19 and the worsening effects of climate change have intensified these challenges and exacerbated inequalities. Globally, refugees, IDPs, stateless people and returnees continue to be affected by new emergencies, as well as protracted ones, resulting in spikes in humanitarian and protection needs and straining existing resources. In 2021 alone, UNHCR issued 40 new emergency declarations in 29 countries. In Afghanistan, UNHCR provided core relief items, cash assistance and other emergency support to around 1 million internally displaced people; in Ethiopia, UNHCR protection interventions and assistance reached 1.2 million internally displaced people. Both situations were declared Level 3 emergencies, triggering a UNHCR-wide response. By year's end, 33 UNHCR operations identified high risks of new or escalating multi-hazard emergencies in refugee and IDP settings.

UNHCR mobilized its operational capacity to provide a coordinated and timely response to emergencies, including surge staffing and delivery of core relief items, while ensuring security support to operations. Furthermore, UNHCR made significant strides in its review of its [“Policy on emergency preparedness and response”](#), which will be updated in 2022. Revisions to the policy aimed to simplify procedures, strengthen predictability and effectiveness in preparing for and responding to climate-related and other natural hazards, and reinforce coordination responsibilities and accountabilities in refugee and internal displacement emergencies in line with UNHCR's overall move toward decentralization and regionalization.

Early and effective gender-based violence programming is life-saving for women, girls and other people facing heightened risk. It is essential that from the onset of an emergency, there are quality gender-based violence prevention and response services – psychosocial, health, security and legal – as well as effective risk mitigation across all sectors.

Other life-saving support – including cash assistance, support to access health care, mental health and psychosocial support, nutrition interventions, food security, access to water, sanitation, hygiene and shelter – aimed to meet the immediate needs of forcibly displaced people and host communities. This included preventing and responding to the COVID-19 pandemic. These interventions were designed to foster resilience and support the inclusion of people of concern into existing services, which would further contribute to protection and solutions for the forcibly displaced.

In this chapter:

- Emergency preparedness and response
- Global supply management
- Cash assistance
- Public health
- Mental health and psychosocial support
- Gender-based violence: prevention, risk mitigation and response
- Nutrition and food security
- Water, sanitation and hygiene
- Shelter and settlements

Emergency preparedness and response

Global Strategic Priorities
Emergency preparedness and response
See p. 16 for GSP result



188 UNHCR staff and 259 standby partners were deployed. Target: 200
2020 results: 150 and 169



439 UNHCR and partner staff were trained in emergency preparedness/management/leadership. Target: 470 | 2020 result: 722

Results and achievements

UNHCR declared 40 new emergencies in 29 countries in 2021, including two Level 3 emergencies, triggering a whole-of-UNHCR response, and nine at Level 2, bringing on regional support. There were also 29 Level 1 declarations, activating proactive preparedness, which reflects a systematic approach to neighbouring country preparedness, with staff and resources in place. UNHCR's response to these situations was guided by the High Commissioner's [“Policy on emergency preparedness and response”](#).

UNHCR managed 447 emergency deployments, including 306 new deployments (a 43% increase). 58% of deployments were from internal emergency rosters and internal missions, and 42% were in-kind contributions from emergency standby partners. Destinations included Afghanistan, the Central African Republic, Chad, Colombia, the Democratic Republic of the Congo (DRC), Ethiopia, the Islamic Republic of Iran, Mozambique, Pakistan, Sudan and Thailand. 228 UNHCR staff and partners attended Workshops on Emergency Management (WEM) and 211 completed emergency management training such as the Senior Emergency Learning Programme (SELP), Situational Emergency Training (SET) and Emergency Team Leadership Programme (ETLP). The focus on working with national partners and the importance of involving them in preparedness and contingency planning was stressed during the training sessions.

The seven-person Emergency Surge Team responded within 72 hours to emergencies, mainly at Level 2 or 3, and spent 797 days on emergency and functional support missions (compared to 814 days in 2020) with a focus on Afghanistan, Colombia, Ethiopia, Myanmar and Sudan.

To support and simplify overall preparedness mechanisms, UNHCR aligned emergency risk analysis with enterprise risk management processes by introducing the new risk management tool for emergencies, while contingency plan and emergency plans were incorporated in UNHCR's results-based monitoring system, COMPASS. UNHCR participated in the IASC [Early Warning, Early Action and Readiness](#) (EWEAR) group, contributing to its semi-annual early warning report and eight monthly briefs. The reports identified 22 potential humanitarian crises that would require a coordinated response.

UNHCR's Field Security Service responded when necessary to 368 security incidents and 36 critical incidents, spending 259 days providing emergency and functional support to operations. UNHCR conducted eight webinars to ensure security personnel could apply new policies and processes of the UN Security Management System. UNHCR also hosted and facilitated hostage incident management (HIM) training for the UN Security Management System in which 22 security professionals from UNHCR and other organizations participated. In total, over 250 personnel were trained, including on analysis/reporting (63 people), person-centred approach to security risk management (40), personal security risk assessment (45), prevention of sexual exploitation and abuse/sexual harassment (90), and mentoring and coaching (13). UNHCR's field safety advisors conducted webinars on duty of care for 15 high-risk duty stations.

UNHCR facilitated deployment of security personnel to numerous emergency missions, notably in the DRC, Ethiopia, Sudan and the Sahel region. HIM-qualified field security personnel were deployed to support management of a critical incident in Nigeria.

UNHCR standby partners

In 2021, UNHCR had 20 active emergency response partnerships:



UNHCR continued to improve the gender balance of its security staff, with women accounting for five out of six externally-recruited field security advisors, and one of four appointed internally, so that 60% of new field security advisors were women.

UNHCR supported and actively engaged in interorganizational processes including the Road Safety Steering Committee, the Advisory Committee on Occupational Safety and Health, development of Enterprise Risk Management tools. New inter-agency security policies and quick reference tool materials were disseminated with appropriate guidance for UNHCR managers and security personnel.

Challenges and unmet needs

Challenges in the management of rosters and deployments included the fast-deteriorating security situations and frequently changing entry and vaccination

requirements that made travelling difficult. To mitigate the impact, around 50 deployed staff started their missions remotely. Despite these measures, UNHCR found that several regions faced recurring emergency and security staffing challenges.

Due to the pandemic, some activities were not realized and face-to-face training was postponed. Participants identified that women's security awareness training in particular was ill-suited to an online format where safe spaces could not be guaranteed. This training was largely put on hold until face-to-face conditions are possible again. The Workshop on Emergency Management (WEM) and other emergency training had to take place virtually, hence some practical elements could not be included.

COVID-19 also directly affected field security personnel. UNHCR dedicated personnel to remotely cover the critical work of field security personnel requiring medical leave.



60% of international security workforce recruitments in 2021 were female (6 out of 10), of which 5 were new recruitments. Target: 50%



Global supply management

© UNHCR/Olga Sarrado Mur

UNHCR established a 2,000 square metre warehouse in Mekelle, the capital of the Tigray region in Ethiopia, to store life-saving relief items received for the emergency response.

Global Strategic Priorities
Emergency preparedness and response
See p. 16 for GSP result



Results and achievements

Effective service delivery to emergencies was essential in 2021, as global transport networks had not yet recovered from the disruptions created by the pandemic. In 2021, UNHCR's supply chain faced volatile air and sea freight markets, including container shortages, high cargo rates, longer transit times and difficulties with customs clearance and manufacturing. UNHCR diversified its supplier base for personal protective equipment (PPE) and medical items through a formal solicitation process and inter-agency procurement mechanisms, and replenished stockpiles established in Dubai and Accra to supply operations with PPE and other vital COVID-19 supplies free of charge, on demand.

Despite the pressures from COVID-19, UNHCR continued to respond to new and ongoing emergencies throughout 2021, dispatching \$47.6 million worth of emergency core relief items (CRIs) from its strategically located stockpiles (GSMs), serving 132 requests. 1,400 metric tons of CRIs were shipped by air, 4,700 tons by sea and 4,400 tons by road. UNHCR carried out 28 airlift rotations from Dubai, Amman and Nairobi GSMs. The recipients

of this assistance were the Democratic Republic of the Congo (for the emergency in the Central African Republic), Uzbekistan (flights donated by the UPS Foundation, for the Afghanistan emergency) and Sudan (for Sudan and the northern Ethiopia emergency). Global stocks were regularly replenished to ensure they could meet the urgent needs of up to 600,000 people in simultaneous and complex emergencies.

To maximize the potential of the supply chain, UNHCR proactively engaged with sister agencies and partners, collaborating through the Logistics Cluster, the UN Procurement Network, the UN Global Marketplace and the Common Procurement Activities Group in Geneva. The Office also capitalized on the long-term agreements established by other UN organizations, resulting in increased efficiency, active collaboration, better service delivery and cost-effective tendering. UNHCR also provided contract administration for over 400 global frame agreements, while procurement value was \$1.34 billion in 2021, excluding cash assistance.

To optimize the use of resources, UNHCR continued to prioritize the practice of secondary bidding for high-value orders

and shipment of CRIs procured through global frame agreements. In 2021, this lowered UNHCR's costs by an estimated \$6.76 million.

UNHCR's "[Operational strategy for climate resilience and environmental sustainability 2022-2025](#)" outlines the steps for improving the sustainability of the end-to-end supply chain, including manufacturing of CRIs and more efficient and leaner delivery mechanisms, following an initial environmental impact evaluation that found CRIs collectively represented approximately 60% of UNHCR's total greenhouse gas emissions.

UNHCR reinforced its operational capacity with emergency supply deployments, virtual supply missions, field procurement support, policy development and guidelines. It also rolled out the eSubmission tool globally (allowing online submission, review and approval of procurement actions) and vetted partners for undertaking procurement using funds allocated by UNHCR to assist populations of concern.

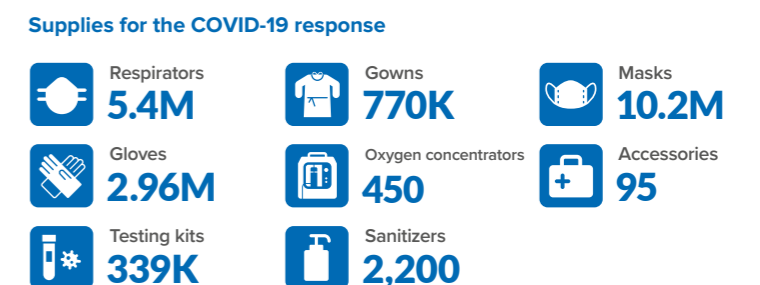
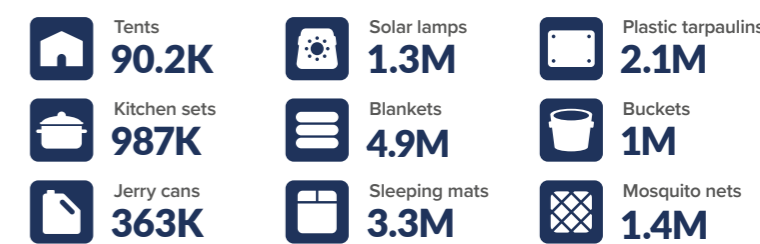
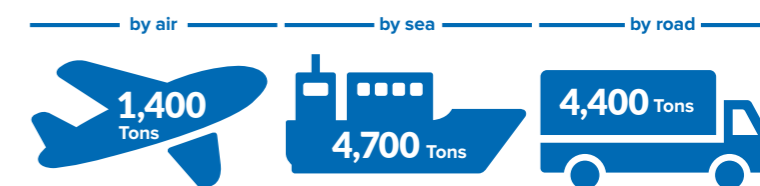
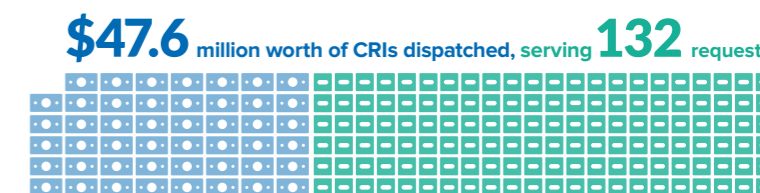
UNHCR provided familiarization sessions/webinars on the new Procurement Policy (attended by 1,400 people worldwide); face-to-face workshops on procurement policy in the Middle East, North Africa and Europe (110 people); an annual pre-audit workshop for 20 targeted operations (300 people); training for UNHCR's Southern Africa regional bureau on selection of financial service providers for cash assistance (over 100 participants); the Certification Programme for Supply Chain Management (37 accreditations); and eight online training sessions on the eSubmission tool (600 people worldwide).

Challenges and unmet needs

COVID-19-related disruptions posed the main challenge to UNHCR's supply chain. Another area of concern remains staffing capacity, with temporary staff required to

cover the usual business activities and additional workload. A Supply Complexity Analysis was made available to country operations and regional bureaux to assist them in tailoring the workforce to the complexities of their operations.

In addition, the pressure of concurrent emergencies and COVID-19 meant UNHCR was not always able to deliver relief items from the GSMs to respond to emergencies in 2021 as quickly as desired. Additional resources will be required to optimize the network and enhance preparedness and response capacity in this respect.





Cash assistance

© UNHCR/Lucy Aglende

A Cameroonian refugee buys vegetables for her family with cash provided by UNHCR in Adagom refugee settlement, Ogoja, Nigeria.

Global Strategic Priorities
Cash assistance
See p. 16 for GSP result



\$668 million
in cash assistance provided to people of concern.
Target: \$700 million
2020 result: \$695 million



25 operations pursued collaborative approaches for cash assistance, in line with the UN Common Cash Statement.
Target: 25 | 2020 result: 24

Results and achievements

UNHCR delivered \$668 million to 9.3 million people in over 100 countries, including in challenging emergencies such as Afghanistan, the Democratic Republic of the Congo and Yemen. Cash is an efficient tool to respond to immediate life-saving and basic needs, as well as a way to foster resilience and unlock the potential for sustainable inclusion.

Post-distribution monitoring was conducted in 60 countries. The global [Post-Distribution Monitoring report](#) concluded that cash assistance was effective in responding to people's needs and improving their overall well-being. Markets largely remained functional despite the global challenges posed by the pandemic, and cash was the preferred way of providing and receiving assistance. 95% of people surveyed for the report said cash assistance had improved their living conditions and helped reduce feelings of stress.

UNHCR operations created [pathways to financial inclusion](#) for refugees and others

of concern, linked cash to social protection and leveraged UNHCR's protection expertise in the delivery of cash, issuing guidance on "[Cash assistance and access to formal financial services](#)" and "[Cash assistance and protection: why, what and how?](#)" UNHCR continued implementing the High Commissioner's commitment to collaborative cash arrangements under the [UN Common Cash Statement](#), with common cash arrangements in 25 countries. UNHCR held a multi-country learning event, conducted a 20-country survey to enhance common procurement, and signed a trilateral Data Sharing Agreement with WFP and UNICEF. UNHCR also coordinated cash in refugee settings.

As an example of the versatility of cash assistance, UNHCR used cash in Egypt to shore up education of refugee children, a form of assistance that could be easily expanded when the pandemic brought new challenges. Despite a high degree of inclusion – Syrian, Sudanese, South Sudanese and Yemeni refugees and asylum seekers have access to public education on the same level as Egyptian children –

many face obstacles accessing the public school system. Some attend private or community schools but drop out if they cannot pay the fees. Cash grants can help children stay in school, paying for fees, books, and transportation. In the 2020-2021 academic year, UNHCR provided standard education grants to 47,200 students in public, community and private schools, and enhanced grants to unaccompanied and separated children and children with special needs, as well as 330 tertiary scholarships for DAFI students. A top-up grant helped with access to online learning when the COVID-19 pandemic closed schools.

In line with the Global Compact on Refugees, 6 million people of concern benefited from digital payments in 48 countries. 25% had access to fully owned bank accounts or mobile money accounts, which is a pathway towards financial inclusion. From 2020 to 2021, an additional 26 countries started using CashAssist (UNHCR's cash management system) enabling end-to-end accountability to affected populations and ensuring an efficient response.

UNHCR's "[Policy on cash-based interventions 2022-2026](#)" focuses on increasing cash in emergencies, cash to improve protection and cash that promotes inclusion and access to local services in a sustainable manner. UNHCR will also invest in efficient and inclusive coordination of cash-based interventions across operations.

Challenges and unmet needs

In 2021 post-distribution monitoring, 95% of the respondents in 44 countries reported that cash assistance had improved their living conditions and helped reduce feelings of stress. However, the results also pointed to major gaps in meeting immediate basic needs. 73% of households reported being able to cover only half their immediate basic needs or less.

During 2021, UNHCR disbursed \$668 million in cash assistance globally, 95% of it unrestricted in its use. Recipients of unrestricted cash assistance are empowered to choose how to meet their basic needs as per their individual priorities. Global data showed cash recipients used unrestricted cash for basic needs, such as food (88%) or hygiene items (40%) or rent (35%). This breakdown of spending, reflecting a hierarchy of needs, demonstrates that recipients of cash assistance are empowered to prioritize. That power of choice is achieved by unearmarked funding, demonstrating why UNHCR advocates so strongly for cash assistance.

The sheer magnitude of needs demands a collaborative approach. To this end, UNHCR will continue to invest and grow collaborative cash arrangements already in place in 25 countries under the UN Common Cash Statement with WFP, OCHA and UNICEF.

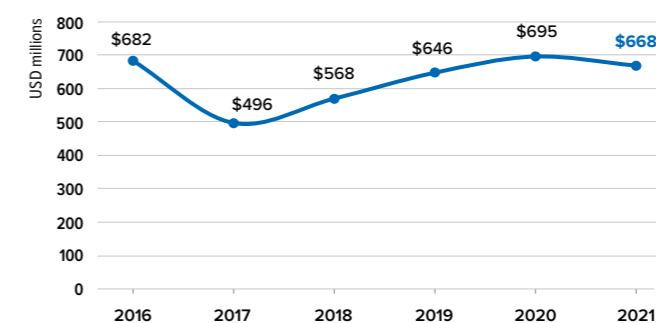


95% of the cash assistance delivered was unrestricted. Target: 95%



60 operations monitored cash assistance through the post-distribution monitoring tool. Target: 40 | 2020 result: 60

CASH ASSISTANCE | 2016-2021



Public health



Dr. Maisa checks on 10-year-old Syrian refugee Farah who is receiving dialysis at Al Hanan hospital, Amman, Jordan. Farah lives in Azraq refugee camp and is brought to the hospital three times a week for dialysis with the support of UNHCR and its local partner, the Jordan Paramedic Society.

Global Strategic Priorities
Under-five mortality rate
See p. 13 for GSP result



Results and achievements

UNHCR supported access to primary and secondary health care services in over 48 countries in 2021, guided by its “[Global strategy for public health 2021-2025](#)” and the Sustainable Development Goal of [health and well-being for all](#).

Primary health care information for refugees living in camps and settlements was collected using UNHCR’s integrated refugee health information systems and District Health information Software. Globally, 7,620,115 outpatient consultations were reported in 155 sites in 22 countries. Despite the pandemic, health facility utilization remained relatively stable at 1.5 visits per refugee per year. Upper respiratory tract infections (23%), malaria (19%), lower respiratory tract infections (7%), watery diarrhoea (5%) and non-communicable diseases (5%) were the top five causes of morbidity in 2021. Under-five mortality was similar to 2020.

UNHCR supported referrals to secondary or tertiary care in 41 countries, with 274,348 referrals. The largest referral programme was in Lebanon, with more

than 62,000 referrals, mainly for obstetric and neonatal care.

UNHCR funded malaria control activities such as distributing insecticide-treated nets and indoor spraying in 17 countries and supported 4,396 male and 4,389 female community health workers in 41 countries.

UNHCR’s approach to ensuring equitable access to health care prioritizes the inclusion of refugees in national policies, strategies, plans and health systems. UNHCR surveyed inclusion in 51 countries, and in March 2021 preliminary results from 46 countries showed 41 had a national health plan or policy, of which 78% included or covered refugees, up from 68% in 2019. In two countries, refugees were not included or explicitly excluded. All 46 granted refugees access to national primary health care facilities, and 45 reported access to national secondary health care facilities. This access was under the same conditions as nationals in 43 countries (93%) for primary health care and 38 (83%) for secondary health care, a slight increase from 2019 (92% and 77% respectively). 57% of countries had a national health insurance scheme and 38% included refugees, compared to 27% in 2019.

0.2 under-5 mortality rate in refugee operations per 1,000 children per month.
Target: <1.5 | 2020 result: 0.19



1.25 million women and girls accessed sexual and reproductive health care. Target: 560,000
2020 result: 1.24 million



UNHCR advocated for national health insurance schemes to include displaced and stateless people. More than 600 households were enrolled in Burundi’s mutual scheme, and the UNHCR-ILO [PROSPECTS](#) partnership explored opportunities elsewhere. UNHCR and Cameroon’s Ministry of Health jointly validated a strategic integration plan to include refugees in the national health system.

UNHCR trained managers and clinical providers, including Ministry of Health staff and partners, in treatment and prevention of non-communicable diseases. Regional sessions reached trainers in the East and Horn of Africa and the Great Lakes region and in West and Central Africa.

UNHCR reinforced adolescent sexual and reproductive health programming in refugee settings in sub-Saharan Africa and beyond, and 30 operations supported programmes to improve services for refugee youth and adolescents, including training health providers and community promoters.

Efforts to save maternal and newborn lives included a three-year [project](#) for low-cost, high-impact interventions among 772,000 refugees in Cameroon, Chad and Niger, with 33,530 births. The project, finalized in 2021, cut neonatal mortality by 25% and sharply improved statistics for very low birth weight and for fatalities among newborns with complications.

Challenges and unmet needs

Successive waves of COVID-19, accompanied by control measures and health staff absences, disrupted public health programming and health service provision.

Efforts to advance inclusion and integration into national health systems faced challenges in low-income settings. In real terms health expenditure has fallen in many refugee-hosting countries over recent years, falling far short of the WHO’s recommended annual threshold of \$86 per capita for a minimum set of cost-effective health interventions in low-income countries. In many countries external donors provide the majority of resources in the health sector and public funding has decreased, resulting in higher household health costs. Medium- and longer-term support to the health sector, including by development actors, would enhance efforts toward sustainable integration.

Funding gaps meant a lack of support for malaria prevention in some locations, leading to higher rates of sickness and increased mortality due to malaria. Funding shortfalls also meant health facilities did not get vital upgrades such as solar panels and sanitation improvements. Of 358 health facilities surveyed in 2021, 13% had no energy supply and 41% had energy supplies that needed immediate improvement, with environmental and operational costs. A survey of 233 health clinics for daytime consultations found 45% had no toilet available for people visiting a doctor and 26% had inadequate sanitation facilities.



38% of refugee-hosting countries with national health insurance schemes included refugees on the same basis as nationals. Target: 40%
2020 result: 27%



98% of refugee-hosting countries provided tuberculosis treatment through national programmes. Target: 100%
2020 result: 97.7%



91% of refugee-hosting countries provided HIV/AIDS treatment to refugees through national programmes. Target: 100%
2020 result: 89.6%



93% of births in refugee operations were attended by skilled birth attendants. Target: 95% | 2020 result: 92%

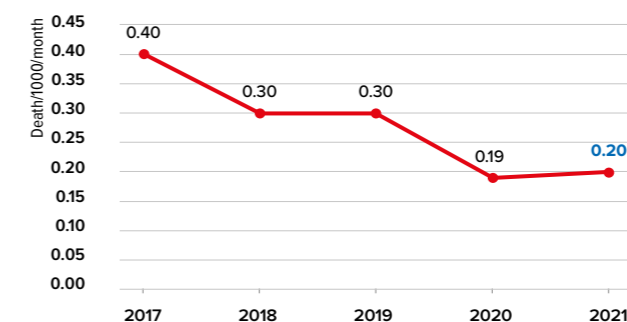


73% of malaria endemic refugee-hosting countries provided malaria treatment through national programmes. Target: 90%



93% of countries with national Human Papilloma Virus vaccination programmes provided HPV vaccine to refugees through national programmes. Target: 90%
2020 result: 78%

UNDER-5 MORTALITY RATE | 2017-2021





Mental health and psychosocial support

© UNHCR/Achilleas Zavallis

After a perilous journey to Thessaloniki, Greece, 16-year-old Iraqi asylum seeker Baran found himself homeless, sleeping in a park. With support from the [National Emergency Response](#) mechanism for unaccompanied minors in precarious living conditions, he now lives in a long-term shelter.



Results and achievements

174,471 consultations were provided for mental health, neurological and substance use conditions in refugee health facilities. Target: 180,000
2020 result: 137,880

Conflict is estimated to triple the prevalence of mental health conditions among adults, and while there is no generally accepted estimate for children, it is clear that the experience of surviving conflict, being forced to flee and living in protracted displacement all cause high levels of mental health issues. In March 2021, UNHCR published "[Strengthening mental health and psychosocial support in 2021](#)" describing the approach it takes.



79% of refugee operations surveyed (23 out of 29 countries) introduced evidence-based psychological treatments. Target: 50%
2020 result: 29%

UNHCR integrates mental health into its work to support public health programmes, training health workers to identify and manage mental health conditions. In 2021, 1,683 primary health care staff in refugee settings in 19 countries were trained with the "[mhGAP Humanitarian Intervention Guide](#)" published by WHO and UNHCR. 78% of training sessions were in camps or rural settlements and 69% were funded by UNHCR.



52% of countries hosting more than 50,000 refugees had a multisectoral technical working group for mental health and psychosocial support. Target: 65%
2020 result: 35%

To ensure adequate care for people with complex and severe mental health conditions, UNHCR aims to have at least one mental health specialist available per 25,000 refugees in contexts where

it supports public health programmes. In 2021, 59 of 69 camps with more than 25,000 inhabitants had a mental health professional, typically a psychiatric nurse or a clinical psychologist.

In Rwanda, for example, UNHCR funded mental health training for nurses and midwives from all refugee settings, led by a mental health professional from a Rwandan university teaching hospital and a Rwandan psychiatric nurse working in one of the camps who had completed an intensive online training and mentoring programme run by International Medical Corps, with the collaboration of WHO and UNHCR.

UNHCR promotes the use of brief, structured, evidence-based psychological therapies such as [Problem Management Plus](#) or [Interpersonal Therapy for Depression](#). In 2021, 656 psychologists, social workers and refugee volunteers in 11 countries were trained in such methods. In 25 countries, UNHCR and partners trained a total of 1,499 community health volunteers (most of them refugees) in psychological first aid and basic psychosocial skills.

In Peru, 16 psychologists and social workers – mostly displaced Venezuelans working

with partner agencies, UNHCR and local authorities – were trained in interpersonal therapy for depression. Four days of basic training by international experts was followed by intensive weekly online clinical supervision in small groups, which continued until they had completed a year of psychotherapy with three patients suffering from depression. The participants felt greatly empowered and will use their skills, certified by the International Society of Interpersonal Psychotherapy (ISIPT), in their daily work as psychotherapists or social workers.

Multisectoral suicide prevention task forces were set up in Bangladesh (Cox's Bazar), Kenya (Kakuma), and Uganda, galvanizing collaboration to reduce the incidence of suicidal behaviour. UNHCR drafted a guidance document, "Planning for prevention and risk mitigation of suicide in refugee settings: a toolkit for multisectoral action" and improved it with expert review and input, for release in 2022.

In [Bangladesh](#), Iraq, Kenya and Lebanon, UNHCR and partners trained and supervised community structures (outreach volunteers, community committees, volunteers in community centres) in basic psychosocial skills and identification and referral.

Families and caregivers are critical to children's safety and well-being. To help them protect and care for children, UNHCR provides practical and psychosocial support for caregivers, offers legal counselling and support for families, and helps families to meet their basic needs.

UNHCR's standby partner Dutch Surge Support deployed experts in mental health and psychosocial support (MHPSS) to Chad, Kenya and Sudan in 2021, while UNHCR recruited international MHPSS experts to support its work in Ethiopia and Uganda. To boost in-house expertise, 34 staff in 16 countries completed a 75-hour course entitled "[Mental health in complex emergencies](#)", organized in cooperation with Fordham University in New York.

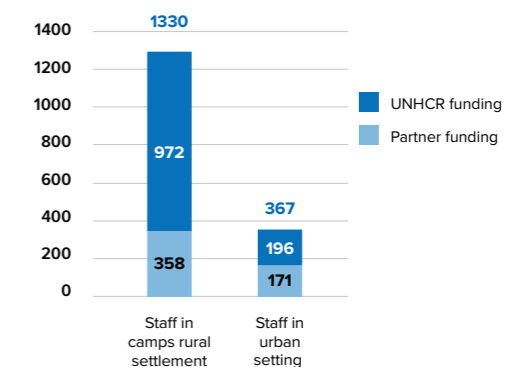
Challenges and unmet needs

In 2021, waves of COVID-19 continued to trigger lockdowns, hampering access to services, battering socioeconomic systems, and putting further strain on the mental health and psychosocial well-being of refugees and stateless persons. Many refugee-hosting countries lack a strong national system for mental health and psychosocial support, and referral options were therefore limited.

People displaced within their own country also have a great need for mental health and psychosocial support services, which is rarely met. The Global Protection Cluster has recognized this and will prioritize the integration of MHPSS into protection responses. Because MHPSS is multisectoral it is important to set up technical working groups for MHPSS where specialists from different sectors can share experiences and develop common approaches.

Refugees' access to services for mental health and substance use disorders remains precarious. In many refugee-hosting countries such services are not available in areas where refugees live. UNHCR collaborated with UNODC and WHO on a handbook for substance use treatment in humanitarian settings for release in mid-2022. UNHCR also collaborated with Columbia University, the University of Zambia and local NGOs in a project to [develop and test a stepped care programme for alcohol use disorders](#) in Mantapala, an integrated refugee settlement in Zambia.

NUMBER OF HEALTH WORKERS TRAINED WITH mhGAP HUMANITARIAN INTERVENTION GUIDE



69% of health facilities in refugee-hosting areas with general health staff will have trained them to identify and manage mental health conditions. Target: 75%



3 operations had an integrated plan for suicide prevention. Target: 5



Gender-based violence: prevention, risk mitigation and response

© UNHCR/Martim Gray Pereira

Maria (in yellow), pictured with her family in Pemba, Mozambique, works as a volunteer, informing women and girls about gender-based violence services and conducting referrals in line with the survivor-centred approach.

Global Strategic Priorities
Gender-based violence
See p. 13 for GSP result



46 displacement situations saw improved provision of support to known gender-based violence survivors. 2020 result: improvement in 42 displacement situations.

Results and achievements

Gender-based violence is a serious and under-reported human rights violation. [Estimates](#) suggest 1 in 5 forcibly displaced women is subjected to sexual violence, and displacement may bring a 20% higher risk of [intimate partner violence](#). In 2021, gender-based violence was a major feature of conflicts, including those in the [Democratic Republic of the Congo](#), [Ethiopia](#) and [Mozambique](#), and acted as a primary driver of displacement in [northern Central America](#).

UNHCR implemented its [“Policy on the prevention of, risk mitigation, and response to gender-based violence”](#) globally through learning initiatives such as online courses and in-person training. A provisional monitoring framework was also released.

74% of UNHCR operations (96 of 130) reported that gender-based violence services were available to survivors in the context of COVID-19. Operations expanded mobile and remote service provision (including 24/7 hotlines) and updated referral pathways. Survivors were supported with psychosocial, health, security and legal services as well as cash assistance. Safe spaces for women and girls in India, Sudan and the Americas helped to establish trust and empower forcibly displaced women and girls. As a result, more survivors sought help, while timely support contributed to reducing risks of further violence such as child marriage and trafficking for the purpose of sexual exploitation. A total of 89,742 survivors received psychosocial counselling, 4,066 received legal assistance and 3,845 medical assistance.



23 displacement situations saw improved community involvement in prevention and protection of gender-based violence. 2020 result: improvement in 21 displacement situations.

As part of the Safe from the Start deployment scheme, gender-based violence specialists supported emergency responses in 13 operations, including Afghanistan, Burkina Faso, Burundi, Chad, the Central African Republic, Mali, Pakistan, Sudan and the Syrian Arab Republic. These deployments enhanced access to prevention and response services for 74,179 forcibly displaced people and access to health services related to gender-based violence for 67,477 forcibly displaced people.

UNHCR strengthened its engagement with governments and civil society, in particular women-led organizations. In Mali, a One Stop Centre providing critical care and support to survivors and people at risk of gender-based violence was handed over by UNHCR to the authorities. UNHCR’s [Innovation Award](#) focused on women-led organizations, garnering interest from over 480 organizations.

UNHCR’s efforts to mainstream gender-based violence risk mitigation across sectors included safety audits (in Central African Republic, Ethiopia and Mozambique) and practical interventions. Responding to recommendations from women and girls, UNHCR installed solar lighting in Somalia and distributed solar lamps to 15,000 Yemeni women and girls living in informal IDP settlements. In collaboration with the local women’s association, a sustainable community-based women-led structure, a grinding mill was built in Tsore refugee camp in Ethiopia, empowering the women who run the mill and mitigating risks for women and girls who previously walked long distances to grinding facilities.

UNHCR and its partners implemented gender-based violence prevention programming, including the “Engaging men in accountable practices” (EMAP) programme in Kenya, Rwanda, South Sudan, Uganda, the United Republic of Tanzania and Zimbabwe, and [SASA!](#) (Start, Awareness, Support, Action) in Bangladesh,

Ethiopia, South Sudan and Uganda. For example, 105 young men who completed the programme in Zimbabwe in the last quarter of 2021 pledged to eradicate gender-based violence within their communities.

International Women’s Day and 16 Days of Activism helped UNHCR to raise awareness about services and mobilize action. UNHCR also supported research, including “Safer asylum – an analysis of gender-related persecution and child asylum claims in Europe”.

648 UNHCR staff completed at least one level of e-learning on gender-based violence, and 88% said the training would have a positive impact on their work with forcibly displaced people.

Challenges and unmet needs

The [pandemic](#) put women and girls at [greater risk](#) and hampered the delivery of and access to gender-based violence services, obliging UNHCR to work partly remotely and through extended community networks. Perpetrators’ impunity, due to weak legal frameworks and application of the law, impeded survivors’ access to justice. Gaps in gender-based violence response by law enforcement and other service providers in some locations increased risks of further violence for survivors. Services for male and LGBTIQ+ survivors were scarce. Long-term structural efforts to address gender inequality, the root cause of gender-based violence, are essential but often deprioritized amid urgent response needs. [Lack of documentation](#) and statelessness were also risk factors.

In 2021, UNHCR’s identified gender-based violence needs were only 44% funded, severely hampering the ability of UNHCR to effectively prevent, mitigate and respond to gender-based violence.



Nutrition and food security

© UNHCR/Kamrul Hasan

A Rohingya child receives a nutritional supplement at a feeding centre in a Cox's Bazar refugee settlement in Bangladesh.

Global Strategic Priorities
Global acute malnutrition
See p. 13 for GSP result



164,509 children 6-59 months with moderate acute malnutrition (MAM) were admitted to targeted supplementary feeding programmes for treatment in 30 countries. Target: **168,000** 2020 result: **140,059** in 29 countries.



71,695 children 6-59 months with severe acute malnutrition (SAM) were admitted to out-patient therapeutic programmes or stabilization centres for treatment in 30 countries. Target: **66,000** 2020 result: **55,183** in 28 countries.

Results and achievements

People forced to flee face heightened risks of malnutrition and hunger, both in new emergencies as well as in protracted situations of displacement. In 2021, UNHCR supported the management of acute malnutrition, prevention of undernutrition and micronutrient deficiencies, and explored innovation and context-specific interventions to improve food security and the nutrition status of refugees.

Support for the management of acute malnutrition reached 71,695 children aged 6-59 months with severe acute malnutrition (SAM) and 164,509 with moderate acute malnutrition (MAM) who were admitted into treatment programmes for rehabilitation across 30 countries.

UNHCR support programmes to protect and promote recommended breastfeeding practices for infants and young children from birth and promote and support age-appropriate complementary foods and feeding practices in the first two years of life. The annual public health survey showed this was implemented in 66% of the 41 surveyed sites. 312 staff from these

operations received training on providing these services at facilities and in the community. UNHCR also developed an infant and young child feeding training package to support this programme.

After an interruption in 2020 caused by COVID-19, UNHCR resumed [Standardized Expanded Nutrition Surveys](#) to assess malnutrition levels in 93 sites across 13 countries. Alarming, 33% of these sites had a serious global acute malnutrition prevalence, and 14% were above the emergency threshold of 15% prevalence. Stunting amongst children aged 6-59 months remained concerning: 54% sites had stunting prevalence above the critical 30% level. Only 4% of sites met the standard for iron deficiency and general micronutrient status, while 34% had medium anaemia levels and 62% had twice the acceptable anaemia rate or more.

Following the launch of the [“Global action plan on child wasting”](#) in 2020, UNHCR worked alongside UNICEF, WFP, WHO, FAO and others to develop multi-systemic, costed country roadmaps to tackle child wasting. UNHCR’s advocacy ensured refugees were included in roadmaps for

12 of the 14 eligible countries: Bangladesh, Burkina Faso, Burundi, the Democratic Republic of the Congo, Ethiopia, Kenya, Malawi, Mali, Nigeria, South Sudan, Sudan and Yemen. UNHCR became a signatory to [“Catalysing action and accountability on the prevention, early detection, and treatment of child wasting: a call to action”](#), a joint effort highlighting six priority areas of action developed jointly with almost 50 governments and organizations.

WFP is UNHCR’s strongest ally in supporting refugees’ food and basic needs. WFP provided \$1.8 billion in humanitarian assistance to over 11 million refugees, approximately 20% of WFP’s budget. The [Joint Programme Excellence and Targeting Hub](#) provided support to 11 UNHCR-WFP country offices in 2021, with collaboration on data sharing, 10 joint assessment exercises, and the completion of targeting and prioritization exercises in Cameroon, Jordan, Mauritania, Rwanda and Uganda.

In Rwanda, UNHCR and WFP collaborated on an evidence-based shift from a blanket provision of food assistance in refugee camps to an approach targeting refugees based on their vulnerability, resulting in a more efficient and effective use of resources.

The Joint Hub supported accountability to affected people in seven countries, ensuring that programmatic decisions were informed by consultations, engagement and feedback with community members.

It also documented lessons and best practices on UNHCR-WFP collaboration for dissemination in webinars, technical briefing notes, guidance material, and a training programme on the UNHCR-WFP [joint targeting guidance](#).

Challenges and unmet needs

Refugee food security is a growing concern due to the combined impact of reduced humanitarian funding, climate change, the economic impact of COVID-19 (restrictions on movement, job losses, limited access to safety nets), and limited legal access to employment opportunities. In 2021, funding shortfalls forced cuts to refugee food and basic needs assistance in 15 countries. In Cameroon, Chad and South Sudan a 50% food ration was provided which only met half the minimum recommended calories. In Kenya, Uganda and the United Republic of Tanzania, the ration cuts ranged from 30 to 40%. Adequate food is necessary to contribute to optimal nutritional status. To ensure the most vulnerable are targeted or prioritized for assistance, UNHCR and WFP worked together in several countries to jointly assess and analyse vulnerability and design protection-sensitive targeting/prioritization strategies. Robust communication with communities and complaints and appeals mechanisms supported these processes. A key constraint was limited capacity at country level to support this assessment, analysis and targeting of assistance.



53% of refugee camps and sites surveyed by UNHCR had a global acute malnutrition (GAM) prevalence among children 6-59 months old under 10%. Target: **70%** | 2020 result: **61%**



4% of refugee camps and sites surveyed by UNHCR had a prevalence of anaemia among children 6-59 months old under 20%. Target: **20%** 2020 result: **6%**



60% of refugee camps and sites surveyed by UNHCR reached a 75% rate of exclusive breastfeeding for infants under 6 months old. Target: **85%** | 2020 result: **74%**

© UNHCR/WFP/UNICEF



Long-term partnership fighting malnutrition in Ethiopia with “la Caixa” Foundation

Since 2017, [“la Caixa” Foundation](#) has supported the MOM Project for reducing child malnutrition below emergency levels in refugee camps in Gambella and Melkadida, Ethiopia. Through an integrated approach of fostering innovation for preventing malnutrition, promoting access to food, and building the capacity of mothers and caregivers in the refugee camps, key indicators of malnutrition and mortality have been reduced, despite the impact of the COVID-19 pandemic and conflict. The MOM Project was recognized with the AidEx 2021 award for the Best Corporate Social Responsibility of the Year.



Water, sanitation and hygiene

© UNHCR/Sam Chisanga

One of several ventilated improved pit latrines constructed in Meheba refugee settlement in Zambia, where they are being built to improve WASH facilities for people of concern.

Global Strategic Priorities
Water
See p. 13 for GSP result



Results and achievements

UNHCR's work in water, sanitation and hygiene (WASH) in 2021 included comprehensive COVID-19 preparedness and prevention, advocacy for refugees' inclusion in national systems, emergency responses and exciting technological advances.

UNHCR plans safe, sustainable and adequate WASH from the onset of an emergency, since decisions at the start can affect long-term service levels, costs and environmental impact. UNHCR and partners provided WASH services for around 50,000 Ethiopians who fled into Sudan, meeting basic humanitarian standards (15 litres/person/day, 50 persons/toilet) before hitting post-emergency targets (20 l/p/d, 20 persons/toilet) for over 80% of the population, with longer-term plans for more sustainable WASH services.

37% of people of concern had access to at least 20 litres of safe water per day.
Target: 45%
2020 result: 43%



45% of people of concern had access to a safe household toilet.
Target: 35%
2020 result: 36%



When 73,000 Central African refugees arrived in remote sites in the Democratic Republic of the Congo, UNHCR drilled boreholes, formed community water management structures, trained pump repairmen, and began planning further sustainable groundwater exploitation and installation of solar systems. In Chad, UNHCR built sanitation facilities, drilled boreholes and promoted good hygiene to assist 36,000 Cameroonian refugees and 10,000 host community members, bringing two refugee camps up to post-emergency standards (23 l/p/d and 18 persons/toilet).

There was progress in the inclusion of refugees in national water services, with 220,000 refugees in Ethiopia now served by a national utility and several camps in transition in Uganda.

UNHCR had solarized 192 (41%) of the [boreholes](#) run by UNHCR and partners

by year-end, reducing CO₂ emissions, fuel costs and other environmental impacts of water pumping with diesel generators. UNHCR's "Project Flow" fund aims to solarize between 100-160 more by 2030. Data from UNHCR's innovative Real-Time Monitoring (RTM) can help optimize WASH infrastructure, saving water and money. In 2021, a frame agreement was established and UNHCR used its [1 million euro EU Horizon Prize](#) to expand RTM in several operations. To tackle complex technical problems, UNHCR created the [Geneva Technical Hub](#) (GTH) with the [Swiss Agency for Development and Cooperation](#) in 2021. Its expertise helped address a challenging sanitation situation during a hepatitis E outbreak in Sudan, as well as benefiting Bangladesh, Chad, Malawi, Zambia and Zimbabwe. The GTH and UNHCR's [rapid groundwater potential mapping](#) were used in 13 refugee sites to increase the probability of boreholes finding water and the productivity of finalized wells, while an innovative project to develop improved latrine slabs for emergencies was finalized with support from the Bill and Melinda Gates Foundation. The new design reduces environmental health risks by blocking flies from leaving latrine pits and increases user satisfaction by reducing odours and flies. Nearly 3,000 of the improved slabs are being procured for Sudan (2,700), Uganda (120), and Nigeria (100) using recycled plastic. 370 of the slabs are designed for people with disabilities.

Challenges and unmet needs

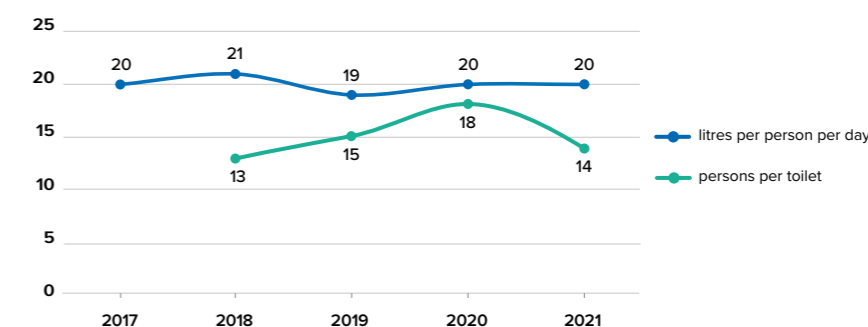
While UNHCR continuously works to improve WASH service levels in all its operations, the minimum standards are not reached in many operations. At the end of 2021, only 37% of people of concern had at least 20 litres of safe water per day, and at 88% of refugee sites, the standard for household latrine coverage (≥ 85%) was not reached. Increased efforts are required to ensure that people of concern to UNHCR can enjoy the basic rights to water, sanitation and hygiene.

COVID-19, climate change and conflict continued posing risks and challenges to operations and forcibly displaced people and host communities. Besides the direct health risks, COVID 19 caused supply chain disruptions that led to delays in implementation. Climate-related hazards are expected to grow in frequency and severity, and more preparedness is required from UNHCR's operations to protect people of concern from the potential consequences and to maintain functional WASH services. Accessibility remains a challenge, as many operations are remote and affected by conflict, further aggravating the operational conditions. Building on the 2021 achievements to respond to these challenges and in line with UNHCR's "[Strategic framework for climate action](#)", UNHCR and partners will focus on building the resilience of operations and people of concern by incorporating climate change mitigation, adaptation and environmental mainstreaming into WASH responses.



8% of people of concern had access to a household shower or bathing facility.
Target: 25%

WATER SUPPLY AND SANITATION SERVICES* | 2017-2021



* In 2021, there was a change of methodology for data aggregation, applying a weighted average instead of the average of sites used in previous reports.



Shelter and settlements

© UNHCR/Colin Delfosse

Safia Adamou, 22, stacks new bricks in Ouallam brickyard in northern Niger. More than 1 million bricks have already been produced at the Ouallam production unit and 380 houses have been built.

Global Strategic Priorities
Shelter
See p. 13 for GSP result



1.65 million

people of concern living in 27 sites in 15 operations received additional shelter and settlement support, in line with UNHCR's COVID-19 response. Target: 1.6 million people living in 55 sites in 11 operations 2020 result: 1.61 million people in 21 sites in 13 operations.

Results and achievements

UNHCR operations mobilized to meet the emergency, transitional and durable shelter and settlement needs of people of concern in 2021. In addition to its response to rapidly escalating emergencies in Afghanistan and Ethiopia, UNHCR also provided shelter in IDP priority countries: Burkina Faso, the Democratic Republic of the Congo, Iraq and the Syrian Arab Republic. In Myanmar, UNHCR assisted in constructing over 188 sustainable shelters and planning an additional 143. In addition to supporting site planning, combined shelter and settlement initiatives benefited over 133,300 Rohingya and Kaman stateless people. While COVID-19 imposed major constraints, ultimately over 318,500 people of concern benefited from improved shelter in 2021.

In April 2021, UNHCR published “[Shelter and sustainability](#)”, offering a comparative overview of the technical performance,

habitability, affordability and environmental impact of shelter designs, and outlining the real costs of shelter interventions. In 2021, this guidance was implemented in Boa Vista, Brazil, where UNHCR's emergency shelter response focused on site management, technical guidance and coordination, serving 8,100 people.

In keeping with UNHCR's “[Operational strategy for climate resilience and environmental sustainability 2022-2025](#)”, new eco-friendly specifications and technical processes were applied in designing UNHCR's standard and multipurpose sleeping mats. 90% less water is used in making recycled mats versus mats from virgin materials, saving 15.3 litres of water per mat during production. The sustainability of refugee housing units in six operations was analysed, with additional work carried out to improve the generic refugee housing unit using local materials.

Environmental considerations are at the forefront of shelter interventions. In Yemen, UNHCR and local partner [Jeel Albena](#) teamed up to respond to shelter needs in Hudaydah and Hajjah, home to over 25% of the country's IDPs. Local materials such as reed mats and mud were incorporated into redesigned shelters, known as the [Tehama emergency shelter kit](#), which can be easily converted into longer-term housing units. In addition to supporting local livelihoods, this shelter solution reduces CO₂ emissions from international transport, storage and distribution.

UNHCR published an operational guidance note on “Technical monitoring of construction works in the shelter and housing sector” and completed the Shelter and Settlement Assessment Toolkit (SSAT). The SSAT enables monitoring and comparison of intervention performances across response types and locations, and provides tools for operations to conduct assessments and gather data.

In 2021, UNHCR provided context-specific guidance to support emergency and protracted settlements through geospatial and hydrological site analyses in collaboration with UNITAR. These initiatives were undertaken in 27 settlements in 15 countries, benefiting over 1.65 million people of concern.

UNHCR's “Master plan approach to settlement planning: guiding principles” is a key reference when defining a settlement response. This approach was further operationalized through interventions that began in 2020. In Kouchanguine-Moura, in Chad's Ouaddai province, for example, multisectoral assessments were carried out to inform site selection, including buffer zones around seasonal streams to avoid flooding, and the design of green spaces, among other key environmental considerations.

Following successful collaboration with UN-Habitat on [settlement profiling](#), an analysis framework for settlements accommodating displaced populations, the approach was scaled up to operations in 2021 including in Qoloji, located in the Somali region of Ethiopia, with the potential to benefit almost 80,000 people.

Under the initiative of the [Geneva Technical Hub](#), collaborations were initiated that resulted in the planning and support of site plans and block organization for three settlements in Niatak, Taybad and Sefid Sang in the Islamic Republic of Iran, potentially hosting up to 11,000 people.

Challenges and unmet needs

While UNHCR is working consistently to improve shelter, lack of funding means that forcibly displaced people may stay for many years in tents or sub-standard living conditions. It is also harder to find more environmentally responsible and sustainable solutions for housing. In urban areas, people may have to move out of rental apartments or live in less safe neighbourhoods.

COVID-19, climate change and conflict continued to pose risks and challenges to operations and people of concern, causing challenges in finding appropriate shelter solutions. Adapting to a rapidly changing global environment will be a major challenge: settlements for the forcibly displaced will need to adapt to provide a healthy living environment and shelters will need to be upgraded to withstand extreme climate events such as cyclones, droughts and heat waves.



747,000 people of concern in 9 operations benefited from improved living conditions due to enhanced integrated multisectoral settlement planning. Target: 1.2 million



318,500 people of concern benefited from improved shelter. Target: 250,000 in at least 40 operations 2020 result: 280,000

Building better futures



Young refugees return home after young plants were distributed by the tree nursery in Minawao refugee camp, Cameroon, where the "Make Minawao green again" project aims to reverse deforestation in the camp and surrounding villages.

© UNHCR/Xavier Bourgois

UNHCR worked with States and partners to apply a whole-of-society, progressive approach to solutions in 2021. This emphasizes seeking solutions from the outset of a displacement situation, with a shift towards greater inclusion and self-reliance, and contributing to host country economies. This approach prepares refugees for their futures as they pursue durable solutions through voluntary repatriation and reintegration in countries of origin, resettlement and complementary pathways for admission to third countries, or solutions in countries of asylum. A greater focus on self-reliance can reinforce protection and dignity, and expanding opportunities for self-reliance and resilience among the forcibly displaced and their hosts contributes to the development of markets, leads to better services in remote areas, and supports social cohesion.

The pandemic exacerbated existing humanitarian challenges and further disadvantaged forcibly displaced and stateless people, who were disproportionately affected by its socioeconomic consequences in many countries. UNHCR's work to deliver education, livelihoods and access to energy was crucial to promoting the well-being of refugees and their host communities. In line with the Global Compact on Refugees, UNHCR also further strengthened its partnerships with major development actors and multilateral development banks.

In 2021, UNHCR advocated for the development of favourable laws, policies and practices and supported their implementation, leading to increased socioeconomic inclusion and the establishment of residency in some contexts.

Voluntary repatriation has slowed overall since 2015. Barriers to return remain in many countries of origin. These include ongoing conflict, persistent insecurity, failure to address root causes, destruction and confiscation of housing, land and property, severely overburdened or absent services in countries of origin, and lack of viable livelihoods. UNHCR promotes all viable prospects for creating conditions conducive to return, working closely with peace and development actors to remove barriers and make return more sustainable. In 2021, the availability of third country solutions remained limited. However, heightened interest and support for education pathways and labour mobility are apparent. UNHCR works with States and partners to adapt to the risks and restrictions brought by the pandemic, whilst advocating for increased resettlement quotas.

In this chapter:

- Key partnerships, engagement with development actors and processes
- Access to quality education
- Livelihoods and economic inclusion
- Energy and environmental protection
- Supporting the urban displaced
- Local integration and other local solutions
- Resettlement and complementary pathways
- Voluntary repatriation

Key partnerships, engagement with development actors and processes

© UNHCR/Assadullah Nasrullah

UNHCR and partners are finalizing construction and rehabilitation of 60 km of roads to Um Rakuba and Tunaybah refugee camps in eastern Sudan, critical to ensure access to the camps and 15 host community villages throughout the rainy season.

Global Strategic Priorities
Protection and solutions
Use of data and information
See p. 15 for GSP results



In 2021, UNHCR strengthened its partnerships with development actors. It collaborated with the World Bank on the design of \$2.6 billion investments supporting 46 World Bank operations in 14 low-income countries that host refugees. It supported the design and development of projects financed by the [IDA18 Refugee Sub Window](#) and [IDA19 Window for Host Communities and Refugees](#) and strengthened its engagement with the [Global Concessional Financing Facility](#) (GCFF), providing protection and policy analyses for eligible countries. To date, the GCFF has financed 21 operations totalling \$671 million in grants and \$4.9 billion in loans in four middle-income countries hosting refugees.

UNHCR worked closely with the African Development Bank (AfDB) – implementing AfDB-funded projects, advocating for the inclusion of forcibly displaced and stateless people in AfDB’s regular programmes, and participating in consultations on the development of AfDB’s new “[Strategy for addressing fragility and building resilience in Africa](#)” to ensure that forced displacement features as a cross-cutting theme. UNHCR signed a [memorandum of understanding](#) with the Inter-American Development Bank and took a step towards strategic collaboration with the Asian Development Bank (ADB) by agreeing on a streamlined process for refugee-related projects financed through the ADB’s Expanded Disaster and Pandemic Response Facility (DRF+). Collaboration also increased with the Multilateral Development Bank (MDB) Coordination Platform on Economic

Migration and Forced Displacement. A jointly organized event assessed two years of MDB engagement in situations of forced displacement, resulting in a [UNHCR stocktaking report](#).

Partnerships with bilateral development actors including AFD, BMZ, INTPA and JICA were deepened and further systematized. New partnerships were built in specific sectors and geographies with Enabel, Norad and SIDA. UNHCR worked with JICA on its engagement in refugee responses in Bangladesh, Jordan, Türkiye, Uganda and Zambia. The UNHCR-BMZ partnership continued to develop within and beyond the [Global Programme](#) jointly implemented by GIZ and UNHCR. Cooperation in sectors such as energy and technical and vocational education and training was strengthened, and expanded to include countries affected by the Afghanistan crisis. UNHCR worked with regional and country-level counterparts to inform the EU’s 2021-2027 development programming, particularly on the regional programme in sub-Saharan Africa. Partnerships with donor countries including Denmark, Luxembourg and the Netherlands were also strengthened, including through the Prospects Partnership – a coalition of humanitarian and development actors funded by the latter.

UNHCR and UNDP worked towards the launch of a global joint initiative on resilience and solutions, lending new impetus to the next phase of the UNDP-UNHCR partnership. UNHCR and ILO initiated a review of their [global joint action plan](#), with the intention to update the document.

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Research, data and analytics on socioeconomic data and host communities

The pandemic’s impact on health, mobility, businesses and schools significantly eroded economic well-being and the resilience of vulnerable groups, including people of concern to UNHCR. This underscored the need for timely socioeconomic data on the conditions experienced by forcibly displaced and stateless people

and their hosts in order to plan strategies that target specific vulnerabilities and uplift refugees and host communities alike. Socioeconomic data is rapidly gaining traction as an indispensable [input into UNHCR’s responses](#). Recent examples include a transformative area-based approach with local government for Kenya’s Kalobeyi integrated settlement, targeted assistance in Chad, Lebanon and Niger, and a targeted relocation programme led by the Government of Brazil to improve integration opportunities for Venezuelans displaced abroad. UNHCR, the World Bank and the [Joint Data Center](#) worked closely to include forcibly displaced and stateless people in [high-frequency phone surveys](#) on the socioeconomic impact of COVID-19. The World Bank and UNHCR have tracked the [pandemic’s impact](#) on access to health and education services, employment and food security for forcibly displaced and stateless in 10 countries – Bangladesh, Chad, Costa Rica, Djibouti, Ethiopia, Kenya, Iraq, Mexico, Uganda and Yemen.

Socioeconomic data collected by UNHCR, the World Bank, governments and partners make it clear that weak economic environments disproportionately affect displaced people. Phone survey data shows the pandemic deepening pre-existing inequalities between forcibly displaced and non-displaced populations. More forcibly displaced people are unemployed and an overwhelming percentage struggle with reduced family income, often resorting to skipping meals to cope. In [Uganda](#) and [Kenya](#) in both 2020 and 2021, nationals returned to full employment while refugee employment trailed below pre-pandemic levels. In Costa Rica, nearly 75% of displaced people surveyed reported family income below pre-pandemic times.

UNHCR initiated work towards an integrated survey series that will deliver on the majority of the organization’s survey data needs. The guiding principles for the development of the survey instruments are international statistical standards and international survey best practices, akin to those used by the World Bank, UNICEF, ILO and others. This will ensure the comparability of the evidence from this survey series with existing national and international data series. The initial focus of the country pilots is on refugees and host communities.

Predicting displacement movements using data science techniques and advanced technologies has become increasingly important to inform programming and planning. To support operations in generating population projections, a newly established data science team in UNHCR’s Global Data Service developed an empirical gravity model as a basis to predict future refugee flows and help guide UNHCR’s multi-year planning projections. UNHCR also examined “big data” as an alternative data source for predictive models, publishing a review of the literature on “[Big \(crisis\) data for predictive models](#)”.

UNHCR continued to host the Secretariat of the [Expert Group on Refugee, IDP and Statelessness Statistics](#) (EGRISS), with members drawn from 45 national authorities and 25 regional and international organizations. Since the endorsement of the International Recommendations on Refugee and Internally Displaced Persons Statistics, the EGRISS Secretariat has been monitoring their implementation at national, regional and global levels. Over 100 examples of planned, ongoing or completed initiatives have been identified and documented in its first ever “[Annual Report 2020-2021: Improving statistics on forced displacement and statelessness during a global pandemic](#)”.



Access to quality education

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19-year-old Mariama (right) posing with a friend in Mbera refugee camp in Mauritania, where she is a teacher and advocate for girls' education: "I love teaching, it's my passion," she says.

Global Strategic Priorities
Education
See p. 14 for GSP result



172,000 children aged 3-5 were enrolled in early childhood education.
Target: 405,000
2020 result: 172,000



1.9 million children were enrolled in primary education.
Target: 2 million
2020 result: 1.7 million

Results and achievements

UNHCR dramatically increased its ability to analyse refugees' access to education in 2021, with more than 40 operations reporting education data, up from 12 in 2020. UNHCR also collected information on policy and legislation on refugee education access in more than 90 countries. The data fed into education advocacy efforts and publications such as the "[Education report 2021: staying the course](#)", "[Connected education for refugees: addressing the digital divide](#)" and the "[Global Compact on Refugees indicator report](#)".

Evidence and research activities included the evaluation of some of UNHCR's education programmes – the Albert Einstein German Academic Refugee Initiative (the DAFI programme), Instant Network Schools and the Humanitarian Education Accelerator – as well as a project for strengthening data management systems in four countries with different degrees of inclusion and a new [education brief series](#).

UNHCR strengthened strategic partnerships with international NGOs, States and donors through its leadership of the [Accelerated Education Working Group](#) and the Secondary Education Working Group, to promote equitable access to formal and non-formal education for older learners and youth.

Approximately 8,500 refugees were enrolled in the DAFI programme across 55 country programmes. An independent evaluation of the programme in 2021 concluded that the programme is effectively delivering a high success rate, at 94%, and proving impactful at encouraging retention of refugee youth in secondary education, especially among girls and in camp settings.

The [Aiming Higher](#) campaign raised \$7 million for higher education scholarships for refugees. As the cornerstone of the [15by30 Roadmap](#) – UNHCR's goal to ensure that 15% of young refugees are enrolled in higher education by the year 2030 – UNHCR is using the DAFI programme to promote investment in

other refugee higher education pathways. UNHCR is developing partnerships with UNESCO, the World Bank, [Times Higher Education](#) and the [Open Society Foundations](#) and others to support inclusive higher education. UNHCR supports the [Tertiary Refugee Student Network](#), is co-lead of the [Connected Learning in Crisis Consortium](#) (CLCC) and is represented on the [Global Task Force on Third Country Education Pathways](#) and the BMZ-UNHCR task team on technical and vocational education and training.

To highlight the importance of the digital inclusion of refugees, UNHCR released "[Connected education for refugees: addressing the digital divide](#)" and launched the [Refugee Connected Education Challenge](#) at the High-Level Officials Meeting in Geneva and the RewirED Summit in Dubai. The Challenge aims to mobilize further commitments and partnerships for ensuring greater investments in protective digital initiatives that meaningfully include displaced communities. UNHCR made strong efforts to highlight the needs of refugees within global digital learning initiatives. In partnership with Vodafone Foundation, UNHCR launched 20 new [Instant Network School](#) (INS) centres in Egypt and Mozambique. This more than doubled the previous number of INS centres throughout Africa and enabled the

INS to reach more than 140,000 students. Over 10,000 students benefited from Connected Higher Education degree and diploma programmes in 2021, with over half a million benefiting from wider connected higher education language, bridging and professional development programmes offered by the CLCC members.

Challenges and unmet needs

An estimated [48% of refugee children](#) remained out of school globally but a comprehensive picture of education access was still lacking and there was no data on learning or the environments in which refugee children attend school. Investment in systematic data collection is needed in order to deliver on the 15by30 Roadmap and other education programmes and initiatives.

As part of the response to the pandemic, digital learning was used worldwide but refugees were largely left out: 57% of refugee or displaced learners who were enrolled in school before the pandemic were not supported by any digital or home learning programme during school closures. An estimated [78% of all school-age refugee learners](#) had limited or no access to learning opportunities during school closures.



183,000 students will be enrolled in lower and upper secondary education.
Target: 250,000
2020 result: 170,000



979,700 refugee children and youth were supported with distance or home-based learning.
Target: 500,000
2020 result: 934,000



8,500 people of concern were enrolled in tertiary and higher education.
Target: 15,000
2020 result: 7,100

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Educate A Child and UNHCR expand efforts to give out-of-school children a chance to learn

In 2021, UNHCR continued to partner with [Educate A Child](#), a programme of the Education Above All Foundation supported by the Qatar Fund for Development. This provides access to education for displaced children who are out of school across 15 operations in Africa, the Americas, Asia and the Middle East.

The programme adopts a holistic approach to tackling the numerous educational barriers that out-of-school children face. By supporting a range of interventions, such as improving the school environment, building teachers' capacities, providing learning materials and meeting the specific needs of marginalized children, UNHCR and Educate A Child have been able to increase the enrolment and retention of displaced children in primary education.



Livelihoods and economic inclusion

© UNHCR/Nicolo Filippo Rosso

A car mechanics training programme supported by UNHCR gives young people in El Salvador the hands-on experience they need to find jobs. The programme trains young people who are particularly vulnerable to pressure from gangs in some of the most dangerous neighbourhoods.

Global Strategic Priorities
Self-reliance
See p. 14 for GSP result



3 regional and **7** country operations developed livelihood strategies.
Target: 3 regions



44% of people of concern (in 124 countries hosting 94% of people of concern) had the right to open a basic financial account (a mobile money account or an account with a financial institution). Target: 50%

Results and achievements

In 2021, UNHCR allocated \$140.6 million for livelihoods and economic inclusion activities. That included \$13.6 million to mitigate the impact of COVID-19, more than triple the 2020 figure. The sum for COVID-19 mitigation supported activities in 30 countries, with the largest allocations in Burkina Faso, Cameroon and Chad. UNHCR also provided support for specific interventions such as poverty reduction through the “[graduation approach](#)”, artisanal production through the [MADE51](#) model, business creation and asset transfers, and financial inclusion facilitation. It also developed training on livelihoods and economic inclusion for emergency preparedness for Angola. Over 11,000 forcibly displaced people in over 75 countries enrolled in UNHCR learning on the [Coursera for Refugees](#) platform, a 27% increase from 2020.

Despite COVID-19 disruptions to global value chains, MADE51, UNHCR’s flagship brand of refugee-made products expanded to 23 countries and enabled 3,100 refugee and host-country artisans to maintain an income in 2021; all 30 social enterprise partners maintained their commitment to partnering with refugee artisan groups. The MADE51 model has proven to be an opportune space for collaboration with private sector

companies, with [refugee artisans](#) in seven of the MADE51 countries working on large scale orders with the Chloé, UNIQLO and Theory brands. The Poverty Alleviation Coalition (PAC) has set an ambitious goal of alleviating the poverty of 500,000 households consisting of refugees and nationals in 35 countries by 2025 through increasing self-reliance, with a shorter goal of ending extreme poverty for 160,000 households by the end of 2023. Through the PAC, and using the graduation approach, UNHCR and partners provided self-reliance support to 60,000 extremely poor refugee and host community households by the end of 2021. Civil society, together with UN agencies, governments and other actors, worked together to scale up the graduation approach by accelerating country coalition efforts in fundraising collectively with joint programming – supported by increasingly positive impact and return on investment indicators regarding the graduation approach. Two sub-working groups on evidence generating and fundraising were established to support the PAC.

UNHCR commissioned the [UN Capital Development Fund](#) to conduct a market assessment in the Central African Republic to map out demand, supply and market conditions for extending formal financial services to refugees and internally displaced people. UNHCR supported the development

of a financial inclusion strategy to expand access to formal financial services in Burkina Faso, the Democratic Republic of the Congo and Zambia, to be followed by a workshop with regulators and financial service providers in 2022. The joint financial inclusion facility set-up in 2020 with the Swedish International Development Cooperation Agency (SIDA) and Grameen Credit Agricole Foundation in Uganda provided microfinance and non-financial services to 28,000 microentrepreneurs among refugee and host communities.

UNHCR and ILO conducted joint assessments in Aruba, Curacao, Ecuador, Egypt and Nepal and commissioned a joint assessment of market-based programming in refugee contexts as part of joint collaboration on the [Approach to Inclusive Market Systems](#).

An e-learning course on Entrepreneurship for Migrants and Refugees was offered (in English, French, Arabic and Spanish) free of charge, through 11 iterations throughout 2021, on the UNITAR learning platform in collaboration with UNHCR, UNCTAD and IOM. Joint online events were organized for the launch of the e-course and the promotion of entrepreneurship for migrants and refugees for inclusive and sustainable development. The panel discussions brought together refugees, migrants, key partners and policymakers.

Challenges and unmet needs

The UNHCR livelihoods and economic inclusion global survey revealed that in 2021, 62% of refugees lived in countries with restricted access in practice to formal employment, 59% lived in countries with restricted access in practice to registering and operating a business, and 66% had restricted rights to access land for agriculture. 56% of refugees lived in countries where refugee ID is not legally recognized to open a bank account. The impact of the pandemic was acutely felt by forcibly displaced and stateless people, with some data showing that they lagged behind their national counterparts in recovering from the economic shock.

Limited resources hindered UNHCR’s ability to offer the tailored support that is often required for a particular country, such as value chain analysis, market studies, mapping of scalable employment interventions, expansion of the graduation approach and innovative, climate-smart agricultural practices. There was also limited availability of quality socioeconomic data and evidence, which affected programme design, implementation, monitoring, advocacy and strategic partnership development.

Another year of uncertain and inconsistent access to resources also compromised the ability of the MADE51 team to meaningfully scale up its work and enable refugee artisans to gain access to markets.



60,000 refugee and host community households were supported through the graduation approach to poverty alleviation by the Poverty Alleviation Coalition. Target: 50,000
2020 result: 13,711



3,100 refugees and host country artisans in 23 countries maintained an income through UNHCR’s MADE51 initiative. Target: 2,700 artisans in 20 countries
2020 result: 2,700 artisans in 19 countries

© UNHCR



WEYU empowers refugees through blockchain technology

[WEYU](#), a platform for non-fungible tokens (NFTs), partnered with UNHCR to empower refugees in Georgia through blockchain technology. Three artworks were digitized and broken up into 6,075 individual pieces. Using an online paint platform, each part was re-created by refugees who digitally hand-drew each piece and were paid on the blockchain for their work.

The pieces were sold as NFTs and raised the equivalent of nearly \$300,000, which was donated to support UNHCR’s work in Georgia and global programmes in livelihoods, education, shelter, protection and health. The project showcases how UNHCR can leverage blockchain technology to help create opportunities for a better future for people forced to flee.



Energy and environmental protection

UNHCR/Colin Delfosse

Malian volunteers maintaining the solar panels used to power water pumps for the tree nursery in Mbera camp in Mauritania.



1.6 million people of concern had access to clean cooking fuel.
Target: 1.7 million
2020 result: 1.6 million

Results and achievements

In 2021, UNHCR worked to improve access to sustainable and clean energy for forcibly displaced and stateless people and to boost environmental protection in refugee-hosting areas.

By strengthening collaboration with partner organizations, UNHCR enhanced the technical expertise available to support access to energy. For example, NORCAP deployed nine energy experts in eight UNHCR operations, supporting assessments and implementation of sustainable energy access programmes with direct impact on refugees and their hosts. The [Geneva Technical Hub](#), in collaboration with the [Swiss Agency for Development and Cooperation](#), deployed two experts to help solve complex technical energy challenges. In Kenya, for example, an expert installed energy meters to support the conversion of diesel generators to renewable energy.

UNHCR provided access to fuels and stoves to people of concern in 18 countries, helping with daily cooking needs, with adaptations to take account of local cultural preferences, existing resources and environmental considerations. Progress towards cleaner cooking, which reduces emissions and reduces health risks, was made in Algeria, Angola, [Bangladesh](#), Burkina Faso, Ethiopia, Kenya, Niger, [Rwanda](#) and Uganda, mostly by adopting liquified petroleum gas. In Bangladesh, for example, UNHCR and partners provided nearly 100% of refugees and about 14,000 host community households with clean fuel and technology for cooking, while supporting reforestation activities. In Jordan, 44% of refugees reported having used cash for utilities to satisfy their energy needs.

3,789 hectares of degraded land were rehabilitated through reforestation activities in refugee-hosting areas. About 3.8 million trees were planted in Chad, [Cameroon](#),

Ethiopia, Kenya, Rwanda, South Sudan, Sudan, Uganda and the United Republic of Tanzania. In Rwanda, for example, UNHCR and MINEMA launched tree-planting activities in three camps. The Refugee Nursery Cooperative supported by UNHCR in Rwanda's Mahama refugee camp raised over 70,000 tree seedlings of different species.

Within the [ESDS \(Energy Solutions for Displacement Settings\) programme](#), in partnership with GIZ and as part of the COVID-19 response, local and national authorities in Uganda were supported with the solarization of six health centres, providing them with electricity 24 hours a day. The quality of basic services greatly improved for 60,000 refugees and over 10,000 local people. In Kenya, a renewable energy system scale-up programme started, led by UNHCR, with the potential to provide 31 schools and seven health facilities improved access to electricity, benefiting up to 69,000 students and 150,000 patients.

Following advocacy by UNHCR, the African Development Bank approved the \$80 million [Mozambique Energy for All](#) programme to enhance Mozambique's power exports, improve power quality both domestically and regionally and increase the number of electricity connections within the country. Within five years the programme plans to connect nearly 49,000 households, supporting the electrification of refugee and IDP settlement areas in Nampula province.

To support its advocacy, UNHCR mapped the energy programmes of the major development actors and international financial institutions in 25 refugee-hosting countries, a significant milestone on the path towards greater inclusion of refugees in energy development programmes.

Challenges and unmet needs

UNHCR estimates 20-25 million trees are cut down in and around refugee settlements each year. 90% of this deforestation is driven by the urgent need for cooking fuel. As the wood collection perimeter widens with deforestation, women and children must travel further to collect wood, putting them at increased risk of gender-based violence.

Underfunding has hindered UNHCR's efforts to meet the cooking needs of the target population in an environmentally sustainable way. UNHCR's [Refugee Environmental Protection \(REP\) Fund](#) aims to invest in long-term reforestation and clean cooking programmes in climate-vulnerable refugee situations, generating the first-ever large-scale refugee-produced carbon credits.

Lack of infrastructure and limited rural services mean communal facilities and households do not have reliable electricity supplies in most of the developing countries hosting refugees. UNHCR plans to strengthen its catalytic role and collaborate with development actors, hosting governments and other specialized partners to mobilize sufficient resources for long-term investments in electricity for refugees and their hosts.

Schools and health centres are often powered by costly and polluting diesel generators, if they have any access to electricity at all. UNHCR is aiming to transition away from diesel by solarizing facilities that are currently powered by diesel generators. To speed up this process, UNHCR launched Project Flow, a revolving fund that provides financial and technical support for the design and installation of renewable and hybrid systems, supporting operations with limited technical capacity. For more on the REP Fund and Project Flow, please refer to the "Climate action" section of the *Global initiatives* chapter.



3,789 hectares of degraded land were rehabilitated through reforestation activities in refugee-hosting areas.
Target: 5,000 hectares
2020 result: 3,000 hectares



Supporting the urban displaced

© UNHCR/Mohammad Hawari

Marwa, 23, a Syrian refugee living in Irbid, Jordan, is a keen artist who recently graduated from Luminus College where she studied fashion and textiles. She fled her home in Aleppo seven years ago and now works as a seamstress at Classic Fashion Apparel.



Results and achievements

UNHCR supported the efforts of local authorities as frontline responders and service providers in refugee situations all over the world in 2021. Local authorities contributed to a “Good practices & innovative approaches” [dashboard](#) for a stocktaking event in the lead-up to the High-Level Officials Meeting, an opportunity to reflect on progress in implementing pledges amid the pandemic. The event organized with the [Global Task Force on Migration](#) – which brings UN bodies together with municipalities, mayors and local governments – attracted more than 200 city representatives. Local authorities shared [17 key recommendations and challenges](#) faced in implementing programmes and initiatives for refugees. The cities of Arua and Koboko in Uganda, Kakuma in Kenya, and Gabiley in Somalia made new pledges toward the Global Compact on Refugees in 2021.

93% of people of concern living in cities (in 46 countries) had access to primary health care through the national system on the same basis as nationals. Target: 80% 2020 result: 92%



83% of people of concern living in cities (in 46 countries) had access to secondary and tertiary health care through the national system on the same basis as nationals. Target: 70% 2020 result: 75%

UNHCR provided technical advice as a strategic partner of the Mayors Migration Council’s [Global Cities Fund](#), an initiative that provides financial assistance to cities for COVID-19 and climate-related projects supporting refugees, IDPs and migrants. In 2021 grants were made to Barranquilla and Medellín in Colombia; Lima, Peru; Quito, Ecuador; Mexico City, Mexico; Beirut, Lebanon; Freetown, Sierra Leone; Addis Ababa, Ethiopia; and Kampala, Uganda.

UNHCR developed the municipalities toolkit “[Effective inclusion of refugees - Participatory approaches for practitioners at the local level](#)” with the Migration Policy Group and in collaboration with local authorities, service providers, civil society and refugee-led organizations across Europe. It was field-tested in Bulgaria, Finland, Greece, Italy, Malta, Poland and Serbia and tweaked accordingly. The toolkit consists of a step-by-step handbook, supporting videos and assessment tools.

Home to over 1,800 families displaced due to conflict in Ethiopia’s Somali region, Addis Ababa’s Koyefeché settlement is an entry point for IDPs arriving in the city. With the support of the Mayors Migration Council’s Global Cities Fund, to which UNHCR is a strategic partner, the Addis Ababa City Administration is connecting over 1,000 homes within Koyefeché to the city’s primary potable water system and helping 40 residents of Koyefeché to establish small businesses with seed funding and micro-financing.

In Denver in the United States, the [New Americans Integration Network](#) aims to integrate immigrants and refugees into the workforce while addressing economic mobility barriers. Key are partnerships that bridge communities through learning and sharing as a part of the [Immigrant Integration Sponsorship](#) grant programme that, together with matching funds, donations, and volunteers, contributed over \$100,000 for community-led events and projects in 2021.

UNHCR supported the Mayor’s Office in Medellín, Colombia, to develop integration centres (*Centros de Integración-Integráte*). Tripartite alliances with the public and private sectors of Medellín allow sustainable socioeconomic integration for refugees and migrants, including through training, support for entrepreneurship and labour inclusion. In coordination with UNHCR, 91 refugees and migrants completed the “graduation approach”, a sequenced, time-bound, participant-centred intervention to get families out of poverty. UNHCR expects to scale up this approach in coordination with the Government.

UNHCR supported vocational training for women entrepreneurs in Istanbul’s Gaziosmanpaşa Municipality in Istanbul,

where UNHCR’s partner [World Academy for Local Government and Democracy](#) helps them gain the culinary skills to produce pasta, pickles and jam, and a social cooperative sells their goods in the market. UNHCR also expanded a vocational training programme in Kocaeli Metropolitan Municipality where refugees gaining industrial skills are registered by the Turkish Employment Agency’s system and enter the official job matching system in Kocaeli province.



67% of households in urban areas paid rent with cash assistance received from UNHCR. Target: 80% 2020 result: 76%

Challenges and unmet needs

Local authorities and city networks sometimes face systemic challenges, when national policies may not be in place to support local solutions that the cities are trying to achieve via their programmes and initiatives for refugees. Ensuring that municipalities are included in planning and empowered to participate in respective policy-making forums would be key to addressing these gaps.

Not enough information exists on barriers to achieving inclusion and social cohesion in cities. Cities also lack adequate data on their refugee residents, which would help to meet their needs and understand the social and economic contribution made by refugees. Refugees are not always included in national and local development or strategic plans, making it challenging for local authorities to access funding to expand services to meet the needs of refugee residents. Many cities include refugees, IDPs and migrants in their existing services without adequate financial resources.



Local integration and other local solutions

© UNHCR/Gianni Bulacio

Samira and two fellow Venezuelans run a car repair workshop in Salta, Argentina. Their tools were bought with UNHCR's support under the Potenciar project, which provides refugees and migrants with technical assistance, learning opportunities and social support to start new businesses or expand existing ones.

Global Strategic Priorities
Local integration
See p. 14 for GSP result



32 refugee situations where refugees were supported to integrate.
Target: 15
2020 result: 42

Results and Achievements

Local integration and other local solutions for refugees are gradual processes in which refugees settle and integrate into the community of the country of asylum. At and following the Global Refugee Forum, several countries and organizations committed to advance and promote local integration and other local solutions through socioeconomic inclusion and/or residency and/or naturalization and, despite the pressures of the pandemic, successes are already being seen.

UNHCR's approach is to promote government leadership and engage development actors, civil society, municipalities, the private sector and academia in promoting and supporting local integration and other local solutions. In 2021, UNHCR, the [Migration Policy Group](#) and integration stakeholders in Bulgaria, Finland, Greece, Italy, Malta, Poland, and Serbia developed a [toolkit](#) for municipalities, helping local-level practitioners to support inclusive initiatives.

UNHCR supported the development of government-led comprehensive solution

strategies that take into account local integration and other local solutions, such as the [Solutions Initiative](#) for South Sudan and Sudan, as well as the reactivation of local working groups on [integration in Brazil](#). UNHCR and the International Council of Voluntary Agencies published "[Local solutions for refugees: key considerations](#)". UNHCR developed a comprehensive refugee integration and inclusion strategy and multi-year action plan in Albania. A six-pillar Joint Roadmap requested by the Government of Kenya led to an ongoing discussion to consider potential local solutions for refugees. Following a regional agreement on a [roadmap for solutions for refugees from Côte d'Ivoire](#), UNHCR published a [Comprehensive Solutions Strategy](#) with a three-pronged approach that included advocating for permanent residency status and/or facilitating naturalization and socioeconomic inclusion for Ivorians opting to stay in asylum countries.

UNHCR commissioned studies on refugee inclusion and integration in Spain and, with the World Bank, a [socioeconomic study on Kakuma camp](#) in Kenya. UNHCR conducted four studies on inclusion into social protection systems, regarding

[COVID-19, Europe, Africa](#) and [World Bank-funded projects](#). Based on these studies, UNHCR developed a roadmap for inclusion of people of concern in social protection systems in 2022-2025.

UNHCR undertook capacity-building of government agencies in Albania, Armenia, Bosnia and Herzegovina, Bulgaria, Hungary, Macedonia, Mexico, Morocco and elsewhere. This included helping to facilitate access to information and to develop, implement and coordinate self-sufficiency strategies to support the integration of refugees, including inclusion/access to social protection systems, housing programmes, the labour market and public services, employment opportunities/jobs and language training. UNHCR also assisted government agencies in issuing IDs to refugees to help them access public services, legal assistance and counselling. In Georgia, Guatemala and Morocco, UNHCR supported information campaigns and coexistence activities, while in Niger it launched out-of-camp strategies to promote integration opportunities and social cohesion.

UNHCR worked with the World Bank to support governments in the design and implementation of World Bank-funded social protection projects in Burundi, Cameroon, Chad, the Republic of Congo, the Democratic Republic of the Congo, Djibouti, Ethiopia and Mauritania. All 14,000 refugee

households hosted in Mauritania were enrolled in the national social registry, with 6,000 receiving cash transfers, whilst 4,500 vulnerable households were assisted in the COVID-19 response through the African Development Bank.

UNHCR's advocacy and support to governments and refugees also led to the issuance of residence permits in Albania and North Macedonia, and UNHCR assisted the Government of Guinea-Bissau in naturalizing around 7,000 refugees.

Challenges and unmet needs

The impact of COVID-19 and its accompanying restrictions hampered the implementation of plans and initiatives and exacerbated the economic downturn. This affected governments, companies, host communities and others who might be in a position to offer opportunities for refugees, as well as refugees themselves. In some instances, the complexity of governments' internal coordination and communication inhibited socioeconomic inclusion, and in some situations, policy and legal restrictions prevented legal local integration from going ahead. Restrictions related to the pandemic significantly affected the number of advocacy events. More investment is required to enable UNHCR to advocate with governments and popularize the arguments in favour of the local integration of refugees.

© UNHCR/Alanna Ferreira



Bradesco Bank supports UNHCR in building hope and promising futures for thousands of forcibly displaced people

Since 2018, Bradesco Bank has been one of UNHCR's top private sector donors in Brazil. After a hiatus in 2020, Bradesco reiterated its commitment to UNHCR and donated \$200,000 in 2021. This contribution was vital to assist more than 60,000 people in Brazil who voluntarily relocated from the north of the country to other cities, where they could build a more promising future. Globally, Bradesco Bank's flexible funding is critical to cover life-saving activities, especially during emergencies.



Resettlement and complementary pathways

© UNHCR/Stefan Lorint

Mariam and Muhammad came from Eritrea with their three children, Karim (7), Feruz (5) and Ferdoz (3), and live in the Emergency Transit Centre in Timisoara, Romania, while awaiting resettlement in the Netherlands.

Global Strategic Priorities
Resettlement
Protection and solutions
See p. 14 for GSP results

Results and achievements

The COVID-19 pandemic significantly impacted the capacity to provide third country solutions to refugees in need in 2021.

Despite COVID-19, UNHCR submitted 63,190 refugees to 23 countries for resettlement, a 60% increase from 2020. Most refugees submitted originated from the Syrian Arab Republic (25,774), the Democratic Republic of the Congo (13,121), Eritrea (2,690), Sudan (2,599) and Somalia (2,386). 39,300 refugees departed on resettlement to 20 different countries, an increase of 72% from 2020. 50% of the submissions were women and girls, and 52% were children. 19% of the submissions were made on an urgent or emergency basis. The largest number of UNHCR-facilitated departures were from Türkiye (7,382), Lebanon (6,246), Jordan (4,374), Egypt (3,729) and Rwanda (2,506). Although departures out of Libya were put on hold for several months in 2021, 748 people of concern to UNHCR were evacuated to Emergency Transit Mechanisms in Niger and Rwanda, and to Italy.

UNHCR worked on data-sharing agreements with several States and with IOM. A new global resettlement submission protocol was rolled out for data-sharing with the United States of America, strengthening integrity and identity management and providing the necessary processing efficiency for large-scale resettlement.

UNHCR and OECD launched a [report](#) and [dashboard](#) examining a decade of refugee admissions on family, study and work permits, in the years 2010-2019. Data on 2021 admissions will be available towards the end of 2022. While indicative numbers suggest that many refugees benefited from work, study and family permits, accurate data related to admission through complementary pathways remains a significant challenge for UNHCR, States and other partners.

The [Global Task Force on Third Country Education Pathways](#), which is supported by UNHCR, developed and issued [minimum standards](#) for engaging in education pathways. The Task Force played a key role in the development of the proposal for education pathways in the United States.



39,300 refugees resettled through UNHCR.
Target: 80,000
2020 result: 22,800



23 countries received UNHCR resettlement submissions.
Target: 33 countries
2020 result: 25 countries

The Global Family Reunification Network remained a key platform for sharing good practice and advocating for refugees' increased access to family reunification, including in response to the Afghanistan crisis. New education programmes were launched in France and Mexico, as well as labour mobility programmes in Australia, Canada and the United Kingdom. Use of humanitarian admission and humanitarian visas in Belgium, Germany and Italy offered safe humanitarian pathways additional to resettlement.

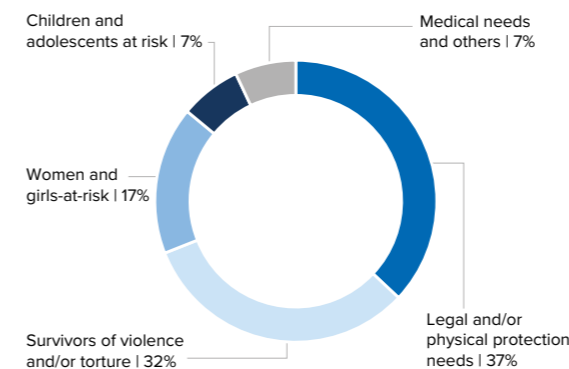
The [Global Refugee Sponsorship Initiative](#) supported States and civil society to pilot and expand community sponsorship in Australia, Belgium, New Zealand and the United Kingdom.

The [Sustainable Resettlement and Complementary Pathways Initiative](#) (CRISP) supported States and stakeholders to realize commitments under the Global Compact on Refugees, with an update of the ["Integration handbook"](#), a key reference text on the integration of resettled refugees, and ["Opportunities for Growth"](#), a report by UNHCR and the Migration Policy Institute. The CRISP also supported strategic capacity-building aspects of Project GROW, an initiative launched by UNHCR to improve integration outcomes of refugees. The most advanced GROW pilot was launched in Argentina in 2021.

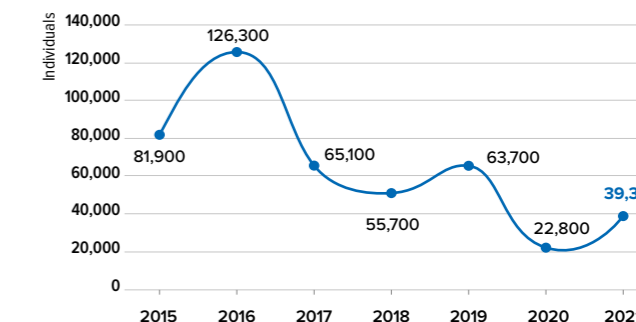
Challenges and unmet needs

The [Three-Year Strategy \(2019-2021\)](#) target of finding solutions for 240,000 refugees through resettlement and complementary pathways in 2021 was not met. Resettlement quotas provided by States remained far below the estimated needs of 1.45 million refugees, with only 81,570 places allocated for new submissions. Some States redirected available resettlement places to Afghan evacuations. While border and travel restrictions were lifted, COVID-19 continued to hamper efficient internal and external resettlement processing in several key operations despite the piloting of remote processing methods. The number of departures, at 39,300, remained far below the 80,000 target of the Three-Year Strategy. Consequently, protection and solutions were offered to less than 4.3% of refugees in need of resettlement in 2021. In addition, planned field visits by the [Priority Situations Core Group](#) had to be cancelled. Similarly, travel restrictions slowed arrivals on complementary pathways, and development and expansion of programmes. Serious limitations on family reunifications remained in place. Complementary pathways advocacy efforts were further affected by limitations in data and information management systems related to admissions which remain incomplete and indicative in nature, both at UNHCR operational level and within State systems.

GLOBAL RESETTLEMENT SUBMISSIONS BY CATEGORY | 2021



GLOBAL RESETTLEMENT DEPARTURES* 2015-2021



*Includes only UNHCR-facilitated departures



Voluntary repatriation

© UNHCR/Hanna Qassis

Ethiopian returnees arrive in Dire Dawa International Airport from Kenya as part of voluntary repatriation supported by UNHCR.

Global Strategic Priorities
Voluntary return and reintegration
See p. 14 for GSP result



Results and achievements

In the course of 2021, 429,000 refugees returned to their country of origin — an increase of 71% from 2020, with more regular returns as COVID-related restrictions eased and borders reopened.

of the recommendation in countries of asylum, while offering technical support on exemption procedures. Returnees receive a cash grant to support their reintegration, and UNHCR is working with the African Development Bank on potential multi-year area-based support for returnee communities. UNHCR also supports a Government-led solution initiative for the CAR situation and development of a solution roadmap in 2022 that will mobilize collective action and engage development actors.

Under the [tripartite agreement](#) between Cameroon, Nigeria and UNHCR, nearly 4,000 refugees returned to Nigeria. UNHCR initiated projects in return areas to protect housing, land and property rights, facilitate livelihoods opportunities and engage development actors. 13,000 refugees returned from the Democratic Republic of the Congo (DRC) to Burundi and the CAR in 2021. In Cameroon, the CAR and Nigeria, almost 630,000 IDPs returned to their places of origin. In the East and Horn of Africa and the Great Lakes region, over 342,000 refugees returned home, including 66,000 Burundians who returned with UNHCR's assistance, compared to 40,000 in 2020. 270,200 refugees spontaneously

429,000 refugees returned to their country of origin.
2020 result: 251,000



40 situations where refugees were supported to return voluntarily in safety and dignity in line with Global Compact on Refugees.
2020 result: 41



The crisis in Afghanistan hindered prospects for voluntary repatriation, although 791,000 IDPs returned in the last four months of the year. 1,400 Afghan refugees returned home, with UNHCR assistance including cash grants, COVID-19 vaccinations and mine risk awareness training.



UNHCR supported returns through provision of cash assistance in accordance with the guidance [note](#) as well as legal assistance and information.

Challenges and unmet needs

The pace of returns was limited by persistent problems in many countries of origin, including fragile peace processes, continuing insecurity and a failure to address the original drivers of displacement. Returns are often impossible because schools, medical facilities, roads and other infrastructure have been destroyed, housing, land and property have been destroyed or occupied, services are severely overstretched or unavailable, and employment opportunities are limited. In addition, many refugees and IDPs do not return to their areas of origin but choose urban locations, especially if they resided in cities or towns during their displacement, becoming invisible amongst the urban poor.

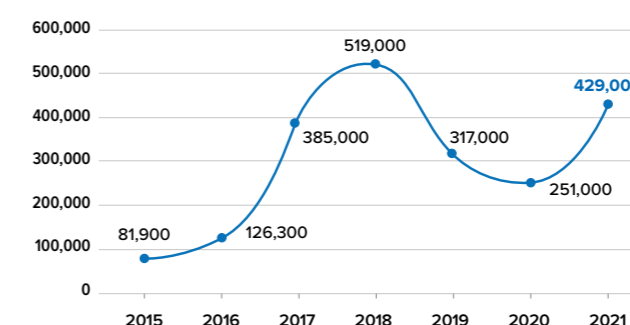
While addressing root causes is primarily the responsibility of countries of origin, their capacity to do so is intrinsically linked to meaningful international support. The Global Compact on Refugees acknowledged that the international community has a responsibility in addressing obstacles to return and facilitating its sustainability.

returned to South Sudan, for a total of over 500,000 self-organized returns since 2017. In response to the growth of self-organized returns, UNHCR developed a solutions-oriented, area-based approach targeting high return areas through investments in medium- to long-term development and peace interventions, called “Pockets of hope,” to be piloted in 2022.

Under the October 2020 Solutions Initiative for Sudan and South Sudan, UNHCR worked with both Governments, the Intergovernmental Authority on Development (IGAD) and other partners to galvanize a stronger collective response to humanitarian, development and peace-related needs in communities affected by forced displacement. The Governments, with UNHCR and IGAD support, are developing durable solutions strategies, which will complement efforts to revive both countries' economies and reduce the drivers of forced displacement.

In the Middle East, around 36,500 refugees returned to the Syrian Arab Republic from Egypt, Iraq, Jordan, Lebanon and Türkiye, a similar number to 2020, although a [survey](#) suggested 70% of Syrian refugees wish to return. While UNHCR does not support returns to the Syrian Arab Republic, it is preparing to support returns, when the conditions are right, guided by the Comprehensive Protection and Solutions Strategy and the Global Compact on Refugees and working with the Government and partners to address obstacles to voluntary return.

REFUGEE RETURNEES | 2015-2021





Parfait Hakizimana poses in his taekwondo kit at the Mahama refugee camp in Rwanda, holding trophies and medals that he won before joining the Refugee Paralympic team.

© UNHCR/Anthony Kumbaha

Global Strategic Priorities
Mobilization of support
See p. 17 for GSP result

GLOBAL COMMUNICATIONS



UNHCR communicates through the strategic publication of press releases, news comments and briefing notes, and through powerful stories and messaging that reflect the diversity of the people it seeks to protect and support, as well as its own staff and operations around the world. These communications generate support for forcibly displaced and stateless people and amplify their voices. It [counters xenophobia, disinformation and divisive rhetoric](#) about people forced to flee, in line with the UN [“Strategy and plan of action on hate speech”](#). UNHCR engages in campaigns and events that are promoted by a diverse group of Goodwill Ambassadors and high-profile supporters. Using up-to-the-minute data and metrics, UNHCR continually fine-tunes its communications while keeping the voices of forcibly displaced and stateless people at the forefront.

On World Refugee Day (WRD), the theme “Together we heal, learn and shine” put a spotlight on refugee contributions in three areas: health care (including the pandemic response), education and sports. It also emphasized inclusion. Nine of the top 15 media peaks were also driven by UNHCR’s proactive communications pieces – around World Refugee Day, the Global Trends report, the Afghanistan and Ethiopia emergencies, and initiatives led by Goodwill Ambassadors Alphonso Davies and Gugu Mbatha-Raw.

In 2021, the [#IBelong](#) campaign to end statelessness marked 60 years since the adoption of the 1961 Convention on the Reduction of Statelessness and welcomed two new accessions to the statelessness conventions: Iceland and Togo. The campaign highlighted the risk of a [COVID-19 vaccine gap](#) for stateless people and urged governments to include everyone on their territory in vaccination schemes, regardless of their ability to prove

49,800 pieces of media coverage were generated by UNHCR, a 45% increase from 2020 and the highest level of media interest in refugees in over three years, as well as the largest share of voice among peer agencies.

30% and **16%** year-on-year growth in media coverage mentioning WRD and the Global Trends Report respectively.

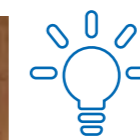
their nationality. Campaign publications included [“I am human”](#), a study of statelessness in the United Kingdom, and [“Sex discrimination in birth registration”](#), a report on women not having the right to register a birth in some countries. The campaign’s multimedia storytelling showcased birth registration campaigns in Nigeria, the Philippines and the Republic of the Congo. A new visual identity was developed for the final three years of the campaign.

UNHCR’s diverse network of Goodwill Ambassadors (GWAs), supporters and digital influencers reached a large global audience – including 200 million people via social media. UNHCR’s GWA family includes people from all regions and from varied circumstances, who can share messages and media about UNHCR’s work in an authentic voice. Many are refugees, including UNHCR’s first footballer GWA, [Alphonso Davies](#). Highlights included the award-winning film, [The Journey](#), which celebrated the participation of refugee athletes in the Olympics and Paralympics. GWA content enabled UNHCR to bring refugee voices to a huge audience through partner channels, including EuroSport, BuzzFeed Tasty and SportBible. In 2021, UNHCR also launched a digital influencer engagement programme, bringing in younger voices to support the cause of forcibly displaced and stateless people.



7,200+ pieces of media coverage delivered by GWA initiatives that directly raised \$2 million in funds.

© UNHCR/Abdullahi Osman Othari



The UNHCR Nansen Refugee Award 2021

The [UNHCR Nansen Refugee Award](#) has a rich legacy. Since 1954, more than 60 individuals and organizations have been recognized for improving the lives and communities of people who have been forced to flee. In 2021, UNHCR honoured [Jeel Albenah Association for Humanitarian Development](#) (JAAHD), a non-profit organization founded by an internally displaced person that provides emergency services to thousands of other displaced Yemenis. The prize of \$150,000 was jointly donated by the Swiss and Norwegian Governments.

Five regional winners received a Nansen certificate:

- [Diambendi Madiega](#), a small-scale farmer and practitioner of traditional medicine from Burkina Faso who welcomed thousands of IDPs into his home.
- [Roukiatou Maiga](#), the President of the women’s association Djam Weli (translated as “peace is good”), an agricultural association that has helped many internally displaced people in Burkina Faso.
- [Saleema Rehman](#), an Afghan refugee living and practising medicine in Pakistan. She is the first female Afghan refugee doctor of Turkmen origin. She hopes to set a path for girls in her community as well as continuing to provide care for refugees in need.
- [Santiago Ávila](#), a Honduran social worker and director of Jóvenes Contra la Violencia (Youth Against Violence), an organization that helps young people escape gang violence.
- [Nikola Kovačević](#), a Serbian lawyer spending his time between legal courts and Serbia’s borders with Hungary and Croatia. He represented almost 30% of the asylum seekers who have been granted protection in Serbia.



Secondary school students walk home in Abu Shouk camp for internally displaced people in North Darfur, Sudan.

© UNHCR/Modesta Ndubi

A Letter to World Leaders

West Darfur, Sudan, April 2022

I was born in Sudan in 2003, and into conflict. In fact, when I was born, my family had already fled their home once due to violence, and they had to flee again shortly after my birth as the war worsened and grew closer. I still live in a camp for internally displaced people. I am a simple guy, coming from a poor family. But being poor is not what makes me sad. What makes me sad is war and fighting, because I feel like my country is dying in front of me and I'm not able to do anything to help. But I try not to feel like that.

People around me are fighting. I am fighting too, but in a different way – by going to school. I go to the local village school. I want to combat ignorance, and I have goals. I am always there –standing in front of the students telling them that life can be good and telling them what love and peace could mean. I want my nation to move from a place of ignorance to a place of knowledge. I plan to create youth groups, where young people can gather to discuss our differences and figure out ways to get along. When I finish my secondary schooling, I want to go abroad to university. When I come back, I will help rebuild Sudan. We need hospitals and universities and much

more. Sudan has a lot of challenges, but I know we can solve them. Someday, Sudan can serve as a model to other nations struggling with violence.

I live with my parents and brothers and sisters and love spending time with my family. My father and mother never had the chance to go to school. My father was a hunter. He tried to talk to people about peace, but no one listened – he thinks it's because he was not an educated man. He passed along his dream of spreading peace to me. I used to work as a carpenter to support my family, but now I only have one job: to go to school. At school, I study the Koran, Arabic, history and English as well as other subjects. My favourite book is *Treasure Island*, by Robert Louis Stevenson. Once I've mastered English I want to learn French!

My greatest wish is to see the people in my nation sitting together, laughing. I'm sure that one day that will happen. Many people don't think I, or people like me, belong because of our religion. But I want to be a bridge, and I've gathered people together around me to realize my goals of working with young people in the community to teach them that everyone has rights.

One of the people who makes me believe peace is possible is Eyman, a friend I met who lives in the local village. She and I learned about the UNHCR Journalist Mentorship Programme at the same time and joined together, even though we had just met and are from different communities. We decided right away we wanted to learn more ways to bring peace to our country – to stop racism, jealousy, tribalism and anything else that works against justice and equality. We wanted to learn how to tell our story and how to write and speak well in English to let others hear our stories as well. Being a bridge is not easy – where we live, even two people from different communities being seen together could put them in danger but Eyman and I decided to do this whatever the cost to us.

As I am writing this, violence has come again. I can hear gunfire. Eyman knows people who died in the recent fighting.

When UNHCR asked me to write a letter, they asked what I might like to tell world leaders. That is really a powerful question! I would like the leaders of the world to help us, and our country, and everyone who has been forcibly displaced. We need more schools and hospitals, for example. **But mostly we need peace.**

I know that the challenges facing the leaders of the world are not easy. But those who have been displaced also have ideas and can share them. We can relate our stories and tell people of the world what has happened to us and work with them to find ways to keep anyone else from being forced to leave their home.

But first, I want to finish my studies. Someday I want to travel outside the country to a university – the best university! I want to learn more about life there, and then I want to come back to my country and continue to be a bridge between people who now are only fighting.

Radwan I.

Radwan I. and Eyman J. were recent participants in UNHCR's Refugee Journalist Mentorship Programme, a project created to support refugees, internally displaced and stateless people who want to tell the important stories of today. Their last names have been withheld for protection reasons.

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 72nd session took place from 4 to 8 October 2021. 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 2021, there were 107 ExCom members in the following table – in blue – which also shows the States parties to the 1951 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.

	Convention relating to the Status of Refugees and its Protocol		Conventions on the Status of Stateless Persons and the Reduction of Statelessness	
	1951	1967	1954	1961
Afghanistan	2005	2005		
Albania	1992	1992	2003	2003
Algeria	1963	1967	1964	
Angola	1981	1981	2019	2019
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		
Canada	1969	1969		1978
Central African Republic (the)	1962	1967		
Chad	1981	1981	1999	1999
Chile	1972	1972	2018	2018
China	1982	1982		
Colombia	1961	1980	2019	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	2018	2018
Holy See	1956	1967		
Honduras	1992	1992	2012	2012
Hungary	1989	1989	2001	2009
Iceland	1955	1968	2021	2021
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	2019	
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
North Macedonia	1994	1994	1994	2020
Norway	1953	1967	1956	1971
Pakistan				
Panama	1978	1978	2011	2011
Papua New Guinea	1986	1986		

	1951	1967	1954	1961
Paraguay	1970	1970	2014	2012
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		
South Sudan	2018	2018		
Spain	1978	1978	1997	2018
Sudan	1974	1974		
Suriname	1978	1978		
Swaziland	2000	1969	1999	1999
Sweden	1954	1967	1965	1969
Switzerland	1955	1968	1972	
Tajikistan	1993	1993		
Thailand				
Timor-Leste	2003	2003		
Togo	1962	1969	2021	2021
Trinidad and Tobago	2000	2000	1966	
Tunisia	1957	1968	1969	2000
Türkiye	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	146	147	96	77

In 2021, Iceland and Togo acceded to the 1954 and 1961 Conventions on the status of stateless persons and on the reduction of statelessness.

In 2021, Malawi became the 107th ExCom Member.

ACRONYMS

3RP Regional Refugee and Resilience Plan in response to the Syria crisis

AAP Accountability to affected people

ACSG Asylum Capacity Support Group

AFD French Development Agency

AfDB African Development Bank

AGD Age, gender and diversity

BMZ German Federal Ministry for Economic Cooperation and Development

BTP Business Transformation Programme (UNHCR)

CAR Central African Republic (the)

CCCM Camp coordination and camp management (cluster)

CERF Central Emergency Response Fund

COMPASS Planning, budgeting and reporting system (for UNHCR)

CRIs Core relief items (UNHCR)

DAC Development Assistance Committee (OECD)

DAFI German Albert Einstein Academic Scholarship Programme for Refugees

DCO Development Coordination Office (UN)

DG INTPA Directorate General for International Partnerships (EU)

DRC the Democratic Republic of the Congo

EAC East African Community

ECOSOC Economic and Social Council (UN)

Enabel Belgian development agency

EU European Union

ExCom Executive Committee of the High Commissioner's Programme

FAO Food and Agriculture Organization (UN)

GAM Global acute malnutrition

GCR Global Compact on Refugees

GIZ German Agency for International Cooperation

GDT Global Distribution Tool (UNHCR)

GPC Global Protection Cluster

GRF Global Refugee Forum

GSC Global Shelter Cluster

GSM Global Stockpile Management (UNHCR)

GSPs Global Strategic Priorities (UNHCR)

GWA Goodwill Ambassador

HIM Hostage incident management

HIV and AIDS Human Immunodeficiency Virus and Acquired Immunodeficiency Syndrome

HLOM High-level Officials meeting

HR Human Resources

HRC Human Rights Council

IASC Inter-agency Standing Committee

ICGLR International Conference for the Great Lakes Region

ICT Information and communications technology

ICVA International Council of Voluntary Agencies

IDA International Development Association (World Bank)

IDA International Disability Alliance

IDP Internally displaced person

IFRC International Federation of Red Cross and Red Crescent Societies

IGAD Intergovernmental Authority on Development

ILO International Labour Organization

IMO International Maritime Organization

IOM International Organization for Migration

IPSAS International Public Sector Accounting Standards

JICA Japan International Cooperation Agency

JPO Junior Professional Officer

.../...



ACRONYMS

.../...

LGBTIQ+ Lesbian, gay, bisexual, transgender, intersex and queer

MDB Multilateral development bank

MHPSS Mental health and psychosocial support

MIRPS Comprehensive Regional Protection and Solutions Framework in Latin America

MoU Memorandum of understanding

NGO Non-governmental organization

Norad Norwegian Agency for Development Cooperation

NORCAP Norwegian Refugee Council's global provider of expertise

NRC Norwegian Refugee Council

OCHA Office for the Coordination of Humanitarian Affairs (UN)

OECD Organization for Economic Cooperation and Development

OHCHR Office of the United Nations High Commissioner for Human Rights

PPE Personal protective equipment

PRIMES Population registration and identity management ecosystem (UNHCR)

PSEA Prevention of sexual exploitation and abuse

R4V Inter-agency coordination platform for refugees and migrants from Venezuela

RBM Results-based management (UNHCR)

RLO Refugee-led organization

RMRP Regional Refugee and Migrant Response Plan for refugees and migrants from the Bolivarian Republic of Venezuela

RRP Refugee Response Plan

RSD Refugee status determination

SADC Southern Africa Development Community

SDG(s) Sustainable Development Goal(s)

SIDA Swedish International Development Cooperation Agency

SOGIESC sexual orientations, gender identities, gender expressions and sex characteristics

SSAR Solutions strategy for Afghan refugees

UNAIDS Joint United Nations Programme on HIV/AIDS

UNCDF United Nations Capital Development Fund

UNCTAD United Nations Conference on Trade and Development

UNDP United Nations Development Programme

UNDS United Nations development system

UNESCO United Nations Educational, Scientific and Cultural Organization

UNFPA United Nations Population Fund

UN-Habitat United Nations Human Settlements Programme

UNICEF United Nations Children's Fund

UNITAR United Nations Institute for Training and Research

UNODC United Nations Office on Drugs and Crime

UNVs United Nations Volunteers

UN-Women United Nations Entity for Gender Equality and the Empowerment of Women

WASH Water, sanitation and hygiene

WFP World Food Programme

WHO World Health Organization



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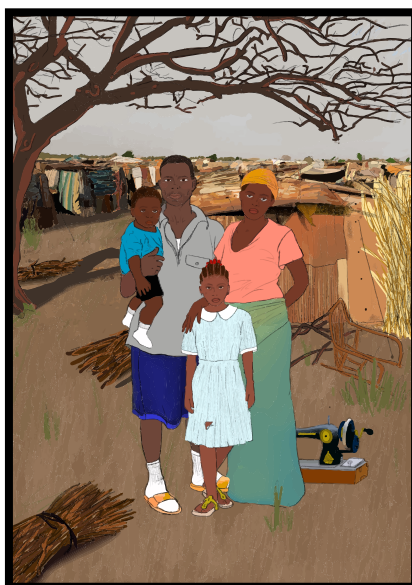
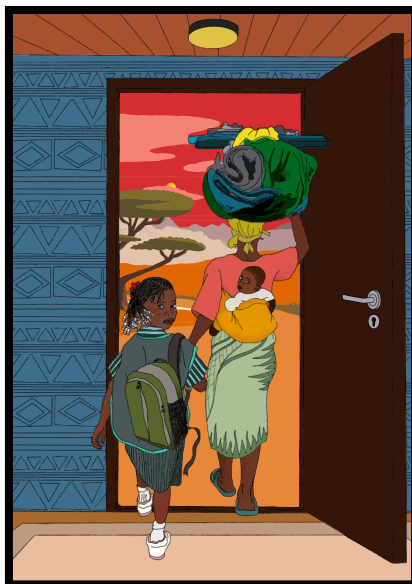
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The cover and back cover illustrations of the Global Report 2021 feature art from a story written by Prince Lokendo and illustrated by Lynn Maurer. Prince is a Refugee UN Volunteer, who works as an Assistant to UNHCR's Global Reports and Appeals Section. Lynn is a design intern in the Section. The full story can be read at <https://reporting.unhcr.org/globalreport2021>.

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