

# GLOBAL PROGRAMMES

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## POLICY PRIORITIES

In 2002, UNHCR re-committed itself to ensuring that the policies on the empowerment of **refugee women**, and mainstreaming gender equality become a reality wherever the organisation operates. Core elements of this pledge were expressed in the Five Commitments to Refugee Women made by the High Commissioner in December 2001. They are: ensuring the participation of refugee women in all management and leadership committees; registering refugee women on an individual basis, and providing relevant documentation; developing strategies to counter sexual and gender-based violence; ensuring direct participation of refugee women in the management and distribution of food; and supplying sanitary materials to all women and girls in need of such materials.

UNHCR worked through partnerships with national NGOs, civil society, governments and UN agencies and progress was made towards achieving 50 per cent representation of women in all management and leadership committees in refugee camps and return areas. In Africa, UNHCR focused on building leadership skills amongst refugee women, and providing education and vocational training. In Guinea, the Men's Association for Gender Equality promoted women to leadership positions through community sensitisation campaigns. In the Americas, partnerships with civil society helped promote women to leadership positions. Targeted activities improved the leadership skills of indigenous and Afro-Colombian displaced women in Colombia. In the Middle East, in Tindouf in Algeria, UNHCR supported refugee women through organising seminars and providing women's centres. In Asia and the Pacific, in a series of workshops in Thailand, refugee men made commitments to refugee women to promote their rights and participation in leadership.

UNHCR and partners are closely following up on these promises. In Western Europe, UNHCR assisted in setting up Refugee Women Councils in Bulgaria and Belarus, to support their integration into local communities. The Kosovo Women's Initiative continued to work with local women's councils, engaging women in returnee communities to promote reconciliation and peaceful co-existence.

The commitment to provide individual registration documents for all refugee men and women has been a challenge due to financial constraints and the role played by men as heads of households. Despite this, urban refugee women in Zambia, the Central African Republic and Burundi, were able to request their own identity cards. Advocating issuance of individual identity cards is ongoing in Cyprus and UNHCR's legal aid network and information centres in Bosnia and Herzegovina continue to ensure that women are granted equal rights with men. UNHCR continues to advocate individual registration documents for all internally displaced persons (IDPs). In Colombia, 60 per cent of displaced men and 18 per cent of displaced women have personal identity cards, and in Mexico, UNHCR's advocacy efforts resulted in the issuance of title deeds for land grants to both male and female naturalised refugees. In the Middle East, only Egypt provided individual registration documents. Efforts are underway to improve the situation in other countries in the region.

UNHCR has developed a comprehensive approach to preventing and responding to sexual and gender-based violence (SGBV) in West Africa. This will be adapted for application in other countries on the continent. Concrete actions taken in the region included awareness raising activities on Human Rights/HIV/AIDS, advocacy on

equitable legislation, establishment of counselling services, camp-based police stations, development of a UNHCR Code of Conduct and increased numbers of female clerks for food distribution. In Central Europe, UNHCR ensured that psychiatrists, psychologists and therapists were available for survivors of SGBV. In Eastern Europe, UNHCR developed a response plan, after an in-depth study, to enable staff to better assist survivors of domestic violence. In the Americas, partnerships with specialised NGOs and support for legal aid has effectively assisted survivors of domestic and sexual violence. UNHCR conducted awareness raising campaigns to make efforts to combat SGBV in Ecuador, Mexico, Colombia, Costa Rica and Panama. In Asia and the Pacific, reports of such incidences are low, owing to cultural taboos on the discussion of sexual violence. Despite this, extensive prevention work is underway and the revised Guidelines on Sexual and Gender-based Violence are being field-tested in Thailand, Bangladesh and Indonesia.

UNHCR contributed to the plan of action devised by the Inter-Agency Standing Committee Task Force on Sexual Exploitation. Implementation of elements of the plan, such as designing an integrated training strategy on SGBV and human rights, is already underway. UNHCR and WFP have also reconfirmed their commitment to empowering women through the food distribution scheme governed by the revised Memorandum of Understanding.

Despite major constraints such as traditional cultural beliefs on the role of women and their already over-burdened work schedules, refugee women in the Democratic Republic of the Congo, the Republic of the Congo, Zambia, Burundi and Namibia regularly participated in food distribution. Similarly, in West and Central Europe as well as in the Americas, women participated directly in management and food distribution.

The provision of sanitary supplies to all refugee women and girls remained difficult,

given the current financial shortfall. To overcome these constraints in Africa and Asia, the Office purchased the sanitary packs made by women, as part of income-generation or self-help projects. It is envisaged that a recent generous donation from a major donor will further support women to receive sanitary supplies in Africa.

In June 2002, the High Commissioner emphasised the importance of the five Commitments by presenting letters of appreciation to five staff and five refugee women for their dedication in implementing these commitments. The *Agenda for Protection*, has incorporated the implementation of the five commitments, the agreed recommendations of the ten-year review of UNHCR's policy, and guidelines on Refugee Women. Training opportunities for staff are ongoing, and People Oriented Planning materials are being tailored to specific refugee situations. The UNHCR Gender Training Kit on Refugee Protection was completed in June. The kit brings together the core information documents on gender-mainstreaming and provides training materials on integrating the gender perspective in protection.

In Central and Eastern Europe, UNHCR is developing a Legal Manual on the Protection of Refugee Women's Rights in the Country of Asylum. A study and analysis of the impact of legislation in refugee-hosting countries on the protection and care of refugee women is underway. It will be a resource tool to assist with counselling, information dissemination, and practical resolution of cases where the rights of refugee women in their host country are an issue. Four priority areas of marriage and divorce; domestic violence and physical assault; sexual assault including rape; and reproductive rights, have been identified.

### **Outlook for July-December 2002**

Gender-mainstreaming is affected by staffing and budget constraints, inter alia, as

projects that promote the advancement of women are often the first to be threatened when resources are limited. Recent funding reductions will result in fewer training workshops on People Oriented Planning, SGBV and promoting gender equality. There will be fewer capacity-building opportunities for staff on priority issues currently under donor scrutiny. Direct support to field offices is often critical to closing the gap between policy and practice on providing protection to refugee women. Owing to the budgetary ceilings, support missions will have to be reduced in the second half of 2002 and consultations with refugees, staff and implementing partners will be fewer. In addition, activities focusing on food distribution and leadership building with urban refugees in Cairo, and refugees in Djibouti, will have to be curtailed.

At the end of 2001, there were an estimated 7.7 million **refugee children including adolescents**, roughly 39 per cent of the total refugee population. As a policy priority, UNHCR is seeking to mainstream children's issues into its overall protection and assistance activities. Increased emphasis is also being placed on inter-agency collaboration to ensure that the rights and protection needs of refugee children are met. UNHCR is also working in partnership with a wide range of UN agencies and NGOs, in particular, with UNICEF, Save the Children Alliance, ICRC and IFRC. The current global priorities for refugee children are: separation, sexual exploitation, abuse and violence, access to education, military recruitment, and the specific needs of adolescents. Additional and/or other regional priorities include detention and registration.

*An Independent Evaluation of the Impact of UNHCR's Activities in Meeting the Rights and Protection Needs of Refugee Children* was published by UNHCR in May 2002. The evaluation found that while UNHCR's policies are strong, organisational obstacles hamper their implementation. A plan of action to initiate changes and implement the recommendations endorsed by UNHCR is

being developed and should be finalised in the last quarter of 2002.

A paper on refugee children was prepared with DIP for the May 2002 meeting of the Global Consultations on International Protection. The meeting found that comprehensive guidelines for the protection of children were available, but that once again, they were not being adequately implemented. The Consultations concluded that protection encompasses legal, social and physical aspects, and placed high importance on education as a protection tool. The Refugee Children Co-ordination Unit (RCCU) undertook to ensure that children's issues were sufficiently reflected in the Agenda for Protection.

During October and November 2001, UNHCR and Save the Children (UK) visited Guinea, Liberia and Sierra Leone to explore allegations of sexual violence and exploitation as it affects refugee children. Allegations contained in their report of the involvement of workers of national and international NGOs and UN agencies, prompted UNHCR to request an investigation by OIOS. This took place in the early months of 2002. Its results will be shared with the General Assembly in the autumn. Meanwhile UNHCR is carrying out a range of activities aimed at preventing and responding to sexual and gender-based violence against refugees in these countries. An HQ-based Task Force was established, which developed a framework for action to address the problems of child abuse in West Africa. The Inter-Agency Standing Committee also established a Task Force on Protection from Sexual Exploitation and Abuse in Humanitarian Crises which has developed a plan of action at interagency level.

The interests of children affected by conflicts were addressed in the United Nations Special Session for Children in New York in May 2002. The statement by the High Commissioner and a side panel which included UNHCR, IRC, the Women's Commission on Refugee Women and Children, a senior advisor to the Canadian

Government, and a refugee adolescent, highlighted the issues of separation, exploitation, education, the specific risks and strengths of adolescents, the humanitarian security context and the plight of durable solutions. The Special Session's Outcome Document underlined the need to provide protection and assistance for children refugees in accordance with international law.

Five Senior Regional Advisors for Refugee Children cover East Africa, the Horn of Africa and the Great Lakes Region; West and Central Africa; Southern Africa; Eastern Europe, Central and Southwest Asia; and North Africa and the Middle East. In addition, a Senior Policy Advisor based in Brussels focuses on the joint UNHCR/Save the Children Alliance for Separated Children in Europe Programme. A cross-section of field staff located around the world are responsible for translating UNHCR policy into action. UNHCR is one of many agencies that have contributed to the production of the *Guiding Principles on Unaccompanied and Separated Children: Interagency Standards and Policies*, which will come into use shortly.

Since January 2002, the co-ordination function of the training and capacity-building initiative, *Action for the Rights of Children* (ARC), was transferred from UNHCR to the Save the Children Alliance office in Geneva. UNICEF and the Office of the High Commissioner on Human Rights (OHCHR) also gave approval for their logos to be placed on all ARC materials, reflecting the need for collaboration between agencies to address the protection and assistance needs of refugee children. This approach has also been strengthened at the regional level with the creation of inter-agency ARC steering groups in West Africa, East Africa and the Great Lakes Region. Several trainings and plans of actions were developed in these regions to systematically advance child rights. A workshop in Moscow addressed the needs of children seeking asylum in Eastern Europe. Training of Trainers (TOT) took place in Tbilisi in

conjunction with the UNHCR Regional Advisor on NGOs to further define joint actions to address the issues affecting refugee children in the Southern Caucasus. Activities were also initiated in the Far East with a TOT workshop for UNHCR staff and key operational partners in Thailand.

Under the joint UNHCR and Save the Children Separated Children in Europe Programme (SCEP), two TOT workshops were held in Budapest and Munich, and one seminar was held in Madrid. Country action plans were produced. Three articles on protection concerns of separated children were provided for German, British and Belgian publications. The Statement of Good Practice was reprinted, the SCEP Brochure was updated and the Newsletter continued to be published in the first half of 2002. A process of collecting best models related to separated children in the asylum process is underway. An external consultant was commissioned to undertake an evaluation of SCEP and the partnership, covering the period since the programme was initiated. The final report was issued at the end of June.

The High Commissioner's initiative to introduce the "Roots & Shoots" youth programme created by Dr. Jane Goodall into UNHCR refugee operations, led to UNHCR HQ hosting a mission from the Jane Goodall Institute. The mission has developed a proposal for collaboration with the RCCU to field-test the programme in pilot countries in the second half of 2002.

Since the endorsement of UNHCR's policy on older refugees at the 17<sup>th</sup> Meeting of the Standing Committee in 2000, the Office has continued to implement activities that address the distinct needs of **older refugees**. During 2002, the Community Services Unit at headquarters provided inputs on older refugees for the information kit of the Second World Assembly on Ageing that took place in Madrid in April 2002. In the third quarter of 2002, the Office will also contribute to the follow-up of the recommendations made in the International

Plan of Action on Ageing. To disseminate the UNHCR Policy on Older Refugees more widely, a brochure entitled *Older Refugees: a Resource for the Refugee Community*, previously distributed in English and French, has been printed in Arabic. The Arabic version will be distributed during the third quarter of 2002 to Arabic-speaking countries.

Addressing **environment**-related concerns remains an integral part of UNHCR's programme with several events in early 2002, highlighting the crucial role this work plays in securing and enhancing the welfare of refugees worldwide.

In western Kenya, for example, calls for the removal of refugees on environmental grounds were effectively countered after a comprehensive assessment was completed. Similarly, in eastern Sudan and Ethiopia, in the context of the ongoing repatriation to Eritrea, both Governments have requested continued support from UNHCR through its environmental management programme.

Providing technical assistance to field operations remained a priority in UNHCR's Environmental Management Work Plan for 2002. At the heart of a number of interrelated approaches and practices is the support for Environmental Demonstration Projects, with, among others, activities in Sudan which address environmental management and cater for the needs of refugees and local communities. Steps are also being taken to clean up and enhance the environmental conditions in recently closed camps in the east of the country. Another example is a project in southern Uganda where the focus is on soil conservation and crop yield enhancement, forest management and the promotion of energy-saving practices among refugees and local people. Former demonstration projects in Zimbabwe (permaculture), Rwanda (anti-erosion and reforestation) and Thailand (broad-scale environmental management) have now been successfully streamlined into country programmes. In related activities, direct technical support has been provided to field

offices in the Central African Republic, Kenya and the United Republic of Tanzania, where consultants have successfully undertaken detailed reviews of all environment-related programmes. In Pakistan, similar assistance has been instrumental in designing a standard approach to assessing needs and opportunities for environmental restoration of former refugee-hosting areas. Action plans emanating from these missions are helping field offices to re-orient their 2002 and 2003 programmes and provide more practical means for follow-up and monitoring.

A major new focus in 2002 has been the need to address environmental restoration in refugee-affected areas, including camps scheduled for closure. Working with an international conservation agency in Pakistan, preliminary surveys were undertaken to determine priority needs and best approaches to restore the environment in some of the 200-plus affected sites. Initial investigations in countries in East and the Horn of Africa identified 35 camps which may close in the coming two to three years. According to one of UNHCR's partner in Ethiopia and Sudan, significant inputs will be required to address the identified needs, which could be best addressed by UNHCR's community-based approaches supported through its Environmental Demonstration Projects.

Catering to the needs of UNHCR programme staff and implementing partners, UNHCR continues to update its series of guidelines and practical handbooks for field practitioners. New titles completed in the first half of 2002 include *Guidelines on Environmental Impact Assessment* and handbooks on *Fuel-efficient Cooking Options* and *Sustainable Agriculture*. A new guideline on *Environmental Considerations in the Life Cycle of Refugee Camps* has been drafted. When complete, this guideline will greatly facilitate site selection, camp design and management, filling an important gap in the literature available to camp planners and managers. The second half of 2002 will also

see a revision of the *Environmental Guidelines* drafted in 1996 and a new *Handbook on Livestock and Animal Husbandry in Refugee Operations*.

Significant advances continue to be made in terms of defining the best approaches to, and developing materials for environmental assessments, monitoring and evaluation, under the aegis of the Framework for Assessing, Monitoring and Evaluating the Environment in Refugee Operations (FRAME) Project. In Guinea and Uganda, fieldwork to determine possible approaches using satellite imagery and geographic information systems are ongoing. Complementing this, a workshop was organised in Conakry in early 2002 to introduce findings to date, determine the needs of interested parties, and identify steps to be taken to enable this initiative to continue once this project is complete. Research and field-work has also started on participatory approaches to assessment and monitoring. A user guide to monitoring environmental indicators has been distributed to all offices; follow-up and an evaluation of needs will be carried out in the second half of 2002. This work is supported by a small number of strategically located Data Managers, whose role is to develop and operate computer databases to capture and analyse relevant information for planning and monitoring. To guide the development and finalisation of written and practical outputs, UNHCR is in the process of assembling a small task force, comprising staff from Headquarters, field offices and external agencies.

Building on lessons learned from the past few years, UNHCR, in collaboration with the UNESCO Programme of Education for Emergencies and Reconstruction (PEER), has started to re-orient its focus on environmental education. It was observed that integrating environmental subjects into school curricula was time and resource-consuming, expensive, and that it was difficult to measure its impact. UNHCR and UNESCO PEER staff are now designing a series of generic materials (schoolbooks,

training manuals, practical guidelines for teachers, as well as games and other non-formal awareness raising materials) which can, with minor alterations, be adapted to any setting. The new materials have been tested in Ethiopia, Sudan and Zambia, and more trials are envisaged before their finalisation in 2003.

Distribution of a resource pack to assist UNHCR Offices, implementing partners and refugees engaged in World Environment Day 2002 proved to be an effective means of stimulating action and awareness in many countries. From Bosnia to Thailand and the Central African Republic to Georgia, practical activities such as clean-up operations of town parks and rivers, waste paper collection and recycling, as well as tree planting, were embraced by refugees, local people and, in certain instances, national authorities. Enthusiasm for such simple practical actions demonstrate how UNHCR can effectively catalyse positive action for environmental management which brings immediate benefits to people.

### **Outlook for July – December 2002**

Key activities for the second half of 2002 include the finalisation of an environment restoration strategy, developing natural resource management plans for selected camps, improved programme management and delivery mechanisms, and the broadening of environmental activities by integrating these into other programmes, including environmental conservation measures in agriculture-based local integration projects as part of durable solution for refugees. Regional and national environmental management training workshops will also be supported. Three national workshops have already been supported in the Central African Republic, Ethiopia and Tanzania and others are scheduled for the latter half of 2002.

Given UNHCR's current funding situation, the goals of this programme may not be fully achieved. Some anticipated activities like

demonstration projects and provision of technical support to field operations will have to be scaled down. Uncertainty regarding the financial situation may also cause delays in implementation. Nonetheless, efforts will continue to ensure that, regardless of the funding situation, a significant impact can still be made.

Strengthening **HIV/AIDS** programmes for refugees remains one of the organisation's main priorities. In pursuit of this aim, the following activities were undertaken during the period January to June 2002:

- The UNHCR Strategic Plan on HIV/AIDS 2002-2004 was finalised and shared widely within UNHCR and with inter-agency partners and donors.
- At the HIV/AIDS and Refugees' Advisory Group meeting, organised by UNHCR in February 2002, donors recognised the importance of sharing strategic plans with other organisations. They also acknowledged that UNHCR needs to work closely with UN theme groups in countries with National Aids Control Programmes, and to seek partnerships with these groups and other interested agencies. It was recognised that there is a need to document and disseminate best practices, to develop programmes to address IDP and returnee needs, and to situate programmes in Eastern Europe and in Asia, as well as to address refugee needs in Africa.
- The Inter-Agency Working Group on Reproductive Health in Refugee Situations (IAWG), held in April 2002, discussed ways to accelerate action in the fight against AIDS. As part of this inter-agency initiative, UNHCR is working with WHO, UNAIDS and other IAWG members to revise the *Guidelines on HIV/AIDS in Emergency Situations*.
- A special reference group on HIV/AIDS was formed by the Inter-Agency Standing Committee. UNHCR will play a co-ordinating role in activities: taking appropriate action to prevent HIV/AIDS as well as providing care to those

affected throughout all phases of an emergency.

- The three-year grant of USD 2.2 million from the UN Foundation for HIV/AIDS and young people is in its last year. With the remainder of the funds, UNHCR can only support three countries' programmes until mid-2002. Although active fund raising is underway, it has become clear that the lack of capacity in field offices hinders the development of state-of-the-art HIV/AIDS projects.
- UNHCR continues to encourage countries to liaise with UN and government partners to obtain funds from the Global Fund for Malaria, Tuberculosis and HIV/AIDS.
- Considering the highly negative impact that the HIV/AIDS pandemic has on food security for refugees, this issue was addressed in the text of the MOU signed between WFP and UNHCR on 9 July 2002. Both agencies will seize every opportunity to address the impact of HIV/AIDS on populations of mutual concern.

Efforts to **improve staff security management** within UNHCR continue to focus on three key objectives:

- Mainstreaming responsibilities through better integration of security concerns in operation planning, better definition of responsibilities and accountability of staff at all levels, and training to enable staff to respond appropriately to security risks;
- Establishing a more proactive approach to security management by enhancing monitoring and analytical capacity so as to better anticipate situations of risk;
- Maintaining minimum standards of security.

To increase and improve security training, UNHCR is developing an inter-active CD-ROM (expected to be completed at end 2002). It is a distance learning tool to ensure basic security training for UNHCR, as well as for

UN staff. Security staff deployed to the field have been training staff to respond more effectively to security risks through on-the-spot coaching, briefing and interventions.

From January to June 2002, UNHCR took action, both in the Office and as part of the overall UN security system, to increase its capacity and to improve the management of security for operations in the field. The posts created in 2001 were filled, and six Field Safety Advisors (FSA) were recruited and out-posted to the field. They are providing the enhanced security coverage needed in operations without FSAs or the required financial resources. Due to the increase in security staffing needs and the limits to post creations in UNHCR, more flexible mechanisms for deploying security staff to the field were also established. Deployment under the retainer-type contract was piloted, and owing to the success of this roster arrangement, it may be continued and expanded in the second half of 2002. Following the recommendations of the 2000 report on *Improving Staff Safety*, three staff welfare posts and one additional post for telecommunications were filled.

To further support UNHCR field offices to pro-actively manage security issues, FSAs at Headquarters increased their missions to the field to conduct security audits so that pre-emptive measures could be taken and security gaps addressed. By June 2002, a total of 16 security audits were conducted in various field locations. Regional security reviews are also being planned with the Regional Bureaux at Headquarters to highlight changes that have occurred in the security environment in country operations and to accordingly address any new security needs.

The co-operation between UNHCR and NGOs in humanitarian operations continues and a Field Security Officer was seconded to the UNHCR Office in Guinea from an international agency in order to provide security briefings, training and advice to the NGO community there.

Following a recommendation by the inter-agency working group on security led by UNSECOORD in 2001, UNHCR, during early 2002, spent USD 1.6 million out of the USD 3 million allocated for the Minimum Operating Security Standards (MOSS)- to upgrade security equipment, provide training and implement safety measures in duty stations where these are below standard.

## OTHER ACTIVITIES

Several activities were undertaken for the **Promotion of Refugee Law and Advocacy**. The Ministerial Meeting of States Parties to the 1951 Convention and/or its 1967 Protocol relating to the Status of Refugees, held in December 2001 as part of the Global Consultations on International Protection, gave new impetus to accessions to these instruments. During the first half of 2002, the Republic of Moldova and Ukraine acceded to both instruments while St. Kitts and Nevis acceded to the Convention only. This brought the number of States Parties to one or both of these instruments to a total of 144.

UNHCR worked with the Inter-Parliamentary Union (IPU) to promote refugee law amongst parliamentarians from 144 countries who participate in the work of the IPU. Following the release in December 2001, of a joint IPU-UNHCR "Guide to International Refugee Law," aimed at parliamentarians worldwide, the High Commissioner formally launched the publication during the 107<sup>th</sup> IPU Conference in March 2002 in Marrakech. The publication is available free of charge in Arabic, Bulgarian, English, French, German, Hindi, Italian, Portuguese and Spanish. UNHCR also launched the publication in Mombassa in April 2002, during a workshop on "Protecting Refugee Rights in East Africa: The Need for a Progressive Legislative and Policy Framework," attended by 20 parliamentarians from Kenya, Uganda and the United Republic of Tanzania.



Apart from training sessions at the national and regional levels, a course was organised in collaboration with the International Institute for Humanitarian Law in San Remo, in which 72 senior government officials, refugee law judges, NGO representatives and academics participated.

The **Reach Out project** is a refugee protection training initiative targeting mid-level NGO and Red Cross staff and is spearheaded by international NGO networks together with the IFRC. Reach Out aims to: improve understanding of basic refugee protection standards; clarify the roles and responsibilities of various players involved in protection; develop an awareness of pre-requisites for achieving durable solutions; identify protection vulnerabilities specific to refugee women and children; and generate ideas for joint UNHCR-NGO protection initiatives. Reach Out training is organised in close co-operation with UNHCR. During the first six months of the year, some 110 NGO and Red Cross staff underwent Reach Out training in the following locations: Chennai, India (18 to 20 February), Dakar, Senegal (10 to 12 March); Addis Ababa, Ethiopia (29 April to 2 May, Train-the-Trainers workshop); and Moscow, Russia (13 to 15 June). In addition, an introductory session on Reach Out for diplomatic staff working in Permanent Missions based in Geneva was held on 28 May.

Under **resettlement projects**, the UNHCR-ICMC Resettlement Deployment Scheme is used to boost the resettlement-processing capacity of UNHCR field offices. Through this scheme, qualified staff from NGOs and intergovernmental organisations are deployed to UNHCR field offices. During the first half of the year, 28 staff were deployed to 19 field offices worldwide (Angola, Argentina, Azerbaijan, China (both Peking and Hong Kong), Egypt, Ethiopia, Guinea, India, the Islamic Republic of Iran, Kenya, Russia, Saudi Arabia, Senegal, Sierra Leone, Tajikistan, the United Republic of Tanzania, Thailand, Uganda and Zambia). A training workshop for 21 participants to be deployed under the

scheme, was held in Washington D.C. in May, with the aim of enhancing proactive and systematic case identification, improving the overall quality of submissions of resettlement proposals and improve quality control.

UNHCR is supporting emerging resettlement countries and encouraging them to expand and diversify their resettlement quotas. The Office worked with authorities in Benin and Burkina Faso to identify potential improvements to their respective resettlement programmes. UNHCR is also working with the Governments of Chile and Brazil to help to expand their resettlement quotas and is pursuing discussions with a number of European countries that have expressed an interest in launching resettlement programmes.

In follow-up to the 2001 International Conference on the Reception and Integration of Resettled Refugees, UNHCR co-operates with tri-partite partners in the Integration Initiative, aimed at identifying and disseminating best practices for the integration of resettled refugees. The Canadian Council for Refugees is the focal point for a reference group on the initiative and has requested UNHCR and governments to promote twinning initiatives between traditional and emerging resettlement countries. An *Integration Handbook* was finalised by the Victoria Foundation for the Survivors of Torture, which is being translated into Spanish by *España con ACNUR*, UNHCR's national association in Spain.

Two joint refugee status determination and resettlement training workshops were organised in Amman (25 to 27 March) and in Macao (8 to 11 April) to improve the linkages between the various phases of the processing of refugee cases. Over 40 UNHCR field staff participated in these workshops. The Office is developing a new learning programme for practitioners involved in refugee status determination and

resettlement. It will be launched in the last quarter of 2002.

The **Refugee Status Determination project** is being used to assist in clearing backlogs in the processing of asylum claims, strengthening the overall management of refugee status determination and providing training on RSD to UNHCR and government staff. In the first half of 2002, the RSD project was implemented in Hong Kong (China), Cyprus, Egypt, Kenya, Lebanon and the Syrian Arab Republic. Five experienced consultants were deployed to provide support to field offices and the project covered the costs of 40 national staff and one professional post. In Hong Kong, the backlog of refugee claims pending decisions was cleared. In Egypt, UNHCR's regional office in Cairo continued to receive support to reduce the backlog of cases pending decisions. The waiting period between registration and initial interviews was reduced from two years to six months. In Kenya, over one year, the project contributed towards increasing the quality and integrity of the asylum process, while providing guidance to national eligibility staff. In Lebanon, the project sought similar outcome. In the Syrian Arab Republic, the project served to buttress the capacity of UNHCR's office to process asylum claims.

Individual refugees wishing to repatriate voluntarily to their countries of origin, whose needs are not covered under any other UNHCR assistance projects, continued to receive repatriation support under the **voluntary repatriation project**. Most of the activities are implemented in co-operation with IOM. During the first half of the year, the project helped 41 refugees to repatriate voluntarily.

In the first half of 2002, UNHCR was engaged in a wide range of **evaluation and policy analysis projects**, the most important of which was an evaluation of UNHCR's role in meeting the rights and protection needs of refugee children. Evaluations were also undertaken on issues such as UNHCR's programmes for internally displaced people,

UNHCR's response to the Afghanistan emergency, the community service function and UNHCR's policy on refugees in urban areas.

In 2002, the objectives for the registration project **PROFILE** were to develop standard registration procedures, revise the existing field guide for registration, develop a corresponding set of training materials, and re-launch the necessary staff training, while developing a standard database tool and testing new technologies such as biometrics. By combining revised registration procedures, along with normative and basic standards for registration, an updated handbook for registration will replace the current 1994 field guide. New tools will continue to be field-tested in ongoing registration, supported by three dedicated staff members (two based in Africa and a third to cover other regions). Minimum standards in areas such as individual registration, documentation and gender equity are progressively being implemented. Work on the PROFILE rationale and putting in place a project management structure has continued.

From January to June 2002, the Media Relations and Public Information Service was actively involved in various media activities through its **public information and media projects**. More than 50 Afghanistan Humanitarian Updates were posted on the UNHCR website; daily news stories on refugee-related issues accompanied by up-to-date photos were also posted on the site; materials were distributed to ensure global and local coverage of the June 20<sup>th</sup> World Refugee Day; timely and topical publications were produced by the Publications Unit, including two editions of UNHCR's flagship magazine *Refugees* devoted to women and environmental issues; 500,000 units of various materials including brochures and copies of *Refugees*, as well as booklets and posters were distributed to UNHCR field locations; 14 video spot news were distributed globally by the Video Unit through the European Broadcasting Union; numerous live interviews were conducted

from the PI studio; and 14,000 images were distributed by the Photo Unit, and four photo series were produced.

Media officers gave more than 50 press briefings at the UN, covering more than 150 different topics. Media relations officers worldwide managed to give some visibility to other less prominent operations, such as the returns to East Timor and parts of Sri Lanka, as well as the successful repatriation movements in the East and Horn of Africa and in West Africa. In Europe, UNHCR participated in a public discussion on asylum/migration issues, establishing itself as a principled but constructive partner of governments in industrialised countries.

In the first half of 2002, the focus on mass information programmes in the central Asian region shifted from emergency relief for an anticipated outflow of refugees from Afghanistan in the aftermath of 11 September 2001, to providing assistance for those going back. UNHCR's media activities in the region, also led to the broadcasting of a twice-daily 15-minute piece on returnee needs by an international news agency through its Dari and Pashtu services. Elsewhere, UNHCR continued its mass information campaigns under its facilitated return programme for Sierra Leonean refugees in Guinea.

Between January and June 2002, the Private Sector and Public Affairs Service (PSPA) pursued diverse **private sector and public affairs activities**.

The Private Sector Fund Raising Unit (PSFR) played an important role in seeking a broader donor base and creative solutions to attract new funds from the private sector and individual donors. The limited financial resources available for fund raising, have led the Unit to focus on a more efficient fund raising strategy including launching emergency appeals, seeking regular donations from individual donors, as well as focusing on some 10 to 15 countries for financial support.

The Public Affairs Unit (PA) promoted World Refugee Day and the Nansen Refugee Award, as well as providing visibility to UNHCR through its Goodwill Ambassador programme both internationally and nationally. In only its second year, World Refugee Day was commemorated in over 90 countries through a range of public events, round tables, drawing competitions among children, photo and art exhibitions, music festivals, concerts, debates and various public-awareness projects developed by UNHCR in co-operation with its partners. A dedicated website on World Refugee Day activities country by country, can be found at *Worldrefugeeday.info*.

In May 2002, in Italy, for the third year, the Pavarotti and Friends concert brought attention to the plight of refugees and raised money for UNHCR programmes in Angola. Also in May, the High Commissioner appointed Giorgio Armani as a Goodwill Ambassador in recognition of his significant contribution to the Afghan refugee situation. Goodwill Ambassador Angelina Jolie continued to work on informing the public of the plight of refugees and the work of UNHCR through the media. Ms. Jolie undertook missions to Ecuador, Namibia and Thailand, and participated in the UN's second meeting of Goodwill Ambassadors in New York in June 2002. Barbara Hendricks also continued her high profile advocacy for UNHCR and refugees, including the launching of World Refugee Day events and reaching out to the business community in Switzerland. UNHCR's Goodwill Ambassador in Arab-speaking countries, Adel Imam, supported World Refugee Day through a fund raising dinner in the presence of the High Commissioner in Cairo. Guidelines for the Goodwill Ambassador Programme were developed to provide direction and guidance on the recruitment and appointment of Goodwill Ambassadors, as well as on the management of the programme.

In June 2002, at the Nansen Refugee Award Ceremony in Oslo, the High Commissioner

presented this year's award to Captain Arne F. Rinnan, his crew and the owners of the Norwegian container vessel, the MV Tampa, which rescued 438 asylum-seekers in the Indian Ocean in August 2001. Each year, the award is given to an individual or an organisation, which contribute to improving the well-being of asylum-seekers and refugees.

The Library and Visitors' Centre participated in awareness-raising activities in Geneva: these included the Swiss Annual Congress on Humanitarian Aid held in March in Montreux; the Geneva Book Fair in May; and World Refugee Day events, the Bol d'Or regatta on Lake Lemman, as well as through various exhibitions and debates at a major electronics store in Switzerland in June 2002.

The emphasis on the **training-related projects**, during January to June 2002, was to make learning opportunities more accessible to staff, especially those in field locations. Some 882 staff members were enrolled in the demanding nine-month learning programmes (protection, operations management, middle management and senior management), while some 354 completed these programmes. The Resource Management Learning Programme will be developed in the second half of 2002.

Another course that has experienced significant success is the Effective Writing Course, which is managed by the Commonwealth of Learning in Vancouver and is now in its third year. By 1 July 2002, 280 staff members completed the programme, which has a current enrolment of 391 staff.

The newly developed Facilitation of Learning programme, a 4-month moderated e-learning programme for staff involved in the development, delivery or management of learning in UNHCR, was successfully piloted in early 2002 and, after a few adjustments to the programme, launched for UNHCR staff worldwide. The initial

response to the launch has exceeded expectations.

In May 2002, a new Induction and Orientation programme was also launched. It comprises a UNHCR-specific inter-active CD-Rom and an Induction and Orientation Tool Kit. For the first time, UNHCR has a standard tool for new and rotating staff. A CD-Rom on health, welfare and safety is being prepared and should be completed by the year's end.

Due to budgetary and human resource constraints, the development of programmes in negotiation skills and maximising team performance were postponed. Nevertheless, UNHCR pursued an active role in the Inter-agency Learning fora, taking the lead in the development of UN system-wide organisational learning standards.

Through its **emergency-related projects**, UNHCR maintains supplies including: plastic sheeting, kitchen sets, blankets and jerry cans for 250,000 persons at its Central Emergency Stockpile in Copenhagen. Efforts are continuing to develop and maintain stockpiles of relief items for an additional 250,000 persons through alternative standby arrangements with governments and suppliers, so as to have an overall standby capacity for 500,000 persons.

EPRS organised and delivered workshops on emergency management in France and the United States to prepare staff members on the Emergency Response Team roster for deployment. EPRS also organised an emergency management training workshop in Jordan in order to support emergency preparedness and build capacity in that region. Additional workshops are planned for the second half of 2002.

During the first half of 2002, EPRS continued its Distance Learning programme in Emergency Preparedness and Response for 75 participants. The programme consists of five modules on key aspects of emergency management (contingency planning, planning

an emergency response, managing an emergency response, providing emergency support and advice, and managing external relations).

As part of the effort to strengthen UNHCR's early warning capacity, UNHCR commissioned short analyses of the country situation in "hot spot" countries where there is significant potential for population displacement. Efforts are underway to develop an intranet tool for sharing early warning information with UNHCR staff.

UNHCR participated actively in inter-agency emergency preparedness efforts like the IASC Reference Group on Contingency Planning and inter-agency training events such as OCHA's Emergency Field Co-ordination Training (EFCT). EPRS also gave direct support to contingency planning processes in the Middle East, Southern Africa and West Africa.

UNHCR remains committed to the provision of high quality education to refugees through its **education projects**. UNHCR advocates for access, equality and equity in education, and ensures that these policies and standards are implemented. As such, the Office successfully placed 483,000 students, in 75 asylum countries into primary education programmes in 2001. Accordingly, success was achieved in the following educational areas:

- The creation of the Refugee Educational Trust (RET), an NGO that advocates and raises funds for the post-primary education of refugees. UNHCR offered initial support to RET and plans to continue its collaborative efforts for future projects. Five-year projects in Pakistan and the United Republic of Tanzania, and one-year projects in Uganda, Guinea, and Sierra Leone are ongoing. The project in Sierra Leone provides pre-vocational skills to adolescent returnees, while the other four programmes improve access and quality in refugee self-help secondary schools

through the provision of resources and teacher training.

- The Houphouët-Boigny Peace Prize Trust Fund (HBTF) established in 1996, provides secondary school scholarships to refugees. 89 students are enrolled in the Ghana and Uganda programmes, and more than half of them will graduate by the end of 2002. Resources for this project will cease in 2003 and alternative funding sources are needed.
- The Albert Einstein Academic Scholarship Programme for Refugee students (DAFI) will sponsor 937 students in 50 developing and transitional countries. The programme focuses on developing resources for the host area, and offering durable solutions for individual cases.
- Increased efforts in promoting refugee girls' education. Evaluations were conducted in Eritrea, Ethiopia, Kenya, Uganda and North west Somalia, to assess the level of access females have to education. These evaluations will be used to develop future programmes and to monitor sexual violence and exploitation. A workshop has been conducted to discuss the recommendations of these evaluations, and regular collaboration with the UN Girls' Education Initiative continues.
- The Peace Education programme is now operating in eight countries in Africa. The programmes based in Ethiopia, Democratic Republic of the Congo, Eritrea and Sierra Leone have completed preliminary workshops and are ready to implement regular operations. More than 100,000 children have received weekly Peace Education classes so far this year. The Peace Education materials developed by UNHCR were endorsed by the *Inter-Agency Network for Education in Emergencies* (INEE) as being the most comprehensive materials available for emergency situations. All agencies that are members of INEE will have access to these materials. INEE is a network of agencies that is committed to education and operates on the principle of collaboration. Co-operation among

the agencies allows for a smooth transition of the materials that are sent to UNHCR's sister agencies in support of refugee development programmes.

- UNHCR on behalf of INEE, collected "best practices" examples of learning materials for education in emergencies including emergency education, teacher training, HIV/AIDS, Health, and Mine Awareness and the Peace Education materials. 200 of these kits were distributed in May.
- Initiatives to integrate HIV/AIDS Education into schools in refugee settings were initiated in 2001. Integrating the HIV/AIDS component into refugee education and vocational training is vital to protect refugee children. UNHCR and the Norwegian Church Aid collectively lead HIV/AIDS training of teachers in Namibia. Field testing on the "Window of Hope", a Field Manual on HIV/AIDS Education, continued and is being followed up.
- UNHCR's mine-action project focuses on advocacy, risk reduction and the pursuance of effective and co-ordinated international systems. To this end, UNHCR has provided education on mine-awareness through specialised implementing partners in various countries
- Under a Memorandum of Understanding between UNHCR and the Norwegian Refugee Council (NRC), NRC staff are deployed to support UNHCR operations in emergency situations. NRC staff develops programmes based on the local educational needs. The NRC teams completed their operations in Ethiopia and Eritrea in July 2002 and a team was deployed to Sierra Leone in June.

The Office aims to further develop **co-operation between NGOs and UNHCR** and strengthen relationships with both national and international NGOs through the provision of credible information on UNHCR-NGO co-operation and the promotion of more effective communication. The need to reconfigure the PARinAC process was recommended by the Task

Force on Partnership in December 2001. Terms of reference were established to undertake a review of the UNHCR-NGO co-operation in selected countries in West, East and the Horn of Africa and the Great Lakes regions, aiming to maximise UNHCR-NGO partnership and co-operation. The review should assess the impact of the current co-ordination mechanisms in the field, and should include co-operation with all NGOs (not only implementing partners) who have a stake in refugee protection. Special attention should be given to the role and needs of national NGOs. The Regional PARinAC Focal Points in West and East Africa will undertake the review in July 2002, the outcome of which will be fed into the Pre-Excom meetings scheduled for September 2002. The Department of International Protection has broadened participation in its Protection Learning Programme, due to begin in October 2002, by reserving two places for NGOs.

The Division of Communication and Information has taken steps to design an External Relations Learning Programme that should provide UNHCR managers with the tools needed to manage relations with different actors involved in providing assistance and international protection to refugees, including NGOs. The Office addressed the sexual exploitation scandal in West Africa in early 2002, which not only tested UNHCR-NGO relations, but also highlighted issues of co-ordination and the behaviour of personnel. The Office involved the NGO community in all meetings and task forces in Geneva and in the field. An Inter-Agency Steering Committee task force was established in March 2002 comprising UN agencies and the NGO community. It was mandated to make recommendations which aim to eliminate sexual abuse and exploitation by humanitarian personnel as well as the misuse of humanitarian assistance, while overall enhancing the protection and care of children and women in situations of humanitarian crisis. UNHCR encouraged and facilitated the active involvement of NGOs in the Global Consultations on International Protection,

and supported the participation of national NGOs in the two Standing Committees held during the first half of 2002.

## **PROGRAMME SUPPORT ACTIVITIES**

**The Information Technology and Telecommunications Service (ITTS)** set a number of objectives relating to infrastructural upgrades and support of existing systems for 2002. The following were some of the achievements between January and June 2002:

- The UNHCR Headquarters network was upgraded. This was the first major upgrade since the network was installed in 1995. The existing hubs and routers were entirely replaced with switches giving a ten-fold speed increase between buildings and within buildings. The upgrade was completed late May; the network is currently in the 120-day acceptance period and is working well.
- Good progress was made on the upgrade of the UNHCR email system. The Headquarters upgrade from GroupWise 4.1 to GroupWise 5.5 EP will be completed in October 2002. This upgrade is a preliminary step for the upgrade to GroupWise 6. In the Field, offices will be upgraded directly to GroupWise 6 with testing starting in the fourth quarter of 2002 and rollout starting in 2003.
- Preparation of a new workstation standard based on Windows XP started in March 2002. This activity will continue through 2003.
- Significant technical resources were deployed to offices throughout the organisation to maintain and support users of the financial, procurement, human resources and LAN systems. All systems continue to operate with relatively few problems.
- Over 750 staff were trained in the Electronic Document Management System (EDMS). The majority of the training was completed by May 2002.
- Considerable support was provided to the Afghan Emergency Operation. Short

and long-range radio communications were established to enable offices to co-ordinate UNHCR's activities and enhance staff safety. Computing equipment, phone systems and satellite equipment were installed to support office administration and voice and email communications within the operational area and with Headquarters.

**The Emergency and Security Service (ESS)** continued to focus on strengthening and ensuring institutional capacity to respond to emergencies, as well as to improve the security management for operations in the Field: both for UNHCR and in conjunction with the UN security system. During the first half of 2002, the Afghanistan operation drew significantly on UNHCR's standby emergency response capacity. UNHCR's operations in West Africa received significant support from the Emergency Preparedness and Response Section (EPRS) and its partners. Smaller emergency situations, including the influx of Somali refugees into Mandera (Kenya) and Nigerian refugees into Cameroon, also drew on UNHCR's emergency response capacity.

In addition to the internal emergency standby capacity within EPRS, in early 2002, UNHCR deployed 100 individuals through the Section to Afghanistan, Pakistan, Sierra Leone, Cameroon and Kenya. In addition to personnel from EPRS, various international agencies, governmental agencies and NGOs also made their personnel available as part of UNHCR's standby emergency arrangements.

Managing the security of UNHCR's staff, as well as that of refugees and others of concern to the Office, remained a major challenge in the first half of 2002. Over 80 per cent of all UNHCR staff continue to work in countries where there is a UN security phase and almost 60 per cent are in locations where there are high security risks. From January to June 2002, UNHCR continued its efforts to engage DPKO in specific situations where a peacekeeping mission might assist in mitigating tense

refugee situations. The Office also focused on developing a standby capacity of law enforcement and public security experts, known as Humanitarian Security Officers. These officers are deployed with UNHCR teams to situations with refugee security problems, as a result of either a breakdown of law and order inside or outside the camps, or the involvement of armed elements. Governments have shown interest in this concept, but they have not yet agreed to such a standby arrangement being formalised.

The Global Consultations on International Protection provided an opportunity to draw international attention to security concerns in refugee situations, and the financial and human resources needed to address this issue more effectively. ESS developed an organisational development initiative known as the Enhanced Refugee Security Project to strengthen UNHCR's capacity to respond to tense refugee situations. Consultations on this project will continue in the second half of 2002, in anticipation of implementation in 2003.

The Emergency Handbook has been translated into Spanish. It is now available in Arabic, Chinese, English, French, Italian, Russian, Japanese and Spanish.

### **Resettlement Field Support-please see resettlement projects**

The Division of Operational Support (DOS) provided **support for operations management** in UNHCR with the updating and dissemination of practical guidance materials on the use of Objectives, Outputs and Indicators. The *Practical Guide* was issued to UNHCR staff and implementing partners and technical support was given to facilitate participatory planning exercises in UNHCR field operations. A special training session to enhance the organisational skills of senior and mid-level managers was held and guidance materials on the organisation and facilitation of participatory planning exercises were distributed to all offices.

The Operations Management Learning Programme (OMLP) was evaluated by the first group of participants in 2001, and the learning materials were revised accordingly. The programme, which was re-launched in May 2002, now has 90 staff members enrolled in the first phase. Work is underway to develop new guidance materials on how to better integrate and apply standards to all stages of operations management. Further revisions are being made to Chapter 4 of the UNHCR Manual and the Implementing Partner Handbook. These should be finalised by October 2002.

### **Training of UNHCR Staff-please see training-related projects**

In striving to find durable solutions for refugees, UNHCR is constantly seeking more effective ways of **linking humanitarian assistance to longer-term development**. To this end, UNHCR, in conjunction with humanitarian actors, governments and development agencies seek to present refugees, returnees and other persons of concern to UNHCR as potential agents of peace and development. The High Commissioner, therefore, stresses on the need for the World Bank, UNDP and other development partners to combine efforts to come up with an innovative approach which is neither characterised as "humanitarian" nor "development", but which is *sui generis*.

Led by the High Commissioner, a collective has been made within UNHCR, and externally with the World Bank and UNDP and the bilateral development agencies to build on the above concept. Partnerships with development agencies have been encouraged through opportunity analysis consultations and joint planning. Discussions have taken place with several development agencies and governments to focus on specific country operations such as Afghanistan, Thailand, Sri Lanka, Sierra Leone, Uganda, Kenya, the United Republic of Tanzania, Eritrea and Zambia. At the end of 2001, a senior staff member from the Japan International Co-operation Agency



(JICA) joined UNHCR on secondment as Development Advisor, and in February 2002, a UNHCR senior staff member, in turn, was seconded to JICA.

One particular focus of activity in the last six months has been the Zambia Initiative. This is an attempt by the Government of Zambia to build on positive aspects of refugees to alleviate poverty in refugee hosting areas. UNHCR supports the initiative and is playing a catalytic role with the various actors. It is believed that this initiative, while addressing the problem of poverty, should also help refugees to become productive members of the host communities and lead to greater social integration, peace, security and stability in the region. It is also expected that, through these endeavours, refugees should be better prepared for local integration or for return to their countries of origin. To lend support to this initiative, a successful donor mission was organised in March 2002.

While addressing the Standing Committee in June 2002 and the Economic and Social Council Substantive Session (Humanitarian Affairs Segment), in July 2002, the High Commissioner presented two new concepts of the “4Rs: Repatriation, Reintegration, Rehabilitation and Reconstruction” and “DLI: Development through Local Integration” in cases where local integration of refugees in countries of first asylum is a viable option. Since March 2002, the High Commissioner has initiated discussions with the World Bank and UNDP, as well as with bilateral donors, since these concepts cannot be operationalised by UNHCR alone. A UNHCR team at Headquarters, called the

Informal Consultative Group on Durable Solutions, has also been constituted to further work on these concepts and to link them with country operations.

UNHCR’s position on peace building has been reinforced by the lessons learned at the Imagine Co-existence project conference and through UNHCR’s work with the Institute for Dispute Resolution Network and the OECD-DAC. UNHCR is also working in partnership with DPA and DPKO on conflict prevention, conflict resolution and other activities aimed at ensuring sustainable peace. In order to promote inter-agency planning and co-operation for more integrated programmes and better allocations of resources, the Office has provided technical support to its country operations in Sri Lanka, Afghanistan and Sierra Leone with a view to developing an inter-agency management information system.

UNHCR is finalising recommendations on its role and responsibilities in the CCA/UNDAF process and its relationship with the undg. It is anticipated that this should lead to more concrete actions by the end of 2002 and in 2003. In co-operation with ILO, UNHCR has worked in producing a joint training manual on micro-finance in conflict-affected communities, which should be finalised in early September. Training for field officers in this subject area will be organised in the last part of 2002 and 2003. A UNHCR Working Group on ILO-UNHCR partnership met with ILO, with the aim of co-ordinating missions to Afghanistan, Sri Lanka, Angola and further exploring joint opportunities.

### Financial Data (USD)

	Annual Programme Budget and Trust Funds			Supplementary Programme Budget and Trust Funds		
	Initial Budget	Revised Budget	Obligation Level	Initial Budget	Revised Budget	Obligation Level
<b>POLICY PRIORITIES</b>						
Refugee Women	600,000	795,655	300,000	0	0	0
Refugee Children and Adolescents	1,800,600	1,234,505	494,454	0	0	0
The Environment	1,350,000	1,113,000	533,000	0	0	0
<b>Sub-total</b>	<b>3,750,600</b>	<b>3,143,160</b>	<b>1,327,454</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>OTHER ACTIVITIES</b>						
Promotion of Refugee Law and Advocacy	510,000	768,080	385,000	0	0	0
Resettlement Projects	3,350,000	3,357,500	1,455,000	0	0	0
Protection-Related Projects/Voluntary Repatriation	2,151,000	1,897,177	917,000	0	0	0
Evaluation	1,350,000	1,350,000	500,000	0	0	0
Registration/Project PROFILE	1,556,000	1,556,000	250,000	0	0	0
Public Information/Media Projects <sup>1</sup>	9,194,200	9,194,200	3,582,800	0	0	0
Training -Related Projects	1,400,000	1,300,000	200,000	0	0	0
Emergency-Related Projects	1,870,000	1,870,000	878,000	0	0	0
Education Projects	585,900	585,900	271,480	0	0	0
Others <sup>2</sup>	1,041,600	1,201,647	723,100	0	1,139,273	1,139,273
<b>Sub-total</b>	<b>23,008,700</b>	<b>23,080,504</b>	<b>9,162,380</b>	<b>0</b>	<b>1,139,273</b>	<b>1,139,273</b>
<b>PROGRAMME SUPPORT ACTIVITIES</b>						
<b>Executive Direction and Management</b>						
- Information Technology - Field Support <sup>3</sup>	4,859,344	4,817,444	1,766,958	0	0	0
- Development of New Systems	12,000,000	10,958,583	4,021,354	0	0	0
- Emergency Security Service	7,460,200	7,236,220	3,473,400	0	2,006,750	0
<b>Department of International Protection</b>						
- Resettlement Field Support	200,000	200,000	96,000	0	0	0
<b>Division of Operational Support</b>						
- Support to Operations Management <sup>4</sup>	512,500	512,500	93,535	0	0	0
- Support to Field Activities <sup>5</sup>	0	247,932	50,400	0	0	0
<b>Division of Human Resource Management</b>						
- Training of UNHCR Staff	4,427,800	4,000,982	1,920,500	0	0	0
- Special Staff Costs including Voluntary Separation	5,300,000	5,300,000	5,063,405	0	0	0
<b>Division of Financial &amp; Supply Management</b>						
- Development of New Systems	935,056	934,956	304,648	0	0	0
- Staff Housing	700,000	700,000	336,000	0	0	0
<b>Sub-total</b>	<b>36,394,900</b>	<b>34,908,617</b>	<b>17,126,200</b>	<b>0</b>	<b>2,006,750</b>	<b>0</b>
<b>TOTAL</b>	<b>63,154,200</b>	<b>61,132,281</b>	<b>27,616,034</b>	<b>0</b>	<b>3,146,023</b>	<b>1,139,273</b>

<sup>1</sup> Includes Private Sector Fund Raising and Public Awareness Campaign Projects.

<sup>2</sup> Includes costs for NGOs participating at meetings, provision of short-term consultants for inspections and investigations and other projects of the Inspector General's Office, Imagine Co-existence project, short-term consultancies and organisation of workshops, insurance costs and inspection of goods, and non-refugee legal matters, as well as a supplementary trust fund project for the Secretariat for the Commission on Human Security.

<sup>3</sup> Includes Intranet services as well as information technology services for field operations, such as software development, telecommunications, e-mail, user services, etc.

<sup>4</sup> Includes the development of processes and procedures.

<sup>5</sup> Includes support costs to sexual and gender violence in refugee situations.