

UNHCR Annual Consultations with NGOs 2019 AGENDA

WORKING
TOGETHER
BETTER

GENEVA

3-5 JULY 2019



Message from the High Commissioner to the 2019 Annual Consultations with NGOs

Working together, better

NGOs and civil society are part of the bedrock of refugee protection. When crises happen, you are swift to mobilise - bringing compassion, resources and expertise, and channelling international solidarity to shore up first responses.

Faced with an emergency, we come together, to save lives and protect those in need. But when a crisis drags on, and international attention fades, differences - and even competition - can set in. Our initial focus and energy translate into short-term perspectives. Minimum life-saving standards become goals. Annual planning cycles inhibit forward thinking. And we strain to help people rebuild their lives.

It is not enough to work together; we must work together **better**. Governments expect this; our supporters want it; and people devastated by violence and disaster count and depend on it.

These UNHCR/NGO consultations should allow us to intensify our collaboration, look beyond our

immediate horizons, and maximise our collective impact in today's complex and turbulent environment. As we embark on our discussions, I encourage you to bear the following considerations in mind.

First, **we can upgrade the quality of our partnership**. I know that UNHCR is sometimes viewed as a complicated partner. In the past year, I have taken a series of actions that should improve the way we plan and partner with NGOs. These include a strong encouragement to UNHCR teams to undertake multi-year programming, a commitment to less paperwork, and more favourable terms regarding support costs for national and international NGO partners. Together, we can and must ensure a truly strategic and flourishing approach to partnership.

UNHCR is in the process of **regionalizing and decentralizing**. This is an important opportunity to further revitalize our relationship. You will have easier access to our senior colleagues, and these colleagues will be more empowered to take



Tanzania, Nyarugusu Camp: UN High Commissioner for Refugees Filippo Grandi talks with 86-year-old Congolese refugee Apolina Nyasa, about her new shelter and how she can teach the young generation to stay strong in adversity.

decisions. These NGO consultations are also being progressively regionalized, and my hope is that this new approach will enable more focused and geographically relevant discussions.

Second, we must work together to conclusively **address any hint of abusive or exploitative behaviour** amongst our workforce, whether directed against colleagues, local populations, or the people we serve. At UNHCR we will press to keep this matter high on the humanitarian agenda, including through the Inter-Agency Standing Committee. We are continuously improving our systems to prevent, detect and respond to abuses, including through prompt and severe sanctions against colleagues who perpetrate them, and I fully expect our partners to adopt the same stance.

Third, we must **coordinate** even better - to cover gaps, minimize duplication, ensure predictability and maximise the ability of each of us to deliver on our respective responsibilities. Whether in refugee operations, through the cluster approach, or via platforms for addressing mixed population flows, all our coordination arrangements must be inclusive, and amplify our individual efforts through the power of working together. Good coordination is vital if we are to demonstrate to our donors that a diverse system need not translate into inefficiencies, but rather, multiplies and boosts our respective contributions.

Fourth, we can use **data** to provide a better evidence base for responses and solutions, to bring

transparency to operations, to provide information on capacities and needs of affected populations, and to support monitoring and evaluation. The Sustainable Development Goals promise to leave no one behind. Sometimes it seems that those we work for – especially refugees and stateless persons – are invisible: undocumented, uncounted and unknown. Proper data and evidence on their numbers and situation can overcome this, bringing those affected by conflict and displacement to the attention of governments, and others committed to leaving no one behind.

Finally, we have an opportunity to move beyond the current humanitarian mechanisms, and towards the comprehensive response envisaged in the **Global Compact for Refugees** - one which remains protection-driven, but is more inclusive and sustainable. We will be holding what promises to be an exciting Global Refugee Forum (GRF) in December. We look to you to **inform, influence and advocate; mobilize and leverage; showcase; and contribute** to the GRF. Even more, we count on our valued partners to turn the promise of the Global Compact on Refugees into concrete action - a new way of responding to refugee situations.

The United Nations has a lofty, but also a very direct objective: 'to achieve **international co-operation** in solving international problems of an economic, social, cultural, or **humanitarian** character' (Article 1 of the UN Charter). For UNHCR, our founding Statute calls on us to achieve this goal working together with non-governmental organizations. NGOs are our natural and mandated partners. In each emergency, we work together: we respond in accordance with the humanitarian imperative to alleviate the suffering confronting us.

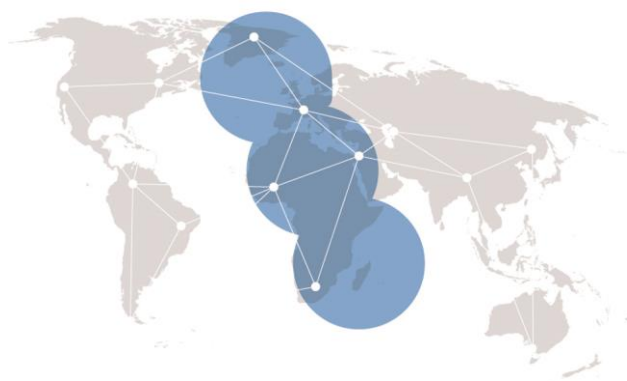
But an emergency response model holds only for so long, and the blunt reality is that emergencies tend to harden into protracted crises. Many have noted that there are no humanitarian solutions to political problems. States are generally responsible for crises and displacement, and States today are failing in their duty to resolve them.

Humanitarian action alone will not solve deep rooted problems. But humanitarians working together, better, can co-create a true global public good. We are a part of a system that works. Let us demonstrate, together, that we can do even better.



Filippo Grandi

The Partnership and Coordination Service, Division of External Relations, would like to thank the many colleagues who have contributed to the preparation of these consultations. We would especially like to thank the speakers and moderators of the sessions, including Dr. Aslam Daud in his role as the Rapporteur of the Annual Consultations with NGOs.



Wednesday, 3 July 2019

International Conference Center (CICG)

08h30 – 10h00 WELCOME COFFEE (CICG Lobby, UNHCR welcome desk)

10h00 – 11h30 OPENING PLENARY SESSION

(Arabic-English-French-Russian-Spanish)

ROOM 2 WELCOME OPENING

Dominique Hyde, Director, Division of External Relations, UNHCR
Ignacio Packer, Executive Director, International Council of Voluntary Agencies

CONVERSATION WITH THE HIGH COMMISSIONER

Filippo Grandi, High Commissioner for Refugees
Guled Mire, Co-founder, Third Culture Minds

11h30 – 12h30 CONVERSATION WITH THE ASSISTANT HIGH COMMISSIONER PROTECTION

ROOM 2

(Arabic-English-French-Russian-Spanish)

The Assistant High Commissioner for Protection will discuss the state of protection globally, the role that UNHCR is playing in addressing protection challenges, as well as the opportunities that exist in responding to such challenges through the Global Compact on Refugees. In the spirit of the multilateral and multi-stakeholder approach embedded in the Global Compact on Refugees, he will also reflect on the potential impact of the first Global Refugee Forum, including the role of civil society.

Moderator Safia Ibrahimkhel, Youth Delegate, Global Youth Advisory Council (GYAC)

Speaker Volker Türk, Assistant High Commissioner for Protection, UNHCR

12h30 – 13h30 BREAK

13h30 – 15h30 THEMATIC SESSIONS

ROOM 3

Are Standards the Key to Working Together Better?

(Arabic-English-French-Spanish)

Working together better in a humanitarian response means that we need to quickly understand the context, agree on priority interventions, adapt to needs, and take a holistic approach to understanding diversity, consulting affected people and meeting needs on the ground. Humanitarian standards help us do all of these things, as well as build predictability and transparency. They build a “common language” for us to tackle challenges and real dilemmas, as well as support coordination and complementarity. They are at the heart of working together to protect and promote people’s own right to life with dignity.

In this highly interactive session, we will explore how to use standards at the core of collaboration and partnership in preparedness and response. What do we mean by a “quality response”? How do standards help build trust and accountability? And how does a protection lens enhance the use of standards across the sectors?

Moderator Christine Knudsen, Executive Director, Sphere
Brett Moore, Chief Shelter and Settlements Section, UNHCR

Speakers Miriam Watt, Syria Program Director, ADRA
Julien Schopp, Director of Humanitarian Practice, InterAction
Ela Serdaroglu, Global Shelter Cluster, IFRC
Edward Mwebaze, Humanitarian Program Manager, Oxfam Uganda

ROOM 4**IDPs and Data**

(Arabic-English-French-Spanish)

This session will focus on specific challenges to obtaining reliable data and evidence in internal displacement situations, in line with the thematic priorities of the 2019 UNHCR-NGO Consultations. Structured in three parts, it will look at key data challenges in internal displacement contexts, covering risk assessment, early warning and prevention; collaboration and evidence-based planning for collective outcomes; and knowledge for better targeting, protection and inclusion. It will highlight initiatives and good practices to help overcome challenges to the analysis, collection and use of quality data, and through breakout sessions explore how NGOs and other humanitarian and development actors can enhance their engagement on these issues in each phase of the displacement cycle to assist and support internally displaced persons. Forced displacement can impact people differently depending on age, gender and diversity. Thus, analysis and collection of data will be essential to understand and analyse the impact of intersecting personal characteristics on people's experiences for an effective response to their needs.

Moderator Sumbul Rizvi, Senior Advisor on Internal Displacement, UNHCR

Speakers Farshid Farzam, Deputy Head of Programmes, Welthungerhilfe (Afghanistan)
Dana Wso, Head of Erbil Office, Qandil (Iraq)

ROOM 5/6**Data Protection**

(Arabic-English-French-Spanish)

The overall objective of the session is to raise our awareness and foster understanding of the need to personal data protection in an increasingly digital environment with growing needs for interoperability and data sharing among partners.

Many NGOs find themselves in a situation of high demands for collecting and sharing personal data, be it from partner agencies, including UNHCR, host country authorities or private sector entities. In addition, there are growing needs to comply with legal and contractual data protection requirements. Together, this leads to a complex environment of increased risks and compliance challenges.

Over the last years, the notion of data protection has taken on prominence, especially due to the EU General Data Protection Regulation. For UNHCR partner NGOs, the UNHCR Data Protection Policy and the ICRC Handbook on Data Protection in Humanitarian Action have become reference documents. Where do we stand in these times of growing data protection needs?

Panelists as well as participants may contribute with case studies and practical experience on collecting, processing and transferring personal data and share their experience and approaches to limit risks, and comply with national and international legal frameworks.

Moderator Alexander Beck, UNHCR

Speakers Laura Boone, IRC
James de France, IFRC
James Eaton-Lee, Oxfam

ROOM 21

Information for Risk Analysis, Early Warning and Preparedness

(English-French)

Quality data is central to timely, efficient and effective decisions, actions and responses to address forced displacement. The Global Compact on Refugees (GCR) promotes the coordination and cooperation among multiple partners to enhance the risk analysis, early warning and emergency preparedness in the context of conflict, climate change and disaster displacement.

This session aims at addressing the need for collaborative, coordinated approaches to data related to early warning and preparedness for displacement emergencies, including those caused by environmental degradation and disasters linked to natural hazards.

By showcasing four NGO data systems, the objectives of this session are to foster collaboration among involved actors, to identify priority gaps in the area of data for early warning and preparedness, and to brainstorm on possible NGO pledges, contributions and good practices to share at the Global Refugee Forum.

Thematic groups will discuss a number of key practical operational issues that have been jointly identified. Expected outcomes include concrete recommendations on key areas for improvement, potential solutions to key issues, and suggestions on possible individual or joint NGO contributions to the December 2019 GRF.

Moderators Isabelle Mistic, UNHCR
Nathan McGibney, World Vision International

Speakers Sajilu Kamwendo, World Vision International
Leonardo Milano, IDMC
Justin Ginnetti, IDMC
Andrew Collodel, HelpAge International
Nathalie Herlemont Zoritchak, ACAPS

15h30 – 16h00 BREAK

16h00 – 18h00 THEMATIC SESSIONS**ROOM 2 Using Social Media to Drive Change**

(Arabic-English-French-Spanish)

IFRC and UNHCR's senior social media officers co-host a lively interactive session on how NGOs and UNHCR can combat hate speech and disinformation about refugees and displacement issues on social, and inspire compassion.

The session will start with presentations from Gisella Lomax, Head of Social Media at UNHCR and Dante Licona, Head of Social Media at IFRC, who will walk you through their organisation's social / digital strategies and share their tactics, using recent case studies.

Part two of the session focuses on the 'new power' of social media and why it is the biggest tool available to us to change attitudes and mobilise action. We will discuss ways NGOs and UNHCR can collaborate to use our respective influence, insight and stories on the world's biggest platforms to change the narrative, inspire empathy and drive action.

Part three of the session looks at practical ways to engage audiences and communities at the global, national and grassroots levels. We'll offer advice and opportunities on how to do this, and consider with you how UNHCR can better nurture and amplify our NGO community on the world's biggest platforms.

Speakers/Co-hosts Gisella Lomax, Head of Social Media, UNHCR
Dante Licona, Head of Social Media, IFRC
Zeina Yazigi, Journalist

ROOM 3 Statelessness Data and Evidence: The Challenges and the Road Ahead

(Arabic-English-French-Spanish)

Despite increased awareness of statelessness globally, more needs to be done to encourage and capacitate governments to identify and report on stateless people. Fewer than half the countries in the world have any government data on stateless populations. The session will explore concrete ways data collection on statelessness can be achieved, highlight solutions and good practices currently taking place to improve data collection in Africa and the Americas, and identify the challenges that need to be overcome.

Moderator Melanie Khanna, Chief Statelessness Section, UNHCR

Speakers Francisco Quintana, The Americas Network on Nationality and Statelessness (Red ANA)
Ingo Piegeler, Humanitarian Coordination Adviser, UNFPA
Liesl Muller, Lawyers for Human Rights

ROOM 4

Enhancing Partnership Integrity

(Arabic-English-French-Spanish)

This session will explore the major new developments in partnerships over the past year – the emergence of multi-year funding agreements, the long awaited Partner Integrity Capacity Support Costs for national NGOs, and the first revision of the Partnership Handbook in over 15 years. We will examine the ongoing implementation of the Grand Bargain by UNHCR and its partners, share the results of the annual UNHCR-NGO partnership survey, and discuss how we can continue to improve partnerships in the coming years.

Participants are strongly encouraged to review the new partnership handbook and other background documents (outcomes of partnership survey, recent guidance notes, etc.) made available at the NGO consultations' webpage, and to share feedback on the new handbook not only during the partnerships session, but also during other relevant sessions of the consultations.

Moderators Mark Hetfield, President and CEO, HIAS
Fatima Sherif-Nor, Head of Implementing Partnerships Management Service, UNHCR

Speakers Julien Schopp, Director of Humanitarian Practice, InterAction
Selin Susan Mathews, Project Coordinator, Don Bosco, India
Hans Baritt, Director of the Division on Financial and Administrative Management, UNHCR

18h30 - 20h30 RECEPTION – UNHCR Cafeteria
94, rue de Montbrillant



Thursday, 4 July 2019

International Conference Center (ICC)

09h00 – 10h30 CONVERSATION WITH THE ASSISTANT HIGH COMMISSIONER OPERATIONS

ROOM 2

(Arabic-English-French-Spanish)

Data and Evidence: [Revamping the Data Revolution Together](#)

Data and evidence are widely accepted to be critical to good decision making, but this link is not easy or automatic. The session will discuss possibilities on how to increase the value of data and evidence across the displacement continuum in better programme and policy decisions, and how as a community working in this continuum we need to view and adapt the promise of the “Data Revolution” to this continuum.

Moderator Axel Bisschop, Deputy Director, DPSM, UNHCR

Speakers George Okoth-Obbo, Assistant High Commissioner for Operations, UNHCR
Jodi Read- Williams, Humanitarian Policy and Advocacy Adviser, CARE International
Kathrine Starup, Head of Protection Unit, Danish Refugee Council
Delphine Van Solinge, Adviser, International Committee of the Red Cross

10h30 – 11h00 COFFEE BREAK

11h00 – 13h00 WORKSHOPS**ROOM 3****Evidence for Action: Connecting People and Data in Support of Evidence-informed Outcomes**

(Arabic-English-French-Spanish)

Timely, reliable and useable data is key to identify protection risks, needs, vulnerabilities and capacities of affected people in displacement situations. With the point of departure in the overall theme “Working together, better”, this session will focus on advancing the discussion on and making recommendations for how data and evidence support the planning, prevention and delivery of responses to protection needs, finding and implementing solutions to displacement, and ensuring progress towards collective outcomes.

In recent years, several frameworks and approaches have been developed as part of collective efforts to strengthen the evidence base for improved planning and response to forced displacement. One of these is the Protection Information Management (PIM) Conceptual Framework, which aims to ensure safe, responsible and meaningful data management for evidence-informed protection outcomes. This session will take a field practitioner’s perspective to explore the practical elements of generating and using data as an evidence base for the delivery of collective outcomes. Practitioners will share and discuss initiatives, frameworks and approaches aimed at ensuring principled and purposeful data collection, analysis and use for evidence-informed action, and lessons learned about the challenges and impact of applying these at the field level.

Part I**Meaningful Engagement with Affected Communities**

From informants to partners will focus on the participation of and engagement with affected people and communities in data collection, analysis and use.

Part II**A Collective Commitment to Evidence**

Coordination fora taking the lead will focus on using evidence for collective outcomes, i.e. on how data is shared with and used by coordination structures for joint analysis, planning and response for evidence-informed collective outcomes.

Moderators	Kimberly Roberson, UNHCR Kathrine Starup, Danish Refugee Council (DRC)
Speakers	Jenny McAvoy, InterAction Zaki Issa, Abaraaha Stijn Aelbers, InterNews Mia Marzotto, Translators without Borders Anna Maria Geller, Danish Refugee Council (DRC) Katie Rickard, REACH Fanette Blanch, UNHCR Lebanon

ROOM 4**Are Refugees' Lives Improving? – Facilitating and Measuring Self-reliance and Economic Inclusion**

(Arabic-English-French-Spanish)

The Global Compact on Refugees (GCR) includes enhancing refugee self-reliance as one of its four main objectives and further states that this involves “...inclusive growth for host communities and refugees”. Yet, the sector of self-reliance and economic inclusion is nascent and in need of standard-setting and alignment around best practices, both in terms of programs that facilitate these outcomes and how to measure them. This session will explore self-reliance and economic inclusion through the lens of collective action to measure, advocate and program for these outcomes, which improve the lives of refugees and their hosts. Further, it will explore the complementarities of combining efforts of humanitarian and development actors. This interactive session will take advantage of the four hours to first consider self-reliance and economic inclusion at a systems level, and second, discuss barriers, opportunities and successes in current examples of fieldwork. The session will close with action-based break out groups that are expected to inspire participants with ideas for increased promotion of self-reliance and economic inclusion to support the upcoming Global Refugee Forum (GRF) in December and the long-term goals of the GCR.

Moderator Kellie Leeson, Refugee Self-Reliance Initiative

Speakers Theresa Beltramo, UNHCR
Ziad Ayoubi, UNHCR
Mary Wangui Kariuki, RefugePoint
Galo Quizanga, HIAS
Solenne Delga, Danish Refugee Council (DRC)
Alejandra Macías Delgadillo, Asylum Access Mexico

ROOM 5/6**Informed decision-making in urban crises – Can area-based data make a difference?**

(Arabic-English-French-Spanish)

By 2050, over 70% of the global population will live in urban areas. As people head to cities, vulnerabilities and strain to services and infrastructure follow. So do risks associated with natural and man-made disasters. In addition to the increase in vulnerabilities seen in urban environments, rapid urbanisation has also changed the trends and dynamics seen in migration and displacement patterns. These developments call for humanitarian actors to steer their operations to prepare for complex urban crises.

A characteristic prevalent in urban displacement situations is that refugees and IDPs tend to seek shelter within host communities and unofficial sites instead of camps or designated settlements. These changes have set new challenges for the targeting and delivery of aid – including the challenge of collecting data on affected populations. A tool and approach gaining prominence in urban settings is that of area-based assessments (ABAs) – assessments placing the affected area into the centre of data collection.

The session facilitated by IMPACT Initiatives and UNHCR is a combination of a briefing, workshop, testimonies and a discussion with the aim of exploring best practices in using ABAs to inform response. The first part of the session will give participants an overview of the ABA methodology and the strengths and challenges of conducting and using area-based information. The briefing will be followed by an exercise simulating the use of area-based data. The second half of the workshop focuses on network analysis, giving the floor to practitioners with first-hand experience in bringing data and information to response planning.

The session is open for participants from a broad background. Prior knowledge of area-based assessments and urban response are not mandatory.

Moderators Vincent Annoni, Head of Programme - REACH Global Coordinator, IMPACT Initiatives
Shelley Gornall, Senior Information Management Officer, UNHCR

Speakers Emilie Poisson, Deputy Executive Director, IMPACT Initiatives
Brett Moore, Chief of Shelter and Settlement Section, UNHCR
Isabel Marquez, Deputy Director, Americas Bureau, UNHCR

11h00 – 13h00 **THEMATIC session**

ROOM 21

Our Joint Journey – Towards a Working Environment Free from Sexual Misconduct

(English-French)

The session title refers to a journey towards a working environment and work practices free from sexual misconduct (sexual exploitation and abuse, as well as sexual harassment). All humanitarian organizations are on this journey (with no one having reached the goal). The session itself will also be a journey – from individual reflection on gender norms and attitudes, to discussing organizational cultures and what role they play in preventing and addressing sexual misconduct, to sharing examples of concrete actions for equipping our colleagues and our offices to do better in responding to and preventing sexual exploitation and abuse and sexual harassment.

The interactive, reflective session will explore the spirit of the open and participatory organizational cultures we strive to build, by not merely “giving answers” or “showcasing good practice”, but by allowing vulnerability, questioning, joint exploration of our values, norms, cultures as they relate to preventing and responding to sexual misconduct. All of us – UNHCR and UN agencies, international and local NGOs, community-based and faith-based organizations – are seeking to progress towards work environments where sexual misconduct does not happen, or where, if it does happen, persons of concern and our own personnel feel safe to speak up and are heard, with effective actions taken. There is no magic solution, but many organizations are trying out innovative tools or ways of working together. In the session we will share and reflect on such efforts, and learn together and from each other.

Moderators Dean Peacock, Senior Advisor for Global Advocacy, Promundo
Saja Michael, Gender and Diversity Technical Adviser, Consultant

Speakers Ana Saiz, Sin Fronteras (Mexico)
Lennart Hernander, Lutheran World Federation
Leah Goldmann, Raising Voices / SASA! (Uganda)

13h00 – 14h00 BREAK

14h00 – 16h00 WORKSHOPS - Continued from morning

(Arabic-English-French-Spanish)

ROOM 3

**Evidence for Action:
Connecting
People and Data
in Support of
Evidence-informed
Outcomes**

ROOM 4

**Are Refugees' Lives
Improving? –
Facilitating and
Measuring
Self-reliance and
Economic Inclusion**

ROOM 5/6

**Informed decision-
making in urban
crises – Can
area-based data
make a difference?**

14h00 – 16h00 THEMATIC session

ROOM 2

Protecting Rights in Mixed Movements: Practical and Principled Responses in the Post-compacts Era

(Arabic-English-French-Spanish)

The Global Compact on Refugees (GCR) and the Global Compact for Safe, Orderly and Regular Migration (GCM) provide important new frameworks for responding, amongst other things, to rights violations experienced by people on the move, including in mixed movements. Both include strong calls for a whole-of-society approach to these issues. Civil society therefore has an important role to play in promoting more effective responses to mixed movements, which can ensure greater respect in practice for the rights of refugees and others on the move. The session will explore ways in which such responses can be strengthened in the areas of:

- alternatives to detention,
- regular and complementary pathways,
- safe and dignified returns and reintegration of refugees and migrants.

The session will consider ways in which the Global Compact on Refugees (GCR) and the Global Compact for Safe, Orderly and Regular Migration (GCM) offer elements that may be relevant to building protection and solutions strategies that address the needs of refugees and migrants respectively, in 'mixed' situations, in countries of transit or destination.

Moderators Madeline Garlick, UNHCR
Christian Wolff, ACT Alliance

Speakers Silvia Gomez Moradillo, International Detention Coalition (IDC)
Sayre Nyce, Talent Beyond Boundaries
Carolina Gottardo, Asia Pacific Refugee Rights Network (APRRN)

16h00 – 16h30 COFFEE BREAK

16h30 – 17h30 **PANEL WITH THE DEPUTY HIGH COMMISSIONER ON REGIONALISATION**

ROOM 2

(Arabic-English-French-Spanish)

UNHCR's regionalisation / decentralisation aims at moving resources and capacities as close as possible to the field, and the people we serve. In the same line, it is an opportunity to leverage relationships with regional and local partners in the context of the Global Compact on Refugees, and for a more focused programmatic collaboration with NGOs guided by the regional context.

The Deputy High Commissioner will lead a panel discussion with the Director of Change Management, and the Director of the Bureau for Asia and the Pacific, on the regionalisation process, including the impact it will have on partnerships with NGOs.

Moderator Themba Lewis, Secretary General, Asia Pacific Refugee Rights Network (APRRN)

Speakers Kelly T. Clements, Deputy High Commissioner, UNHCR
Daisy Dell, Director of Change Management, UNHCR
Indrika Ratwatte, Director of Regional Bureau for Asia and the Pacific, UNHCR



Friday, 5 July 2019

International Conference Center (ICC)

09h00 – 10h30 **OPENING PLENARY WITH THE DIRECTOR FOR GLOBAL REFUGEE FORUM**

ROOM 2

(Arabic-English-French-Spanish)

The UNHCR Director for the Global Refugee Forum will provide an introduction to the first Forum, which will take place in Geneva on 17 and 18 December. It will include an overview of the objectives of the Global Refugee Forum; the key areas of focus for the Global Refugee Forum in 2019; an explanation of how NGOs can contribute to the Global Refugee Forum, including by announcing pledges and contributions and exchanging good practices; and the draft structure of the Global Refugee Forum.

The Director will proceed to moderate a panel on the role of NGOs in broadening the base of support. It will serve as an introduction to the break-out sessions on 'broadening the base of support' and allow for a discussion on how NGOs can leverage existing partnerships with a wide range of stakeholders, as well as establish new ones, to contribute to meeting the objectives of the Global Compact on Refugees and the Global Refugee Forum.

Moderator Daniel Endres, Director for the Global Refugee Forum, UNHCR

Speakers Hetal Patel, Head of Venture Growth, Mercy Corps
Apajok Biar, South Sudan Voices of Salvation/Gender Audit Team

10h30 – 11h00 **COFFEE BREAK**

11h00 – 12h30 BROADENING THE BASE OF SUPPORT**ROOM 2****Cities and Local Authorities**

(Arabic-English-French-Spanish)

With 60 per cent of the world's 25.4 million refugees living in urban areas, cities are increasingly on the frontlines of the global refugee response. Mayors and local authorities, together with civil society, service providers and private sector partners, play an increasingly important role in welcoming and protecting displaced people who arrive in cities and fostering social cohesion.

Bringing together representatives from local authorities, NGOs, city networks and UNHCR, the session will demonstrate the positive impact of strong engagement between local authorities and NGOs to effectively support refugees in urban areas and enhance their self-reliance. The session will build on the outcomes of the High Commissioner's Dialogue on Protection Challenges in 2018, including the commitment to involve cities in the Global Refugee Forum. Panellists will share good practices from cities in Greece and Uganda, among others, and participants will be encouraged to reflect on initiatives which could be scaled up or replicated in cities in the lead up to the Global Refugee Forum. The session will also discuss potential contributions by cities and local authorities towards the Forum, including those that NGOs could support.

Moderator Brett Moore, Chief of Section, Shelter and Settlements, UNHCR

Speakers Seki Hirano, Global Senior Technical Advisor, Shelter and Settlements, Catholic Relief Services
Vittoria Zanusso, Senior Manager, Network, Learning and Impact, 100 Resilient Cities, Rockefeller Foundation
Luca Pupulin, Executive Director, IMPACT Initiatives
Dionysia Lambiri, Project Coordinator, City of Athens

ROOM 3**#BeyondFundraising: Working Together, Better, with Companies**

(Arabic-English-French-Spanish)

Asking the easy, the complex and the tough questions on private sector partnerships in refugee-contexts

In order to inform the engagement of private sector at the Global Refugee Forum and catalyze business engagement towards the Global Compact on Refugees (GCR), this session will ask speakers and participants to answer both easy questions of why humanitarian actors should partner with private sector companies, complex questions of how shared value partnerships become successful, as well as tough questions around what added value UNHCR and NGOs can bring to partnerships with companies that seek to solve refugee-problems through business models.

Fundamentally, there are four ways in which companies can engage with refugees either directly or through humanitarian organizations: 1) sell products or services to refugees or humanitarian organizations, 2) buy products or services from refugees, 3) employ refugees directly or indirectly through their value chain, or 4) advocate on policy change on a refugee-issue that

aligns with their business interest. UNHCR and NGO partners, in the context of the GCR, have a role to play in increasing the amount of engagement by the private sector in refugee-contexts through these four ways as well as to facilitate the necessary financing.

Moderator Jakob Oster, UNHCR

Speakers Jaime de Bourbon de Parme, UNHCR
Hetal Patel, Mercy Corps Ventures
Anders Bech Tharsgaard, Danish Refugee Council (DRC)
Elizabeth McLeod, Mercy Corps Europe

ROOM 4 Islamic Social Finance

(Arabic-English-French-Spanish)

The mobilisation of additional, timely, predictable, and sustainable financial resources is key to the successful implementation of the Global Compact on Refugees. The Global Refugee Forum will serve as an opportunity to make progress towards this objective and expand the base of financing beyond traditional donors, including in the area of Islamic social finance. As a source of innovative and alternative aid, Islamic social finance has become a key area of focus in discussions on how to broaden the base of support for refugees and host communities. The diversity of its instruments, combined with its huge financial potential – the current Zakat market alone stands at \$76 billion, according to UNHCR’s 2019 launch report on its Zakat Programme – makes Islamic philanthropy a critical opportunity to galvanise additional support for refugees and host communities.

This session will present key tools that can assist humanitarian organizations to leverage Islamic philanthropy, with a focus on Zakat. It will feature case studies of how international organizations approach Islamic philanthropy in terms of fundraising and implementation (such as the launch of the Refugee Zakat Fund by UNHCR in 2019), and the positive impact of funds raised for refugees and host communities. The session will also include a discussion on how NGOs can further harness the power of Zakat and Islamic philanthropy through partnerships with other NGOs, affluent individuals and the private sector, for the purposes of contributing to the Global Refugee Forum.

Moderator Houssam Chahin, Senior Private Sector Partnerships Officer (MENA), UNHCR

Speaker Ahmed Saad Alrumaihi, Head of International Partnerships, Qatar Charity
Razi Pahlavi, Honorary Secretary of Executive Council, MERCY Malaysia
Khaled Khalifa, Regional Representative to the GCC countries, UNHCR

ROOM 5/6**Inclusion of Refugees and Other Persons of Concern**

(Arabic-English-French-Spanish)

Humanitarian and development policies and programs targeted at refugees are among the highest priorities of the international community, yet refugees' voices are often absent from policy and decision-making processes that affect their lives. This results in policies and programs that fall short of addressing the needs and aspirations of refugees effectively. Non-governmental organizations (NGOs) play a key role in shaping international policies and programs as well as safeguarding the civic space in international fora. In view of this, it is essential that NGOs work in collaboration with refugee representatives and their organizations to enhance their inclusion in decision-making spaces. In this session, the Global Refugee-led Network (GRN) in collaboration with the Global Youth Advisory Council (GYAC) will facilitate a discussion about the importance of refugees' inclusion and self-representation. Panellists will share good practices developed by different stakeholders, including private sector entities and NGOs, which could be shared at the Global Refugee Forum and replicated by others to promote refugees' inclusion. Innovative ideas for how NGOs can be engaged in supporting pledges and contributions at the Forum that involve refugees will also be shared.

Moderators Najeeba Wazefadost, Global Refugee-led Network (GRN)
Asif Safdary, Global Youth Advisory Council (GYAC)

Speakers Cesare Fermi, Head of Migration Unit, INTERSOS
Enayatullah Safi, Founder of Dhaba Kitchen
Mariama Sow, GYAC
Robert Hakiza, GRN

12h30 – 13h30 BREAK

13h30 – 15h30 THEMATIC CONVERSATIONS ON PLEDGING AND SHOWCASING**ROOM 2****Solutions**

(Arabic-English-French-Spanish)

One of the primary objectives of the Global Compact on Refugees (GCR) is to facilitate access to solutions, including by planning for solutions from the outset of refugee situations. The Global Refugee Forum represents a unique opportunity to work towards the progressive achievement of this goal through increased international cooperation, solidarity, and support, particularly for safe, dignified, and sustainable voluntary repatriation, local integration, and local solutions and resettlement and complementary pathways.

The session on solutions will present concrete ideas for contributions by NGOs to the Forum as well as showcasing of good practices in expanding refugees' access to solutions. It will highlight

some of the recent efforts to support solutions in the broader sense, including at the regional level in West Africa, before looking closer at resettlement and complementary pathways. It will be an opportunity to get familiar with the UNHCR-led multi-stakeholder *3-Year Strategy on Resettlement and Complementary* pathways and discuss how NGOs can contribute to making the Strategy the driving force for expansion of resettlement and complementary pathways as foreseen in the GCR.

Moderator Martin Anderson, RefugePoint

Speakers Ilaria Manunza, Save the Children
Emad Aziz Sedrak, UNHCR
Genevieve Caston, International Rescue Committee (IRC)
Samir Aita, Démocratie et Entraide en Syrie, Ghosn Zeitoun

ROOM 3

Protection Capacity

(Arabic-English-French-Spanish)

The Protection Capacity session will present innovative ideas on how NGOs can be engaged in supporting protection capacity related pledges and contributions at the Global Refugee Forum by showcasing civil society initiatives from different geographic regions. The session will include an interactive presentation by UNHCR on the ways in which NGOs can engage with the Asylum Capacity Support Group (ACSG) and support the strengthening of national asylum systems, both directly and through engagement with state or other counterparts. In addition to the ACSG portion of the session, there will be a panel of speakers representing three different civil society organizations which have been engaged in good practices working with government and other stakeholders to increase protection capacities in the areas of legal representation and information on asylum, state capacity development and participation in the development and resourcing of national arrangements under the CRRF. Participants at the session will also have time to share their own ideas for contributions and good practices on protection and have the opportunity to pose questions.

Moderator Diana Essex-Lettieri, Asylum Access

Speakers Elise Currie-Roberts, UNHCR
Anna Leichtfried, Danish Refugee Council (seconded to CRRF secretariat Uganda)
Charles P. Gomes, Diretor do CEDPIR (Centro de Estudos em Política e Direito de Imigração e Refúgio) & Cordenador do CEPRI (Centro de Proteção ao Refugiado e Imigrante)
Philip Worthington, European Lawyers in Lesvos

ROOM 4**Unlocking the Potential for Refugees and Host Communities through Energy and Infrastructure**

(Arabic-English-French-Spanish)

The provision of energy and infrastructural support to refugees and host communities can be fundamental to survival, provides employment and educational opportunities, facilitates productivity and can significantly enhance social cohesion.

This session will explore five key subthemes, which each fall within the scope of 'Energy and Infrastructure' and are essential to the well-being and resilience of refugees and host communities.

In particular, the session will address:

- **Energy/Environment:** The accommodation and environmental impacts of large numbers of refugees, including the promotion of integrated and sustainable management of natural resources and ecosystems in both urban and rural areas;
- **Shelter & Settlements:** The rationale for strengthening infrastructure to facilitate access to appropriate accommodation for refugees and host communities;
- **Health:** The inclusion of refugees in national health systems through relevant health and infrastructure interventions, as well as capacity building of human resources;
- **WASH:** Good practices around protecting water resources (groundwater modelling, appropriate sewage disposal, monitoring water quality, partnering with the local water authorities).

The purpose of this session is to gather key individuals from the humanitarian community who lead on the sub-themes within 'Energy & Infrastructure' in order to showcase best practices for inspiration and to help guide pledges or commitments in the lead up to the Global Refugee Forum.

The two-hour discussion will include short 'TED-talk' presentations by a range of civil society organizations most active in the respective subthemes, a panel discussion by experts in the field and an opportunity for questions and comments from the floor.

Moderator Thomas Fohgrub, Global Plan of Action for Sustainable Energy Solutions in Situations of Displacement (GPA)

Panellists Claire Whitney, Senior Global Mental Health & Psychosocial Support Advisor, International Medical Corps
Keith Wright, Executive Director, Millennium Water Alliance
Glada Lahm, Senior Research Fellow, Energy, Environment and Resources, Chatham House
Richard Evans, Global Shelter & Settlements Manager, Norwegian Refugee Council (NRC)
Mina Weydahl, Project Manager, Climate change and energy, NORCAP

TED-Talk Speakers Elias Jourdi, NRC
Rebekah Braswell, CCO, Land Life Company
Emmanuel Biririza, Energy Specialist, UNHCR Tanzania
Suzanna Huber, Energy Specialist, Global Plan of Action
Craig Williams, Disaster Response Coordinator, Water Mission
Sajedul Hasan, Director (Humanitarian Programmes), BRAC

ROOM 5/6**Education: Building Bridges to Inclusion and Quality**

(Arabic-English-French-Spanish)

Education is a key pillar supporting resilience and solutions aligned to the Global Compact on Refugees (GCR). The GCR, affirmed in December 2018 by the UN General Assembly, recognises the importance of an improved multi-stakeholder and partnership approach in global responses to large-scale refugee situations. The range of actors involved in refugee responses is growing, particularly within the Education Sector since the roll-out of the Comprehensive Refugee Response Framework. This session will focus on collective responsibility sharing and useful entry points for partnership-driven responses that support quality education for refugee learners through inclusion in national systems. The interactive exchanges will highlight promising practices and practical approaches on how NGOs can leverage their comparative advantage to support inclusion. The session will result in the articulation of potential pledges and good practices that can be shared at the upcoming Global Refugee Forum (GRF).

Moderator Manal Stulgaitis, UNHCR

Speakers Nazih Fino, SEED, Lebanon
George Kihara Thang'wa, RET International, Kenya
Barthelemy Mwanza, Global Youth Advisory Council (GYAC)
Emma Wagner, Save the Children

Rapporteur Jackie Strecker, UNHCR

15h30 – 16h00 COFFEE BREAK

ROOM 2**CLOSING SESSION**

(Arabic-English-French-Russian-Spanish)

16h00 – 16h45 SUMMARY OF DISCUSSION ON GLOBAL REFUGEE FORUM

Perveen Ali, Senior Policy Advisor, UNHCR
Ignacio Packer, Executive Director, International Council of Voluntary Agencies

16h45 – 17h30 REPORT BACK ON THE NGO CONSULTATIONS AND REMARKS BY THE DEPUTY HIGH COMMISSIONER

Kelly T. Clements, Deputy High Commissioner for Refugees
Arafat Jamal, Head, Partnership and Coordination Service, UNHCR
Ignacio Packer, Executive Director, International Council of Voluntary Agencies
Aslam Daud, Rapporteur of the Annual Consultations with NGOs
Farhat Ayesha, ExCom Rapporteur

UNHCR Annual Consultations with NGOs 2019 AGENDA

3-5 July 2019
CENTRE INTERNATIONAL DE CONFÉRENCES, GENÈVE
Rue de Varembe, 17
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