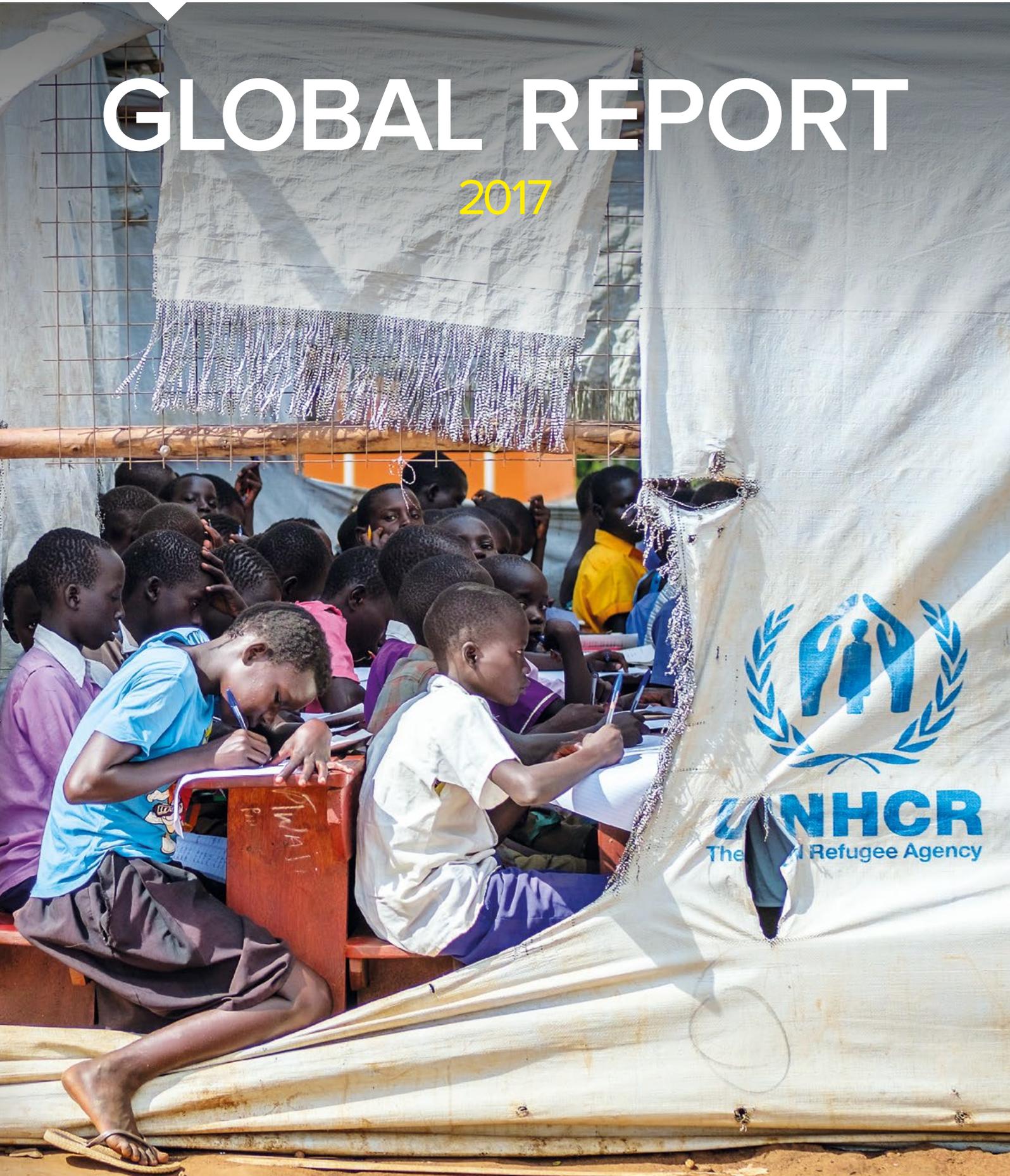




UNHCR
The UN Refugee Agency

GLOBAL REPORT

2017



UNHCR
The UN Refugee Agency

GLOBAL
REPORT
2017

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

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OVERVIEW OF 2017

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REGIONAL SUMMARIES

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Global Focus website audience in 2017



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



UNHCR IN 2017 MISSION

The High Commissioner for Refugees is mandated by the United Nations to lead and coordinate international action for the worldwide protection of refugees and the resolution of refugee problems. To date (December 2017), 148 States are parties to the 1951 Convention relating to the Status of Refugees and/or to its 1967 Protocol.

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

UNHCR's Executive Committee (101 member States as of October 2017) and the UN General Assembly have authorized involvement with other groups. These include former refugees who have returned to their homeland; internally displaced people; and persons who are

stateless or whose nationality is disputed. To date (December 2017), 89 States are parties to the 1954 Convention relating to the Status of Stateless Persons and 70 to the 1961 Convention on the Reduction of Statelessness.

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

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

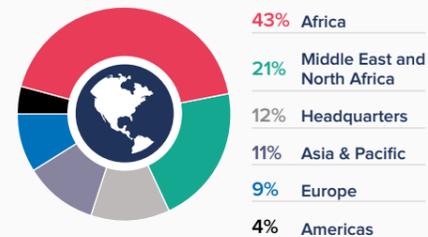
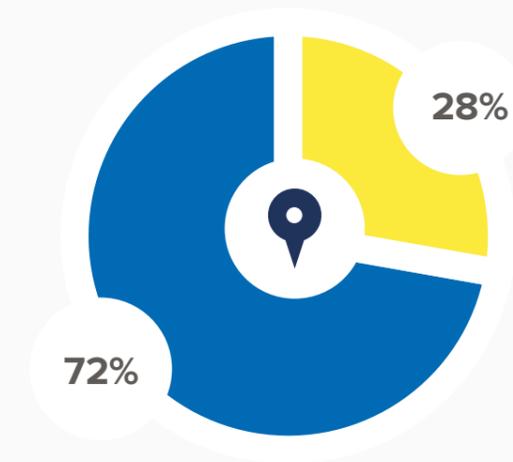
GLOBAL PRESENCE

UNHCR IS PRESENT IN 130 COUNTRIES WITH 478 LOCATIONS

15,273 GLOBAL WORKFORCE
11,423 STAFF MEMBERS
3,850 AFFILIATE WORKFORCE MEMBERS*

STAFF MEMBERS

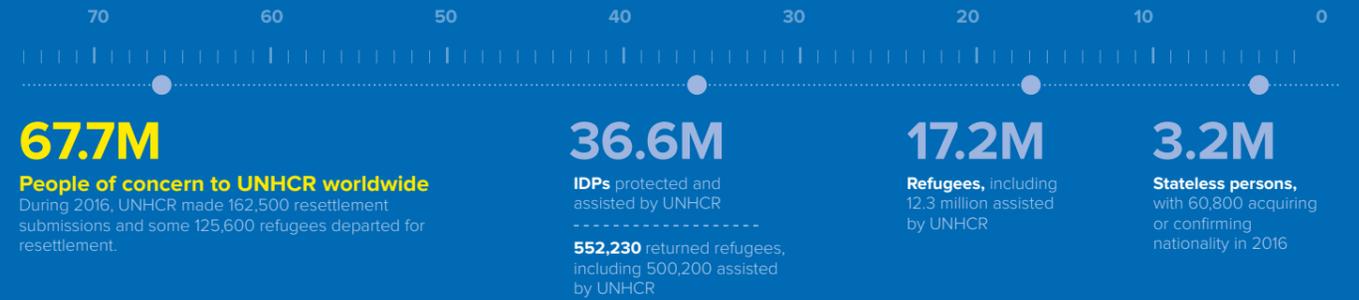
● International ● National



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

JANUARY

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



2017 PEOPLE OF CONCERN INCREASED BY 5.4%

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

TOP 10 REFUGEE-HOSTING COUNTRIES



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

UNHCR EXPENDITURE



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

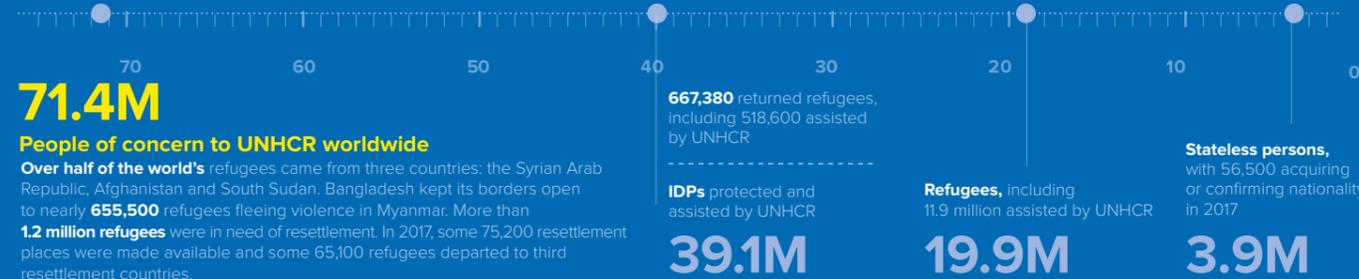
TOP 10 DONORS



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

DECEMBER

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



A world in turmoil

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

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

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

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

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

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

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

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

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

An emerging model for change

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

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

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

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

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

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

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

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

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

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

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

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



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

UNHCR: looking ahead

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

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

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

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

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

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

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

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

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

Mobilizing resources and diversifying support

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

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

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

Rising to the challenge

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

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

The Special Envoy

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

While in Geneva, she delivered the annual lecture for the Sergio Vieira de Mello foundation. In her speech, "In Defence of Internationalism", she called on governments to renew their commitment to diplomacy and to the UN, saying that "there is no shortcut to peace and security, and no substitute for the long, painstaking

effort to end conflicts, expand human rights and strengthen the rule of law." She warned of the dangers of "narrow nationalism masquerading as patriotism," and urged citizens to "keep alive the flame of internationalism," adding that "a world in which we turn our back on our global responsibilities will be a world that produces greater insecurity, violence and danger for us and for our children."

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



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

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

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

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

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

—Angelina Jolie, UNHCR Special Envoy