

UNHCR provided tents, plastic sheets and kitchen equipment for families affected by Typhoon Haiyan in the Philippines

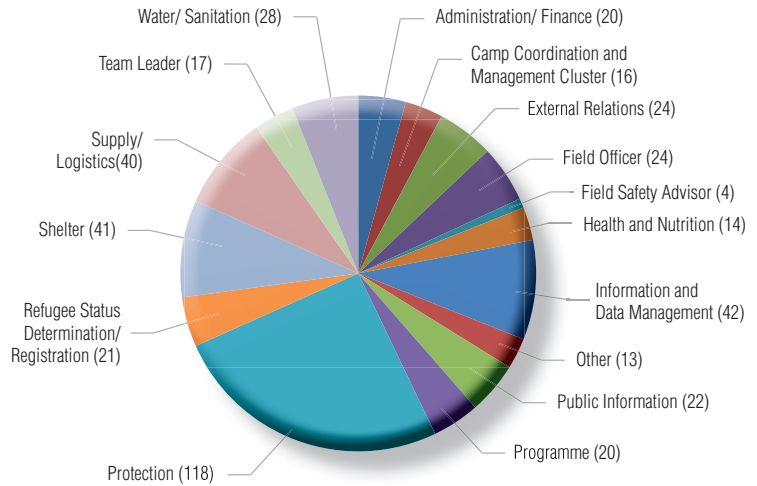


Responding to Emergencies

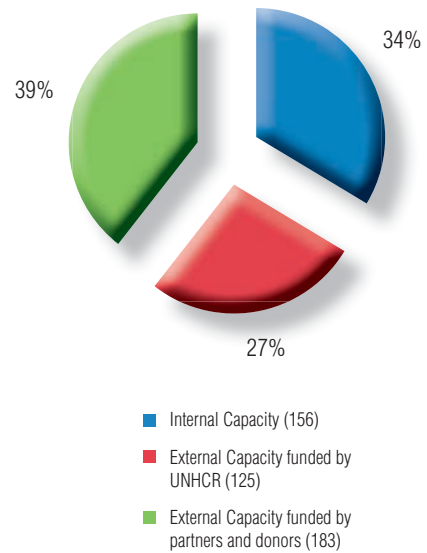
UNHCR's response to a challenging combination of large-scale emergencies in 2013 continued to focus on: ensuring the protection of people of concern through a robust emergency preparedness and response capacity; maintaining the security and safety of staff and people of concern; and assuring the efficient delivery of goods and relief items. This chapter includes a summary of main achievements, as well as articles on two emergency-related topics. More information on UNHCR's emergency work can be found on its website and related emergency portals. ●●●

Numerous situations required emergency response in 2013. They included ongoing operations for emergencies that had begun in previous years, such as the Syria crisis and the displacement of ethnic minorities in Myanmar, as well as new emergencies related to refugee outflows from the Central African Republic (CAR) in April; the influx of Sudanese refugees into Chad; refugee arrivals from the Democratic Republic of the Congo into Uganda; and the displacement of South Sudanese, internally and across borders. UNHCR also responded to the emergency in the Philippines caused by Typhoon Haiyan, as well as to internal and cross-border displacement as a result of violence which broke out in the CAR at the end of the year. Besides providing protection and coordinating assistance in refugee situations, UNHCR contributed to inter-agency efforts to meet the needs of internally displaced people, deploying senior staff to serve as cluster coordinators and delivering non-food assistance.

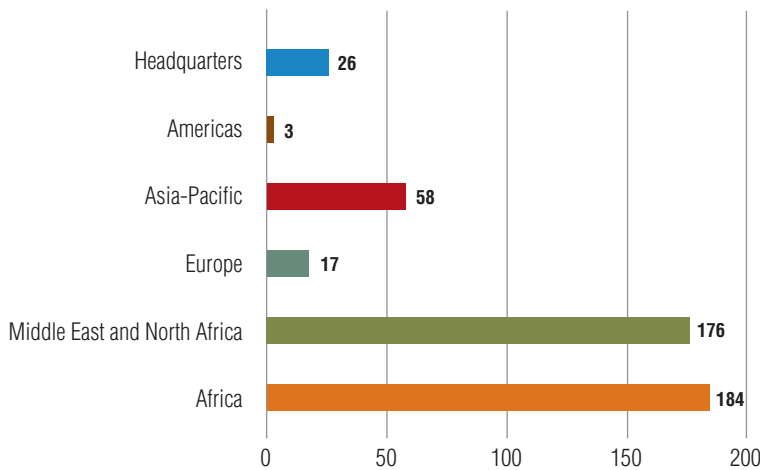
Number of deployments by type



Breakdown of deployments by source of staff and funding



Number of deployments by region



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The provision of solar lanterns demonstrates UNHCR’s commitment to the protection of refugee women and children, who need to be able to walk around safely at night. It also helps children study. It is important to procure more environmentally friendly relief items on behalf of the communities we serve.

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—Terry Morel, Director of the Division of Emergency, Security and Supply

Emergency response capacity and effectiveness reinforced	
Support emergencies through the deployment of staff and analyse deployment trends	<ul style="list-style-type: none"> 464 staff deployed to support 43 country operations, out of whom 156 were from UNHCR and 308 partner staff Database for emergency deployments developed and online application process for the Emergency Response Team (ERT) launched Technical deployable capacity in livelihoods, shelter, WASH, public health and information management, as well cluster-related shelter, protection and CCCM expertise, strengthened and expanded
Continue to strengthen the supply chain of core relief items for humanitarian emergencies	<ul style="list-style-type: none"> Global stockpiles that can be mobilized within 72 hours maintained for up to 600,000 people of concern In total, 15,687 metric tons of relief items provided to people of concern, including through 53 airlifts
Capacity, skills and knowledge fostered and developed	
Enhance emergency preparedness through the Regional Centre for Emergency Preparedness (eCentre) in Tokyo, Japan	<ul style="list-style-type: none"> 15 inter-agency seminars and training events held in the Asia-Pacific region, focusing on emergency management, operations in complex security environments, and security risk management, as well as emergency preparedness for the Afghanistan situation The Asia-Pacific Emergency Management (APEM) Platform, composed of 40 key governments and NGOs, launched
Enhance contingency planning	<ul style="list-style-type: none"> The Preparedness Package for Refugee Emergencies (PPRE), which provides guidance, tools and templates for preparedness measures, developed Regional contingency planning for the Afghanistan situation in 2014 facilitated by the eCentre
Support emergency operations with new or updated tools	<ul style="list-style-type: none"> Protection in Emergencies Toolbox developed In partnership with emergency.lu, mobile software applications on site planning and core relief items developed
Provide thematic training for emergencies	<ul style="list-style-type: none"> 3 Workshops on Emergency Management (WEM) held 120 participants from UNHCR (101) and standby partners (19) trained 17 senior staff trained in the Senior Emergency Learning Programme (SELP) 2 Situational Emergency Trainings conducted in Chad and Ethiopia
Inter-agency and strategic partnerships strengthened	
Strengthen partnerships for emergency preparedness	<ul style="list-style-type: none"> 17 standby partnerships in place, including a new partnership with the International Humanitarian Partnership (IHP) for emergency response capacity and preparedness Guide to UNHCR's Emergency Standby Partners and a brochure on "Responding to Emergencies Together" developed Mass communication initiatives strengthened through UNHCR's new membership with the CDAC (Communicating with Disaster Affected Communities) Network
Implement the inter-agency Transformative Agenda	<ul style="list-style-type: none"> Participation in the Emergency Directors Group, Task Team on Early Warning/Early Action, and the level 3 emergency simulation exercise continued Transformative Agenda protocols included in UNHCR learning programmes and emergency training Two level 3 emergencies in CAR and the Philippines supported
Participate in the UN Security Management System	<ul style="list-style-type: none"> Close collaboration with UNDSS maintained Participation in the Inter Agency Security Management Network (IASMN) continued
Policy development strengthened	
Strengthen policy development for supply chain management and procurement	<ul style="list-style-type: none"> Standard Operating Procedures for Warehouse and Inventory Management developed Two guidance notes on procurement in emergencies developed and disseminated
Enhance coordination	<ul style="list-style-type: none"> New Refugee Coordination Model (RCM) developed
Security management reinforced as an organizational culture	
Implement the plan of action to strengthen a culture of security within UNHCR	<ul style="list-style-type: none"> Number of field security advisers increased to 58 Field support ensured through over 540 days field security advisors spent on mission Security budget and oversight monitored
Increase security awareness and skills of UNHCR and partner staff	<ul style="list-style-type: none"> 695 staff trained through the Security Management Exercise, the Security Management Learning Programme, the training on Safe and Security Approaches in Field Environments, High-Risk Environment Training, and driver training
Global supply management optimized for efficient delivery	
Strengthen global fleet management	<ul style="list-style-type: none"> Global system for fleet management launched
Enhance supply chain	<ul style="list-style-type: none"> Staff capacity enhanced in 14 country operations through a wide range of supply management and procurement trainings Enhanced warehouse and delivery structure prepared and implemented, including significant improvement of procedures and controls over warehouse and inventory management

Delivering in high-risk environments

UNHCR's goal is to ensure that its staff can remain present in even the most difficult situations to provide life-saving protection and assistance to those in need, without endangering their own lives. This is a growing challenge in many places where the Office operates, which are prone to high levels of violence and where attacks against humanitarian workers are frequent. UNHCR staff are regularly compelled to make difficult decisions on whether to stay and deliver or to evacuate, particularly in remote locations where security and infrastructure are extremely limited.

In December 2013, UNHCR was forced to move its staff out of Yida, in South Sudan's Unity State, following a flare-up of violence. This was a tough decision as some 70,000 refugees in the area were depending on support from UNHCR to meet their basic needs. UNHCR's Yida team stayed as long as it could, despite news of groups carrying out ethnically motivated attacks. Tensions mounted

after a national staff member of an NGO was killed as he tried to board a plane, and armed youths began making inquiries about the location of UNHCR staff. When the detachment of 16 peacekeepers left Yida, it was decided that the UNHCR team could no longer stay. As the UNHCR staff boarded a United Nations plane for evacuation, armed youths encircled the airfield in pick-up trucks, although they did not prevent their departure. After order was re-established in Unity State and a careful security assessment conducted, UNHCR staff returned to Yida, where they now continue to protect and assist the refugee population.

Similarly, the exceptionally volatile situation in the CAR at the end of 2013 forced many of UNHCR's national staff to flee their homes. At the height of the violence, several were forced to take shelter with their families in a protected United Nations compound. Some staff members remain unable to return to their homes, yet report to work each day, undeterred by the threats

they face in the midst of continuing violence.

The Office continues to invest in a diverse team of safety advisers whose main goal is to facilitate the delivery of programmes in difficult environments. UNHCR's preparedness efforts and business-continuity plans help it to meet its responsibilities in situations where its staff are forced to leave their duty station, while also allowing it to resume normal work at the first opportunity. Staff safety is a priority for UNHCR's 58 field safety advisers who are responsible for conducting risk analysis, putting in place mitigation measures, coordinating with other actors on the ground and ensuring that staff are properly trained. They also help assure the security of people of concern. Also key to UNHCR's approach to security is an insistence on the neutrality and impartiality of its work, which helps engender community acceptance of its operations.

Brightening up lives

In December 2013, Typhoon Haiyan struck the central Philippines, displacing some 4 million people. The devastation left thousands of people in and near Tacloban City without homes, schools or health clinics, and destroyed basic infrastructure. UNHCR immediately deployed an emergency team to boost its capacity in the country, speeding up the delivery of emergency assistance to those who needed it most.

This assistance included tents, plastic sheeting, kitchen sets, blankets and other household items. With much of the affected region

left without electricity for weeks after the typhoon hit, UNHCR also distributed solar lanterns to 19,000 families in need. Almost half of the lanterns were donated by the Koinonia Foundation based in the United States. In addition to providing light for up to eight hours, the lanterns help charge mobile phones, enabling people to stay in touch and receive information.

The distribution of solar lanterns is part of UNHCR's sustainable procurement initiative, launched in 2012. Not only are solar lanterns better for the environment, as they do not require any firewood

or kerosene, but they have been shown to reduce protection risks, particularly sexual and gender-based violence. Violence and theft are common at night in refugee communities, and solar lanterns can make a real difference.

UNHCR is now introducing solar lanterns as a standard part of its relief packages. All operations worldwide will be able to order the lanterns from UNHCR's Supply Service in Budapest. UNHCR is also introducing solar-powered street lights and cooking stoves in some operations in order to make life safer and easier for displaced people. ■

UNHCR distributes winter aid airlifted to north-east Syria

This article is an adapted version of a UNHCR news story

30 DECEMBER 2013



GO PHOTOS

A man whose family has been displaced collects blankets and other supplies during an aid distribution this month in Al Hassakeh.

QAMISHLY, Syria, December 2013 | *Emergency winter aid airlifted to north-east Syria by the UN refugee agency in the past two weeks is being distributed to more than 50,000 vulnerable people in isolated areas.*

The UNHCR airlift from Erbil, Iraq, of some 300 tonnes of aid began on December 17 and was completed on Sunday, when the 12th and final flight landed at Qamishly International Airport in Al Hassakeh governorate. The chartered flights were carrying items such as thermal blankets, plastic tarpaulins, kitchen sets, sleeping mats, jerry cans and hygiene supplies.

“Every day we are distributing the airlifted relief supplies to more than 2,500 displaced people in Al Hassakeh governorate,” said Tarik Kurdi, UNHCR’s representative to Syria. He added that the items would help more than 50,000 needy people in the region who have gone without adequate relief supplies for months.

The flights, made possible under an agreement with the Iraqi and Syrian authorities, began as winter cold and record snowfall struck the Middle East, bringing new hardship to some 9.3 million vulnerable

people across Syria, including an estimated 6.5 million internally displaced Syrians. The World Food Programme (WFP) and the UN Children’s Fund (UNICEF) also flew in vital aid from Erbil.

It is the first time the UN has used Iraq as a hub to deliver relief items into Syria. Road convoys to eastern Syria have been perilous since May because of continuing conflict.

Over 2013, the UN refugee agency has helped more than 3.2 million people in all of Syria’s 14 governorates. In addition to its distribution of more than 8 million core relief items, UNHCR has provided health care to more than 970,000 Syrians and delivered polio vaccines to hard-to-reach areas.

UNHCR has also rehabilitated 89 collective shelters housing displaced people. Its cash assistance programmes have also reached almost 190,000 particularly vulnerable people throughout the country. ○