



UNHCR and IOM joined forces to run a massive humanitarian evacuation of people fleeing from Libya.

Ensuring protection for People of Concern

UNHCR FULFILS ITS protection mandate by securing rights, promoting equality and respecting diversity, as well as encouraging the development of normative frameworks and protection-sensitive policies at local, national, regional and global levels.

The 2011 commemorations of the anniversaries of the 1951 Convention relating to the Status of Refugees and the 1961 Convention on the Reduction of Statelessness provided an opportunity for reflection on the many challenges to achieving full implementation of both instruments. The commemorations brought an opportunity to raise public awareness and build solidarity with forcibly displaced and stateless persons, as well as to examine the evolving protection context in the 21st century. The emergence or continuation of several major humanitarian emergencies during the year demonstrated the ever-present need for robust and dynamic protection mechanisms and a comprehensive protection regime.

UNHCR undertook many protection-related activities in 2011 to strengthen normative and institutional frameworks, build and ensure the proper functioning

of asylum systems—particularly in response to mixed-migration flows—and reinforce its capacity to deal with the increasing number of applications for refugee status. Of equal importance were efforts to prevent *refoulement*, help States issue machine-readable Convention Travel Documents, advocate for the implementation of alternatives to detention, and address sexual and gender-based violence.

ADEQUATE NORMATIVE FRAMEWORKS

IN KEEPING WITH THE GLOBAL STRATEGIC Priorities (GSPs) for 2010-2011, UNHCR encouraged States not yet party to the 1951 Refugee Convention to accede, while States Parties to the instrument were asked to consider reviewing the need for the reservations they had lodged at the time of accession. Nauru acceded to the Convention and its 1967 Protocol during the year, and at the ministerial-level conference held in December a number of States pledged to enact or amend legislation implementing the Convention.

The year also saw a number of improvements with regard to implementing national legislation. For example, Georgia, Mexico and Ukraine introduced complementary

forms of protection. In other countries, particularly those that have pledged to revise and amend national refugee legislation or adopt new laws, UNHCR supported legislative processes by providing expert advice, analysis and comment on draft laws. This was done in Afghanistan, Argentina, the Plurinational State of Bolivia, Papua New Guinea, the Russian Federation, South Sudan and Yemen, among other countries.

PROTECTION-SENSITIVE MIGRATION POLICIES

ASSISTING STATES AND OTHER PARTNERS to develop protection-sensitive, comprehensive and collaborative strategies to address mixed migration remained a key priority for UNHCR. Activities on asylum and migration focused on a number of interrelated initiatives. These included the completion of the three-year project on the 10-Point Plan of Action on Refugee Protection and Mixed Migration; initiatives relating to the 60th anniversary commemorations, including the protection of refugees at sea and international cooperation; efforts to address the protection needs of trafficked and smuggled persons; and active engagement in global and regional consultative processes.

Emergency operations during the year provided an opportunity to reflect upon the use of some of the policies and tools developed to address mixed movements and the forced displacement of refugees and others in such contexts.

1. *The 10-Point Plan of Action on Refugee Protection and Mixed Migration*

UNHCR's three-year project on the 10-Point Plan came to a close in 2011. Final activities undertaken in 2011 included:

- The convening of the final Regional Conference on Refugee Protection and International Migration in Central Asia;
- The release of a compilation of practical examples on each of the elements of the 10-Point Plan (*Refugee Protection and Mixed Migration: The 10-Point Plan in Action*) in June 2011;
- The finalization of a document evaluating the 10-Point Plan Project (*Refugee Protection and International Migration: Achievements, Challenges and Lessons Learned from the 10-Point Plan Project*).

2. *60th Anniversary Commemoration events, including initiatives on international cooperation and the protection of refugees and asylum-seekers at sea.*

As part of the 60th anniversary of the 1951 Convention relating to the Status of Refugees, UNHCR organized a number of expert meetings, including one in Jordan on international cooperation to share burdens and responsibilities, and another in Djibouti on how best to respond to refugees and asylum-seekers in distress at sea. The former endorsed the development of a common framework on international cooperation to share responsibilities; the latter approved a number of tools to enhance inter-State cooperation in situations of distress at sea involving asylum-seekers and refugees, including a model framework for cooperation.

The protection of refugees and asylum-seekers at sea continued to pose a number of major challenges related to a lack of coastal capacity

among States; unclear responsibilities, including for disembarkation; and a dearth of predictable burden-sharing mechanisms.

3. *International Protection and Human Trafficking*

Protection in the context of trafficking in persons posed a number of challenges, including the identification of victims of human trafficking and their protection needs. UNHCR focused on prevention, identification, protection/assistance and the search for solutions for such victims who are, or may be, in need of, international protection. These efforts were conducted in collaboration with key organizations and actors, such as IOM, UNICEF, UNODC, OHCHR, the European Union and the UN Special Rapporteur on Trafficking in Persons.

As part of a joint project with IOM to improve cooperation on the identification and protection of trafficking victims, UNHCR conducted monitoring missions in Costa Rica, Ethiopia and Indonesia. The missions identified good practices, including national and local intersectoral mechanisms for the identification, protection and assistance of trafficked persons, migrants and others of concern to UNHCR. The two organizations also conducted a Workshop on Human Trafficking and Refugee Protection, with special emphasis on identification and protection of trafficking victims in emergencies.

UNHCR continued to promote and disseminate refugee law at both the international and regional levels, in addition to developing training tools to ensure that international protection standards are upheld in anti-trafficking activities.

4. *Development of regional approaches and strategies*

UNHCR played an active role in the Inter-Agency Coordination Group against Trafficking in Persons (ICAT), the Global Migration Group (GMG) and the Global Forum on Migration and Development (GFMD). It also continued to support comprehensive regional approaches to mixed-migration movements. For instance, following

the adoption of a regional cooperation framework proposed at the Bali Process Ministerial Conference in March 2011, UNHCR helped put the framework into operation by establishing a Regional Support Office.

ENCOURAGING LOCAL POPULATIONS TO BE RECEPTIVE TOWARDS PEOPLE OF CONCERN

UNHCR'S STRATEGIC INTERACTION with UN human rights mechanisms remained an important tool for promoting tolerance and diversity as well as accession to the international refugee and statelessness instruments. At the UNHCR ministerial-level meeting in December 2011, several countries, including the Plurinational State of Bolivia, Greece, Mexico, Romania, Rwanda and Sweden, made specific pledges to redouble efforts to combat discrimination and xenophobia.

During the year, UNHCR participated in a series of consultations on xenophobia organized by OHCHR. This cooperation enabled the Office to strengthen human rights approaches in its work and engage in important thematic areas, such as the prevention of racism, racial discrimination, xenophobia and related intolerance. UNHCR also participated in the undg human rights mainstreaming process, and is a member of the newly established Task Force to strengthen the engagement of UN Country Teams in human rights mechanisms.

REGISTRATION AND PROFILING

IN 2011, UNHCR CONTINUED registering asylum-seekers and refugees in large parts of Africa, Asia and the Middle East. The numerous crises during the year resulted in an unprecedented demand for registration. At the same time, improved identity management proved critical in emergency response. UNHCR established registration capacity in emergency operations dealing with asylum-seekers and refugees from Côte d'Ivoire, Libya, Mali, Somalia, Sudan, the Syrian Arab Republic and Tunisia.

UNHCR embarked in 2011 on a number of projects related to improving identity management capacity, building the capacity of governments and non-governmental partners in registration,

and sharing registration information in an efficient manner. These included updating the *Registration Handbook* for UNHCR and partners, refining the data protection policy, overhauling the standard registration and case management software *proGres*, and developing an appropriate biometrics registration methodology.

IDPs were registered or profiled in 10 operations by UNHCR, in close cooperation with governments, UN agencies, international and local NGOs and other organizations. The interventions served a variety of purposes. In Yemen, Sudan and Iraq, profiling informed programming and advocacy, while in protracted IDP situations in Uganda, Burundi, Bosnia and Herzegovina and Serbia, profiling data helped to advance policies promoting durable solutions. In Somalia, UNHCR and its partners worked to understand complex waves of displacement and to track population movements.

These experiences have highlighted two main challenges which UNHCR and its partners are working to overcome. The first is the complexity of identifying IDPs in situations characterized by multiple waves of displacement or where IDPs and non-IDPs live side by side. Positive practices in the Central African Republic, Burundi and Yemen provide examples of the way forward. UNHCR is also working to improve processes in urban contexts. The second key challenge lies in establishing broad ownership and common use of profiling data by governments, agencies and other partners. In view of this, UNHCR developed collaborative and inclusive processes and platforms for profiling.

UNHCR continued to host and benefit from the inter-agency Joint IDP Profiling Service (JIPS). In 2011 the service hosted the first international conference on IDP profiling as part of an effort to create a network of profiling practitioners. The JIPS continued to build the capacity of actors involved in profiling through field missions, training and remote support. In collaboration with the Assessment Capacities Project (ACAPS), UNHCR developed a database of practical tools, the *Profiling and Assessment Resource Kit*.

The year also saw UNHCR develop an Information Management Strategy for 2012-2014 to fulfil its responsibilities within the inter-agency community. In addition to strengthening UNHCR's internal data and information management, the strategy emphasizes how UNHCR shares information, coordinates information systems between partners and provides predictable information management services in humanitarian response. Particular attention will be paid to incorporating innovative registration, data collection and information dissemination methodologies; registration and needs assessment systems; policy development; and training and capacity building.

BIRTH REGISTRATION AND CIVIL DOCUMENTATION

BIRTH REGISTRATION IS A SIMPLE BUT important child protection tool which is crucial to reducing statelessness. UNHCR therefore promotes birth registration for all children of concern—be they internally displaced, stateless, refugees or returnees—as a standard protection response. In some countries, interventions focus on raising awareness of the importance of birth registration within the community; in others, UNHCR works closely with governments to ensure they provide access to birth registration for children. In the latter case UNHCR provides governments with logistical support or seeks agreement on recognition of birth certificates issued by the host country. It also provides direct legal assistance in some cases.

UNHCR helped the relevant authorities to increase access to birth registration for IDPs in Côte d'Ivoire, Sudan and Sri Lanka, with the assistance in Côte d'Ivoire also covering people at risk of statelessness. The Kenyan authorities received help to deliver birth certificates to refugee children. In Azerbaijan, UNHCR provided legal advice for refugees and asylum-seekers seeking to register the births of their children born in the country. Furthermore, UNHCR and the children's development charity Plan International have signed an agreement to work together to advocate for birth registration for children of concern to UNHCR.

REFUGEE STATUS DETERMINATION

UNHCR SEEKS TO ENHANCE THE quality, integrity and efficiency of refugee status determination (RSD) procedures and decision-making worldwide. The Office oversees and evaluates RSD procedures, monitors and analyses RSD trends and issues, and develops guidance on the correct application of the criteria determining eligibility for refugee protection. In addition, it provides training and advice to enhance fairness and efficiency in RSD procedures.

States bear the primary responsibility for determining the status of asylum-seekers. In countries where national asylum procedures do not yet exist or are not yet fully developed, UNHCR conducts RSD under its mandate. In 2011, UNHCR conducted RSD in almost 60 countries, including many States which have not signed the 1951 Refugee Convention, and registered well over 100,000 individual applications.

UNHCR has been required to undertake RSD for an increasing number of people as part of its emergency response to large influxes of asylum-seekers, often in contexts which raise complex eligibility issues. The organization has strengthened its RSD capacity by optimizing staffing structures in mandate RSD operations and by improving its capacity to deploy qualified personnel swiftly to emergencies. The global backlog in RSD decisions increased as a result of the significant rise in the number of applications, the challenges and complex contexts, including multiple emergency situations, particularly in conflict situations in the Middle East and the Horn of Africa. At the same time, efforts are underway to persuade States to assume greater responsibility for RSD by building up their national asylum systems.

ENHANCING THE PROVISION OF PROTECTION INFORMATION

UNHCR'S ELIGIBILITY GUIDELINES, which contain assessments of the security and human rights situation and the availability of protection in countries of origin, help asylum adjudicators worldwide. In 2011, the need for urgent information in several ongoing emergencies and preparatory processes for implementing cessation

Colombia: SGBV awareness-raising through film

Sexual and gender-based violence (SGBV) is one of the most serious and pervasive protection challenges facing IDP women and girls, as well as their families and communities, in Colombia. Key messages about prevention and response mechanisms need to reflect the large diversity of the displaced population, which includes many indigenous and Afro-Colombian communities.

UNHCR has developed a short animated film in close cooperation with local communities, authorities and ethnic organizations. The film uses culturally appropriate and relevant messages and overcomes language barriers, making it

suitable for SGBV awareness-raising with large, diverse audiences. It depicts the different risks and impacts of SGBV as they affect different groups, including older people, children, people with disabilities, and different ethnic groups. It also relates SGBV to the various human rights that it violates and explains reporting mechanisms. Finally, it encourages people to speak out and develop prevention strategies within the community.

The film has been used successfully throughout Colombia. In 2011, an international version in three languages (English, French and Spanish) was produced and is now being disseminated to UNHCR operations in different regions.

clauses for refugees from a number of African countries prompted the production of guidance documents designed to assist operations and governments in these areas.

In addition, UNHCR published a set of formal eligibility guidelines addressing the international protection needs of asylum-seekers from Eritrea. A number of country-of-origin information packages were also produced jointly with specialized partner organizations during the year. In several countries, UNHCR trained its own staff, government officials and legal aid providers in good practices in the use of country-of-origin and other protection information in RSD. Furthermore, UNHCR continued to invest in its protection information database, *Refworld*, which contains up-to-date country and legal information, including case law and relevant national and regional legislation. *Refworld* is freely available at www.refworld.org and is used intensively by asylum practitioners all over the world.

DOCUMENTATION

MANY STATES STILL STRUGGLE TO ISSUE machine-readable Convention Travel Documents (MRC TDs) to refugees and stateless persons, as required

by the International Civil Aviation Organization (ICAO). In September 2011, ICAO's Technical Advisory Group endorsed steps taken by UNHCR to increase CTD compliance. UNHCR strengthened its cooperation with ICAO and began work on specific guidance related to MRC TDs, which will be published in 2012.

Documentation initiatives benefitting vulnerable people affected by armed conflict were launched in several countries, including the Philippines and the Democratic Republic of the Congo. In both countries, indigenous groups face particular challenges in obtaining documentation because of discrimination and the lack of means to travel to registration offices. In Haiti, UNHCR works closely with the National Identification Office, the Ministry of Justice and UNICEF to facilitate the issuance of documentation to IDPs in remote rural areas.

SEXUAL AND GENDER-BASED VIOLENCE (SGBV)

WITH THE RELEASE OF ITS UPDATED SGBV Strategy in 2011, UNHCR is deepening its commitment to the fight against SGBV. The updated strategy supports country offices as they

develop operation-specific anti-SGBV measures that include prevention and response and promote gender equality. The framework targets action areas that are often overlooked, such as: i) the particular risks affecting three specific population groups—children, persons with disabilities, and lesbian, gay, bisexual, transgender and intersex (LGBTI) persons; (ii) risks related to unsafe environments and survival sex; and (iii) the transformative role of not only survivors, but also men and boys, in achieving gender equality and ending violence.

Although by the end of the biennium overall reporting rates for SGBV had not improved as targeted under the GSPs, 70 per cent of the camps monitored recorded higher numbers of SGBV incidents. New camps, including sites in the most critical areas of new displacement in 2011, such as Ethiopia, Kenya, Togo and Tunisia, also started to provide data; however, the incidence of reported cases was low in some camps reporting for the first time. To achieve improved reporting on SGBV, there is a need to increase response capacity and trust in the reporting mechanisms on the part of the survivor or person reporting.

In May 2011, UNHCR began to develop country-specific SGBV strategies to enhance the weight given to anti-SGBV activities in Country Operation Plans and build the capacity of staff and partners to devise comprehensive measures based on the updated strategy.

Capacity building and development of the SGBV e-learning programme were particular priorities. UNHCR managed the Asia component of the project, which trained 40 capacity promoters in Afghanistan, Nepal and

Pakistan and another 100 international and national UN, government and partner staff on preventive measures and response mechanisms for SGBV survivors. Through this project, standard operating procedures to deal with SGBV were developed, and in Nepal, eight NGOs were trained to use the Gender Based Violence Information Management System (GBVIMS). All field operations were encouraged to organize innovative activities and special events to raise awareness of SGBV and to devise strategies to combat it.

UNHCR continues to serve as a member of the UN Action Steering Committee, and coordinates with the Special Representative of the Secretary-General on Sexual Violence in Conflict and the 12 UN agencies to report on Security Council Resolution 1960 on Sexual Violence in Conflict. In addition, as a participant in the GBV area of responsibility under the Global Protection Cluster and the GBVIMS global team, UNHCR contributed to the production of the GBV inter-agency manual and GBVIMS roll-out guidelines.

AGE, GENDER AND DIVERSITY MAINSTREAMING

THROUGH THE SYSTEMATIC APPLICATION of age, gender and diversity (AGD) considerations in its operations worldwide, UNHCR seeks to ensure that all people of concern enjoy their rights on an equal footing and are able to participate fully in the decisions that affect their lives. This approach has been pursued since 2004 and has been incorporated into country planning, budgeting, implementation, monitoring and evaluation.

In 2011, the approach was bolstered by the issuance of the age, gender and diversity policy, which marked

THROUGH THE SYSTEMATIC APPLICATION OF AGE, GENDER AND DIVERSITY CONSIDERATIONS IN ITS OPERATIONS WORLDWIDE, UNHCR SEEKS TO ENSURE THAT ALL PERSONS OF CONCERN ENJOY THEIR RIGHTS ON AN EQUAL FOOTING AND ARE ABLE TO PARTICIPATE FULLY IN THE DECISIONS THAT AFFECT THEIR LIVES

Jordan – community outreach programme

Refugee women in urban areas in Jordan frequently lack the support they need to confront their problems and challenges, including sexual and gender-based violence. UNHCR, in cooperation with its partner the Jordan River Foundation, established a network of peer educators among women called the *Mothers Outreach Network*. The group has successfully educated hundreds of Iraqi and Jordanian women on topics related to women's and children's rights, protection from violence, parenting skills, referral pathways and available services.

Building on the positive experience with these women's networks, Iraqi and Jordanian men were targeted by a comprehensive programme on parenting, positive family dynamics and domestic violence. Iraqi and Jordanian youth leaders were trained on

concepts related to child safety and the prevention of bullying.

By targeting the Iraqi and Jordanian communities alike and providing an opportunity for trainers from both groups to work side by side, the project has helped strengthen relations between the two communities. Shared experiences have promoted mutual understanding and acceptance. The project has also encouraged the communities to take a role in responding to and preventing different forms of SGBV. Trainers and participants report that during their gatherings they began to discuss their rights and problems and how they could help each other. The involvement of men as advocates for respectful family relations and against SGBV has had a very positive impact.

an important step towards bringing about a common understanding within UNHCR and partners of what AGD means in practice. An e-learning module on AGD is being developed and will be available in 2012.

A number of good AGD practices were in evidence in UNHCR operations throughout 2011. In Burundi, participatory assessment results were shared at the beginning of the year with the donor community, partners and governmental counterparts and formed the basis of all planning activities and programme design. Through its role as co-chair, with OHCHR, of a newly-formed Pacific Regional Protection Cluster, UNHCR in Australia promoted the principles of AGD in relation to disaster and emergency response in the Pacific. In the Islamic Republic of Iran, the health insurance scheme for refugees was initiated with the Government. The scheme was based on needs expressed during participatory assessments, and more than 200,000 refugees have had access to it. In Namibia, data on populations of concern covers AGD, and assistance is planned and implemented with special attention to groups with specific needs.

FREEDOM OF MOVEMENT AND NON-ARBITRARY DETENTION

TOGETHER WITH OHCHR, UNHCR organized the first *Global Round Table on Alternatives to Detention* in May. Discussions between government representatives, agencies, human rights organizations and NGOs helped raise awareness and open up debate in several countries. Subsequent national and subregional round tables in Australia, Belgium and Thailand, confirmed the growing interest among governments in introducing or strengthening alternatives to detention. Over the past two years, the use of detention of refugees, asylum-seekers, stateless people and others of concern has been reduced in nine countries, a result that is lower than the GSP target set, but nevertheless an achievement in the present global climate of insecurity and xenophobia. Together with several partners, in particular the International Detention Coalition (IDC), UNHCR will pursue its advocacy and monitoring efforts in this area, for instance, by issuing new guidance material and strengthening partnerships with NGOs and lawyers.

CHILD PROTECTION

THE PROTECTION OF CHILDREN IS A HIGH priority for UNHCR. The launch of a consultative process in 2011 will result in a new global *Protection Agenda for Children*, to be released in 2012. This will reinforce and streamline protection for children.

The Best Interest Assessment/ Determination (BIA/BID) procedure is a key protection tool for children at risk, including unaccompanied and separated children (UASC). It provides the necessary safeguards for best-interest decision-making affecting children at risk. Significant efforts have been made to strengthen UNHCR and partners' capacity in this area. A training-of-trainers session was organized with participants from 21 operations, resulting in several projects at the country level. The Office also published the *Field Handbook on the Implementation of UNHCR BID Guidelines*, with accompanying material in English, French, Spanish and Arabic, as a joint initiative with the International Rescue Committee. A BID e-learning course currently being developed will be issued in 2012.

Guidance for field offices on how to monitor child protection was prepared during the course of the year. This is an important tool for measuring progress, as the 2011 targets for the child-specific GSP indicators reveal that this is an area which will require continued support over the years. The number of UASC identified has increased by over 80 per cent since 2009, with over half of the total number in Kenya. Despite the reinforcement of BIA/BID capacity in 2011, with such rapidly growing needs, UNHCR and its partners were unable to raise the percentage of UASC for whom a BID has been carried out. Efforts are therefore under way to review existing capacity, processes and measurements – not only of BIDs carried out but also of the percentage of BIAs undertaken. A BIA is often sufficient to allow for the identification of an appropriate protection response without the need for recourse to a full BID in more serious circumstances.

Partners continued to play an important role in UNHCR's activities related to child protection. Deployments from Save the Children Norway and Sweden, ICMC, the IRC's Surge project

and the Danish and Norwegian Refugee Councils helped 11 operations to address gaps in child protection and implement BID procedures. These deployments also benefitted Ethiopia, Tunisia and Kenya, providing much needed support for UNHCR's child protection capacity in emergency situations.

FAMILY REUNIFICATION

AS FORCED DISPLACEMENT AND FLIGHT can often result in family separation and dispersal, UNHCR advocates for a flexible approach to what constitutes the principle of family unity, one that covers relationships beyond parents and children and includes common-law and same-sex partnerships.

When the whereabouts of relatives were unknown, UNHCR worked closely with the International Committee of the Red Cross (ICRC) to help restore family links. Besides considering and submitting resettlement cases under the family reunification category, UNHCR also supported family reunification by securing travel documents, entry or exit permits, making travel arrangements and providing financial assistance to special protection cases. Close coordination with IOM and NGOs continued to be instrumental in realizing family reunification.

UNHCR also supported family reunification for children when this was considered to be in their best interest. In the context of durable solutions, the best interest process documents family links and tracing undertaken to facilitate reunification.

GENDER EQUALITY AND THE PROTECTION OF WOMEN

AS PART OF THE COMMEMORATIONS year, UNHCR undertook global consultations with refugee and displaced women and girls. The *Regional Dialogues with Women and Girls* gathered more than 1,000 participants and showed that refugee and internally displaced women and girls are at risk of SGBV in every aspect of their lives (see box).

The year 2011 marked the 10th anniversary of the High Commissioner's Five Commitments to Refugee Women. An analysis of standards and indicators reports revealed that, while progress has

Regional Dialogues

A decade ago UNHCR organized its first global *Dialogue with Refugee Women*. Participants came together to reflect upon the hardships, challenges and prospects for solutions which had marked their experiences as refugees. Five over-arching protection issues emerged to become the basis for the *High Commissioner's Five Commitments to Refugee Women*.

Ten years on, in the context of UNHCR's commemoration of the 60th anniversary of the 1951 Refugee Convention, another major series of consultations with refugee women was undertaken. Encompassing seven countries and having more than 1,000 refugee and displaced women,

girls, men and boys as participants, the 2011 Regional Dialogues focused on 10 core protection areas: individual documentation; women in leadership; education; economic self-reliance; shelter; SGBV; other forms of violence; health; sanitary materials; and legal issues.

Held in both urban and camp settings, the Dialogues took place between November 2010 and May 2011 in India, Colombia, Jordan, Uganda, Zambia, Thailand and Finland. Participants analysed their protection problems, developed concrete solutions and, on the final day, presented the outcomes of their consultations to UNHCR staff, partners, government officials and other relevant stakeholders.

Despite the different geographic and cultural contexts, the commonalities in the reported experiences were striking. Women and girls face gender-specific risks in all the protection areas discussed, and these are often related. For example, the lack of documentation complicates access to health services and education, and without an education women may fall victim to exploitation on the labour market or have to engage in survival sex. Above all, it was apparent that refugee and internally displaced women and girls are at risk of sexual and gender-based violence in every aspect of their lives. The summary report with the participants' recommendations was shared with States prior to the intergovernmental commemorative event in December 2011.

been made, UNHCR operations have yet to meet the commitments fully. UNHCR produced one video report and five short video clips on each of the five commitment themes (SGBV, participation, food distribution, individual registration and documentation, and sanitary materials) to reaffirm their relevance.

The Office also developed a regional Female Genital Mutilation (FGM) project targeting the Somali refugee populations in Ethiopia, Kenya and Yemen. The project addresses misconceptions on FGM, documents good practices, involves influential Somali leaders and scholars, and provides livelihood support to those working to end this practice.

In July 2011 the High Commissioner signed a joint statement with the UN

Adolescent Girls Task Force (AGTF) which promotes projects to help this target group.

ENHANCING DIVERSITY

IN PURSUIT OF THE AGD APPROACH, greater attention is being paid to making assistance and services accessible to, and inclusive of, all persons of concern. This compels UNHCR and its partners to design programmes that accommodate the needs of a diverse population.

In order to raise awareness on these issues, a new set of publications was launched in 2011. This Need to Know guidance series provides UNHCR and partner staff with an overview of protection challenges for people with disabilities, older people, LGBTI persons, minorities and indigenous

groups in displacement. It underlines the need to promote the inclusion and participation of these groups in essential services and ensure that their views are incorporated into UNHCR activities.

A global training programme on disability inclusion was also launched in 2011, starting in India and Uganda. These workshops brought together UNHCR and partner staff, refugees with disabilities and national disabled persons' organizations to develop joint action plans to increase access to essential services. All these activities contribute to more and better services for persons with specific needs, as outlined in UNHCR's strategic priorities. ■