

Twelve months in close-up

The difference your support made to refugees during 2003

Returning home



UNHCR/P. Benatar

Emergencies



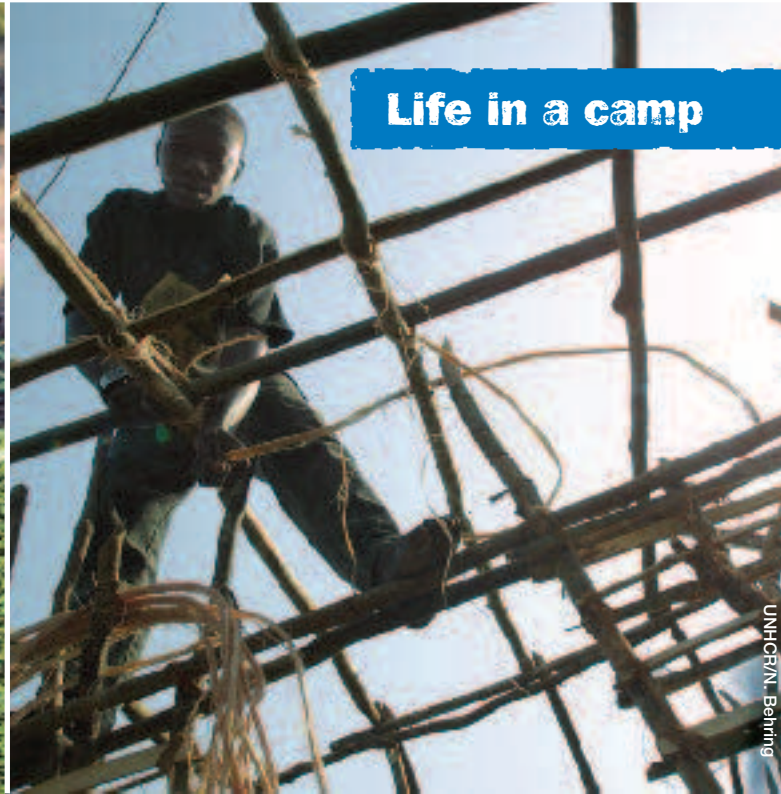
UNHCR/B. Heger

Making a new life



UNHCR/L. Taylor

Life in a camp



UNHCR/N. Behring



What difference have you made with the UN Refugee Agency?

You chose to help refugees through the UN Refugee Agency in 2003. You may be wondering what happened to the money you gave. Where did it go? What did it buy? Whose life did it touch?

This review of 2003 brings you face to face with refugees helped by the UN Refugee Agency. Parents fleeing fighting, small children on their shoulders, grateful for blankets, food and water. Women whose husbands have been killed, able to survive in a refugee camp thanks to a tiny grant to kickstart a new way of earning a living. Traumatized children facing hostility in a foreign town, receiving legal protection and language lessons to help them integrate. Elderly people returning to their homeland on top of swaying trucks, determined to make peace work.

By showing your compassion for refugees, through the UN Refugee Agency, you have helped many refugee families start rebuilding their lives. Thank you.

Without us, refugees can experience dangerous gaps in vital aid • With us, they can get the all-round, practical assistance and protection they so desperately need.

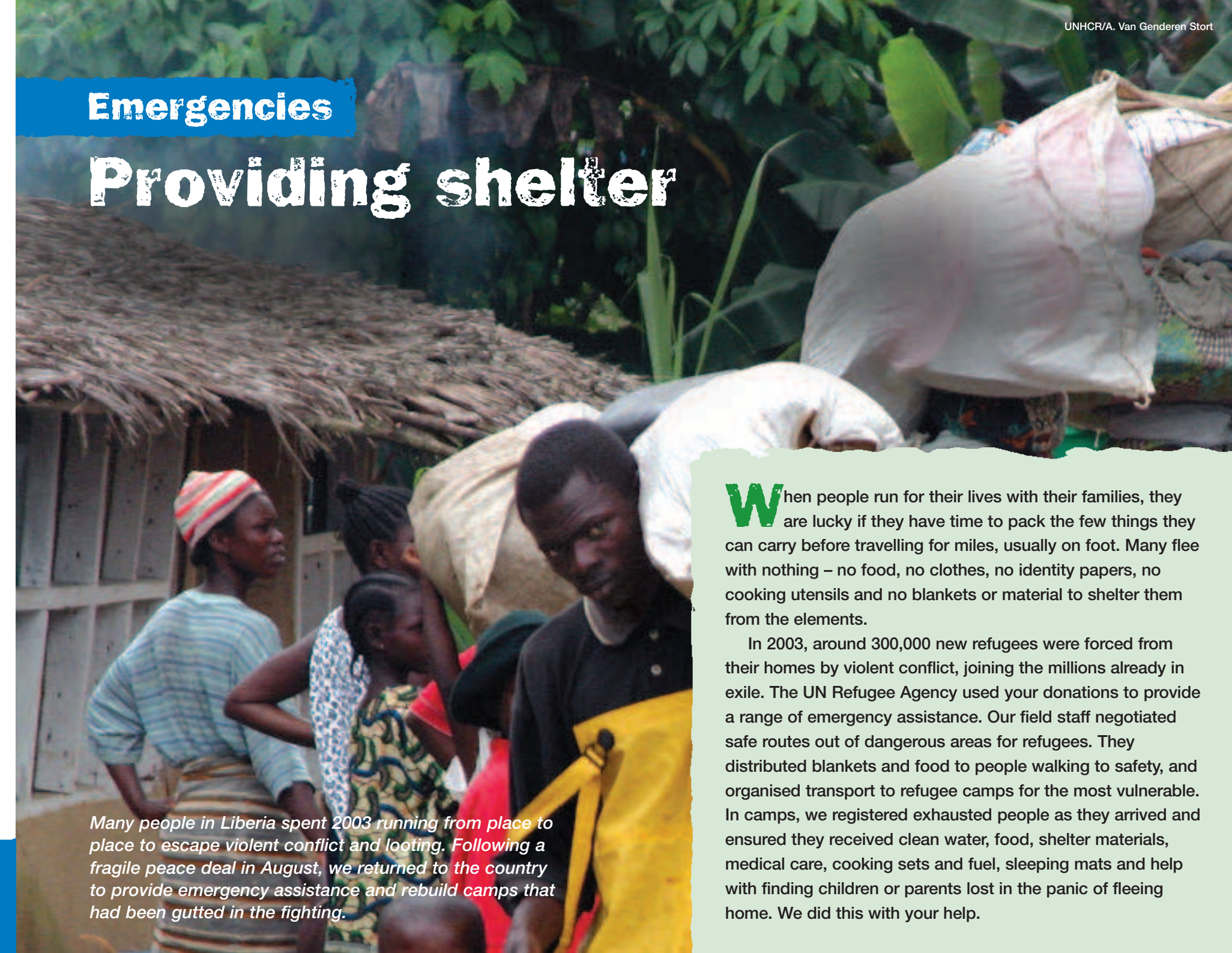
Emergencies

Providing shelter

When people run for their lives with their families, they are lucky if they have time to pack the few things they can carry before travelling for miles, usually on foot. Many flee with nothing – no food, no clothes, no identity papers, no cooking utensils and no blankets or material to shelter them from the elements.

In 2003, around 300,000 new refugees were forced from their homes by violent conflict, joining the millions already in exile. The UN Refugee Agency used your donations to provide a range of emergency assistance. Our field staff negotiated safe routes out of dangerous areas for refugees. They distributed blankets and food to people walking to safety, and organised transport to refugee camps for the most vulnerable. In camps, we registered exhausted people as they arrived and ensured they received clean water, food, shelter materials, medical care, cooking sets and fuel, sleeping mats and help with finding children or parents lost in the panic of fleeing home. We did this with your help.

Many people in Liberia spent 2003 running from place to place to escape violent conflict and looting. Following a fragile peace deal in August, we returned to the country to provide emergency assistance and rebuild camps that had been gutted in the fighting.



Emergencies continued

Giving assistance in Liberia

The Liberian tragedy cannot be underestimated. Everyone has lost someone they love. Many people spent weeks squatting in fields, outhouses, abandoned offices, school halls and other public buildings, too afraid to return to homes looted or burned during the long war.

Since August 2003 we have been helping hundreds of thousands of people – providing emergency assistance to those camping in the capital, and rebuilding camps for others. We also organised patrols along roads leading to the camps, so people felt safe until the situation stabilised. Now that a peace deal is in place we are making plans to help more than 200,000 Liberian refugees return home.

Preparing for the crisis in Iraq

When a crisis breaks, people need practical help immediately. That is why, when war loomed, we had to prepare for a potential flood of up to 600,000 refugees leaving Iraq. This meant negotiating with

surrounding states to prepare refugee camps, filling warehouses with tents, blankets, stoves, jerry cans, plastic sheeting, lanterns and sanitary napkins, and making plans for safe routes out of Iraq for those wanting to leave. When the war began, however, most people stayed in Iraq, enabling us to redeploy the emergency aid we had prepared to other emergency situations such as Sudan, Chad and the Bam earthquake in Iran.

Behind the headlines

- Cote d'Ivoire – The UN Refugee Agency has been protecting and providing assistance to nearly 100,000 refugees in Cote d'Ivoire since fighting erupted at the end of 2002.
- Chad – We provided emergency assistance to 65,000 new refugees from Sudan and coordinated with partner agencies to relocate exhausted people to new, safe camps away from the border. This work continues.

UNHCR/S. Mann



A US\$60 donation in 2003 was enough to provide 40 displaced Liberian people with jerry cans to collect and store clean water.

We used donations to give 65,000 Sudanese refugees blankets as they camped out in freezing night temperatures on the border with Chad. Each blanket cost US\$2.



UNHCR/M. Kobayashi

Away from home

Promoting hope



In Moscow 650 refugee children have been helped by your donations to integrate into local Russian schools, with intensive lessons in the Russian language, and basic education support. We are also paying for books and pencils, travel to school, lunches and small fees for school trips and events so these children are not left out.

When your own country is plunged into violent chaos, and you have to flee, you lose the protection of your own government. The UN Refugee Agency then becomes your protector. In 2003 we assisted some 18 million people who were trying to survive in camps, and in towns and cities away from home.

The vast majority are being sheltered by neighbouring states where even the local population is struggling to survive. To help refugee communities to become self-sufficient, we have been using donations to fund vocational training, schooling, counselling and healthcare. Projects that also benefit the local community, for example a new school or well, have been the priority.

A minority of refugees apply for asylum in industrialized countries. Though applications in 2003 dropped by 20 per cent, and despite these rich countries acknowledging their need for more workers, xenophobic rhetoric has soared in some of them. The UN Refugee Agency has reminded governments of their legal responsibilities. However this climate has made it even more difficult for genuine refugees to find protection and acceptance in some countries.

'Over there I am at home. Here I am a foreigner just sleeping under a tree.'

Fatime Adam, 14

Fatime fled Sudan with her parents and six brothers and sisters. They were found living under a tree in Chad, with clothes and cooking pots hanging from branches, and water a 12-hour round trip away.

Away from home continued

Training for independence in India

The majority of refugees we are working with in India come from Afghanistan, and are mainly living in New Delhi. In a country already grappling with huge poverty, their rights are fragile. We have therefore been using donations to help refugees become as self-sufficient as possible.

In 2003 we gave training to nearly 500 people to help them find employment and build a new life. Basic computer skills and English language training helped 229 people, while another 93 took courses in office management and electrical wiring. We gave specialised IT training to a further 107 people, over half of whom were women.

Securing legal protection in Colombia

Around 800 people are fleeing their homes every day in Colombia after being caught up in intense violence caused by warring groups. Some are escaping across the border, but many are sheltering within Colombia despite gross human rights abuses and little priority given to the needs of internally displaced people.



'We must try to be independent. I want to be successful through my hard work and honesty.'
Rani Kaur

Rani is an Afghan refugee of Indian descent. She just wants to lead her own life. And thanks to training paid for by the UN Refugee Agency, she now works for a computer firm in New Delhi.

As part of an initiative to help displaced people receive the education, housing, health and shelter assistance they are entitled to under Colombian law, the UN Refugee Agency ran a registration campaign to provide identity documents to those who fled without them. We are also training local authority workers to increase awareness of people's rights.

Behind the headlines

- Nepal – The UN Refugee Agency has been supporting Bhutanese refugees living in seven camps in Nepal for 10 years. During 2003 our work included providing primary education for 38,000 girls and boys that maintained the Bhutanese curriculum, and was also recognised by the host country.
- Kenya – We ran a range of activities in 2003 to prevent and treat HIV/AIDS among the 216,000 refugee population, who are mostly from Somalia and Sudan. These included providing equipment and medicine to clinics, training for young people to educate their peers, and home-based counselling support.



Providing essential medicines and medical equipment for a camp community of 600 costs around US\$65.

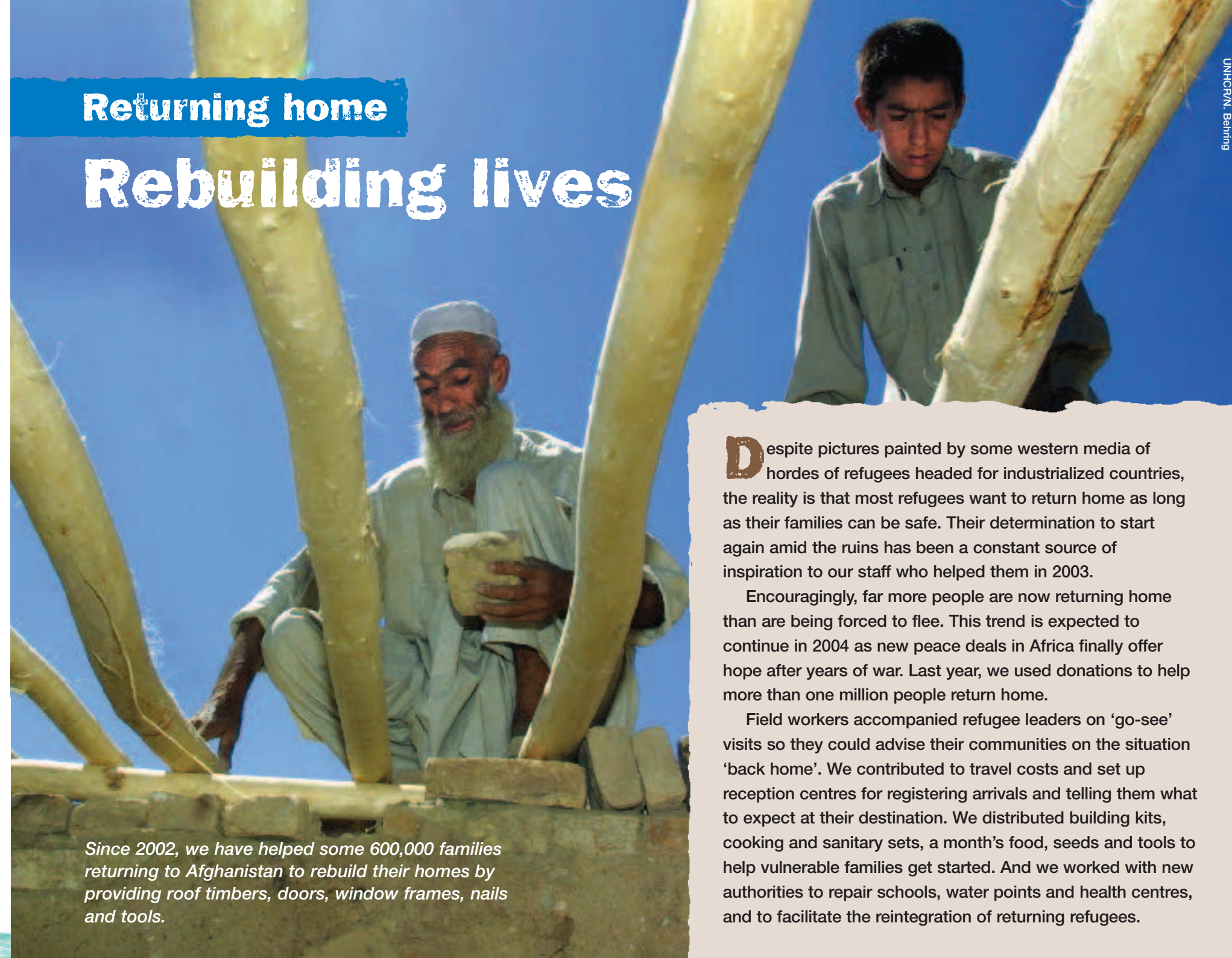
For a refugee family making a new life in Russia, a donation of US\$147 pays for one year's educational support for their children – travel to and from school, books and pencils, trips and other fees.



UNHCR/A. Hoffmann

Returning home

Rebuilding lives



UNHCR/N. Behring

Despite pictures painted by some western media of hordes of refugees headed for industrialized countries, the reality is that most refugees want to return home as long as their families can be safe. Their determination to start again amid the ruins has been a constant source of inspiration to our staff who helped them in 2003.

Encouragingly, far more people are now returning home than are being forced to flee. This trend is expected to continue in 2004 as new peace deals in Africa finally offer hope after years of war. Last year, we used donations to help more than one million people return home.

Field workers accompanied refugee leaders on 'go-see' visits so they could advise their communities on the situation 'back home'. We contributed to travel costs and set up reception centres for registering arrivals and telling them what to expect at their destination. We distributed building kits, cooking and sanitary sets, a month's food, seeds and tools to help vulnerable families get started. And we worked with new authorities to repair schools, water points and health centres, and to facilitate the reintegration of returning refugees.

Since 2002, we have helped some 600,000 families returning to Afghanistan to rebuild their homes by providing roof timbers, doors, window frames, nails and tools.

Returning home continued

Providing practical help in Afghanistan

Returning to a land that has been so comprehensively destroyed by war can be both a euphoric and a frightening experience. The security situation is still fragile, for humanitarian agencies as well as Afghans, and the international community's continued support is needed to enable people to rebuild homes and to create strong economic, legal and social infrastructures.

Despite the continuing concerns about security and the hard work that lies ahead, more than three million Afghan refugees have come back – mainly from Pakistan and Iran. We have now opened 31 offices in Afghanistan, with 782 staff giving practical help and protection to returning refugees.

Helping people home in Angola

The peace accord between the Angolan Government and rebel UNITA forces marked the end of one of the longest-standing

conflicts in Africa. Thousands of Angolan refugees began to return home in 2003 to the war-ravaged country eager to start rebuilding their communities.

Some 45,000 refugees returned on convoys organised by UN Refugee Agency staff in 2003, with 27,000 families receiving an assistance package as they registered at our reception centres in Angola. A working infrastructure is the key to ensuring that returning refugees stay, and existing communities can cope with them. The UN Refugee Agency spent 2003 rehabilitating wells, schools, health centres and access roads in returnee communities across Angola.

Behind the headlines

- Sierra Leone – We now have more than 550 projects helping people return following Sierra Leone's first post-war election in 2002, including vocational training programs to help promote local businesses.
- Returns to nine African countries – In addition to our work in Angola, Eritrea, Liberia and Sierra Leone, the UN Refugee Agency began to coordinate support for the return home of millions of refugees and displaced people to Burundi, Democratic Republic of the Congo, Rwanda, Somalia and Sudan as various conflicts on the continent are finally being resolved.

We helped 115,000 Eritrean refugees travel home on UN Refugee Agency convoys from Sudan, at a cost of US\$58 per family. This has enabled us to close 10 out of 18 camps. Four more camps are set to follow, bringing to an end one of the most enduring refugee situations in the world.



‘Though I’ve never seen Afghanistan, I am determined to go back if a high school opens near my village.’
Nawab Khan, 18

Nawab is living in Gamkol refugee camp in Pakistan. The UN Refugee Agency's effort to coordinate repairs to schools in Afghanistan is key to many refugees deciding whether to return home with their families.

Finances 2003

You make this possible

We use your money carefully. Daily our staff see how much is needed and look for new ways to make your donations go further. Thanks to individuals and governments, our total income in 2003 was US\$928,865,984, and our expenditure was US\$975,616,491. Of this, 89 per cent went directly to refugee support programs, and just 11 per cent to essential fundraising, headquarters support, public awareness and advocacy.

Expenditure on refugee support programs in 2003



Four in every five UN Refugee Agency staff work in the field directly with refugees, and as the lead agency in refugee situations, we aim to ensure that dangerous gaps in aid do not occur. But we can only do this with the support of caring individuals around the world – over 97 per cent of our funds come from entirely voluntary donations.

Thank you for stepping forward

When you are trying to protect your children from being recruited by armed groups, when you are wondering how you will earn a living, when you are spat at in the street, life as a refugee can be very lonely. Yet many thousands of people made it clear in 2003 that they do care about refugees, they do want to help – and they showed this by supporting the UN Refugee Agency in different ways. You are one of them. Thank you for stepping forward.

One person can make a difference

Dr Annalena Tonelli received the Nansen Refugee Award in June in recognition of 30 years' dedication to helping Somalis in remote corners of the Horn of Africa. Four months later, Dr Tonnelli was shot dead in front of the 200-bed hospital she had created in Borama, another tragic example of the dangers humanitarians face when working up close with refugees. The UN Refugee Agency has since helped the hospital to continue operating by paying for building work.

Regular donations reach refugees

Some 9,000 people are now making monthly donations to help refugees through the UN Refugee Agency. Eighty-nine per cent of this money goes directly to protection and practical assistance. All donations make a genuine impact, but giving in this way can also be the difference between providing only primary education in refugee camps and offering secondary education opportunities as well, because we know you have committed your regular support. With every new monthly donation we are able to expand the impact of our work. For more information about monthly giving, please visit www.unhcr.ch

Companies reach out

Nike gave a large donation of shoes and clothing to support sports activities in the Kenyan refugee camps of Kakuma and Dadaab. Soccer, netball, volleyball (shown right) and wheelchair basketball are all played in the camps. Not only do these activities help people to gain confidence in their own abilities, they also foster peace within the camps and with local communities. Importantly, they encourage girls to join in with other aspects of camp life.

Kofi Mabla, who heads operations at Kakuma, says: 'Sports have improved contact between refugees of different ethnic groups, and with the local community here over the years.'

The Nike donation gives these teams self-esteem and great pride.'

Hannah Jones, Nike's Director of Corporate Responsibility for Europe, Middle East and Africa, says: 'The development of UN Refugee Agency sports programs in refugee camps is a shining example of the role that sports can play in resolving conflict, and building communities. We're proud to be able to partner with the UN Refugee Agency in this program.' In 2004 the UN Refugee Agency will continue to partner with Nike on a Kenyan project to increase girls participation in sports and education.



Thousands join in World Refugee Day

The theme of World Refugee Day 2003 was Refugee Youth: Building the Future, to highlight the particular plight of young refugees whose education and development have been interrupted by the trauma of war and exile. Thousands of people in nearly 100 countries took part:

- Students in US schools designed posters reflecting the dreams and values they share with refugee children.
- Young refugees in Sierra Leone decorated a special bus, which headed up a street parade in Kenema.
- A Dutch rap group recruited hundreds of students to be in a music video for a song about refugees called *On the run*.

- Kazakhstan marked the day with an exhibition of photos and posters, a sports competition and a concert which featured Chechen dance group Vainakh (shown left). The events were covered in the evening news of the national TV channel.
- Pakistan conducted a mass walk in Quetta and two days of music.

- A fundraising concert in Geneva was beamed by satellite to Largo camp in Kenya, and a Swiss school 'met' children in Largo via a two-way webcast.

- In Tajikistan law students debated the case of an Afghan refugee appealing against a decision not to extend his refugee status.

World Refugee Day is on Sunday 20 June. To get involved, please visit www.unhcr.ch



Celebrity advocates spread goodwill

Angelina Jolie continued her active support for refugees by visiting several camps in 2003 from Sri Lanka to Jordan, Tanzania to the Russian Federation. She also generously donated the proceeds from a paperback edition of her journals from earlier trips, as well as from the premiere of her film *Beyond Borders*, to the UN Refugee Agency.

Other celebrities who dedicated time and effort to help raise much-needed donations during the year included Giorgio Armani, who promoted a fundraising campaign through his company, and Julien Clerc, who made several francophone media appeals. Meanwhile Luciano Pavarotti won immense public support for refugees through his annual *Pavarotti and Friends* concert, which he dedicated to the UN Refugee Agency for the fifth time. Barbara Hendricks continued her high-level advocacy around the world and Adel Imam brought the media spotlight to World Refugee Day celebrations in Geneva, Switzerland.

Please show your commitment again today, and encourage your family and friends to support refugees by sending them a postcard





UN High Commissioner for Refugees, Ruud Lubbers, shares a lighter moment in Angola.

Without us on the ground...

... and without you behind us, refugees – some of the most vulnerable, exhausted, but courageous and hard-working people in the world – would not get the all-round assistance they need.

Working on the ground, especially in the thick of a crisis, is becoming very dangerous. We paid a high price in 2003 for working closely with the civilians we are trying to help. In August, a truck packed with explosive blew up the UN headquarters in Baghdad, killing 22 people and wounding 150 more. In November, a UN Refugee Agency worker was killed when two men opened fire on her vehicle in Afghanistan. Many other aid workers belonging to other agencies have also been killed.

But we will not give up.

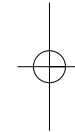
With us...

... and with you, refugees have a chance of survival, of understanding, of dignity, of a life. Together we help them survive their flight from terror until they can reach some semblance of safety, help them face another day in a refugee camp with dignity and hope, and help them start a new life either back home, when war is over, or in a new country. I hope you will continue to stand with us and not give up either.

Ruud Lubbers

UN High Commissioner for Refugees

For privacy purposes the people shown in the photographs are not necessarily those featured in the associated stories.
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