



**UNHCR**  
The UN Refugee Agency



**OPERATIONAL STRATEGY FOR CLIMATE RESILIENCE  
AND ENVIRONMENTAL SUSTAINABILITY 2022-2025**

**Progress Report 2023**



# INTRODUCTION

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In alignment with the objectives outlined in UNHCR's *Strategic Framework for Climate Action* and its *Operational Strategy for Climate Resilience and Environmental Sustainability 2022 - 2025*, UNHCR intensified its efforts in 2023 to enhance the climate resilience of displaced populations and hosts, preserve and rehabilitate the natural environment in displacement contexts, strengthen preparedness, anticipatory action, and response in disaster situations, and increase environmental sustainability. All activities in this report are aligned with and supported by UNHCR's Office of the Special Advisor on Climate Action (OSACA) as part of the organization's overarching strategy for climate action, ensuring a cohesive and impactful climate action agenda.

UNHCR has started collaborating with the Consortium of International Agriculture Research Centers (CGIAR) to understand and use climate hazard data tailored to displacement contexts, aiming to anticipate, prepare for, and respond to the present and future climate risk landscape, particularly in fragile and conflict-affected contexts. The resulting maps and evidence have been used to inform internal capacity building and guided our strategic planning and prioritization including the development of Global and regional strategic plans for climate action.

In the Intergovernmental Authority on Development (IGAD) region, UNHCR supported the development of an IGAD Climate Adaptation Strategy (2023-2030) under the leadership of the IGAD Center of Excellence for Climate Adaptation and Environmental Protection (IGAD-CAEP) together with a consortium of world leading research institutes to ensure the meaningful inclusion of displaced and stateless people in adaptation planning and programming. As the first regional approach of its kind, this regional adaptation-only strategy complements existing regional strategies and action plans and incorporates critical emerging issues such as human mobility, human security and loss and damage.

UNHCR has partnered with the African Risk Capacity, a specialized Agency of the African Union, to provide parametric risk insurance coverage for Dzaleka Refugee Settlement in Malawi against drought risks. Through the replication of governments' insurance scheme, this innovative approach ensures a quicker and more efficient response, enhances protection, and strengthens the resilience of refugees and host communities.

Ahead of GRF 2023, UNHCR also launched a *Strategic Plan for Climate Action 2024-2030* to operationalize its commitment to reduce and manage the effects of climate change on forcibly displaced and stateless people.

*Internally displaced and locals learn to build their own eco-friendly homes, Burkina Faso*  
© UNHCR



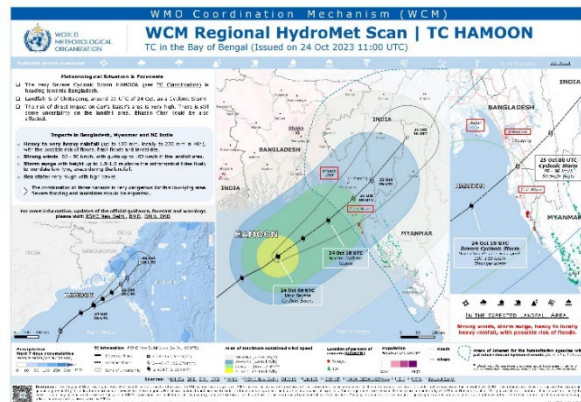
# SUMMARY OF KEY OUTCOMES

- Stronger collaboration and sharing of knowledge on preparedness, early warning, and early action through participation in coordination mechanisms and specialized networks and initiatives, including at local, regional, and global level.
- Emergency training includes protection and assistance interventions informed by climate risks and impacts.
- Stand-by partner arrangements include specialized technical capacities.

# I. PREPARE AND RESPOND

## KEY HIGHLIGHTS

- An increasing number of UNHCR operations are identifying climate- related and other hazards that may lead to an increase in humanitarian needs and displacement in their emergency risk analysis.
- The Risk Management Tools on Emergencies and Climate Change have been developed to provide guidance to country operations to address risks driven by climate hazards and minimize exposure and vulnerability of forcibly displaced and stateless people.
- UNHCR continued to strengthen inter-agency engagement for joint risk analysis and early warning on natural hazard induced emergencies at global level, such as the meteorological subgroup of the Inter-Agency Standing Committee’s Early Warning, Early Action and Readiness Group.
- UNHCR joined The Centre of Excellence for Disaster and Climate Resilience (CoE) to align efforts in collaborative risk reduction and risk management. UNHCR has also been participating in the Risk-informed Early Action Partnership (REAP) to exchange technical knowledge and expertise on anticipatory actions with member organizations and will become a formal member in 2024.
- UNHCR has reinforced early warning collaboration with the WCM (World Meteorological Organization Coordination Mechanism) through hydromet scans and climate outlook briefings for potential extreme weather events which may affect displaced and stateless persons and UNHCR field activities. Through these engagements, UNHCR is positioned to better anticipate the potential impact of adverse meteorological events, make more informed decisions about our emergency preparedness and response, and implement mitigation measures to minimize their impact. The hydromet scans for Tropical Cyclone Mocha were showcased as a good example of collective expertise translated early warning into humanitarian action during the COP28 event.



- The stand-by partners continued to provide essential technical support in the areas of energy and environment through the deployment of experts. During the year, 19 experts supported UNHCR operations deployed by NORCAP/NRC (14), Swiss Agency for Development Cooperation (2), CANADEM International Civilian Response Corps (2) and MSB – The Swedish Civil Contingencies Agency (1). Four of the deployments were based in headquarters supporting various operations, the remainder were deployed to the following operations: Chad, Ethiopia, Kenya, Mauritania, Mozambique, Niger, Tanzania, Uganda, and Zambia.

- Participants of the Workshop on Emergency Management (WEM) were trained in emergency response in disaster situations as well as environmentally friendly assistance and response.



Simulation exercises at WEM Training  
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**4 out of 43 emergencies declared in 2023 were for natural hazard or climate-induced displacement.**

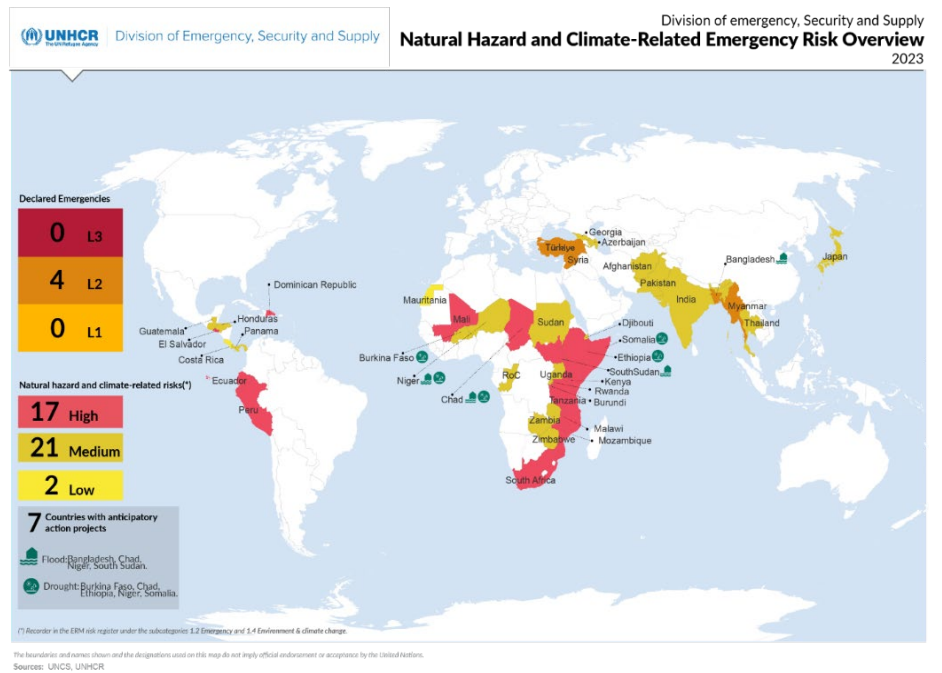
**6 out of 28 country operations at high risk of an emergency have identified natural hazard risks.**

**7 out of 50 country operations on the watch (i.e medium with the potential to become high) have a natural hazard risk.**



## Innovation and learning

Thanks to the support of the Data Innovation Impact Fund, DESS commissioned the Violence & Impacts Early-Warning System (VIEWS) to generate evidence to guide the development of an institutional, systematic, and data-driven early-warning system (EWS) for forced displacement. VIEWS is a research consortium between Uppsala University and Peace Research Institute Oslo (PRIO). Based on the study, UNHCR will seek funding to start developing the system in 2024.





## SUMMARY OF KEY OUTCOMES

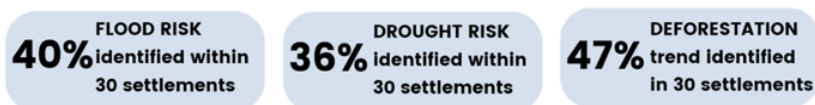
- 30 displacement sites in some of the most climate vulnerable countries have completed integrated spatial planning and climate resilient studies.
- For 10 displacement sites at greatest risk of flooding, detailed infrastructure management plans have commenced.
- E-waste management programs established in 3 countries.
- 35% of people supported by UNHCR with shelter assistance in 2023 live in sustainable shelters.
- 37% of communal facilities are built in an environmentally sustainable manner.
- Three pilots sites identified in two countries for Refugee Environmental Protection (REP) Fund.
- 50% of water boreholes running on diesel generators are solarized.
- 44% of UNHCR-supported health centers are powered by solar energy.

## II. RESPOND AND DELIVER

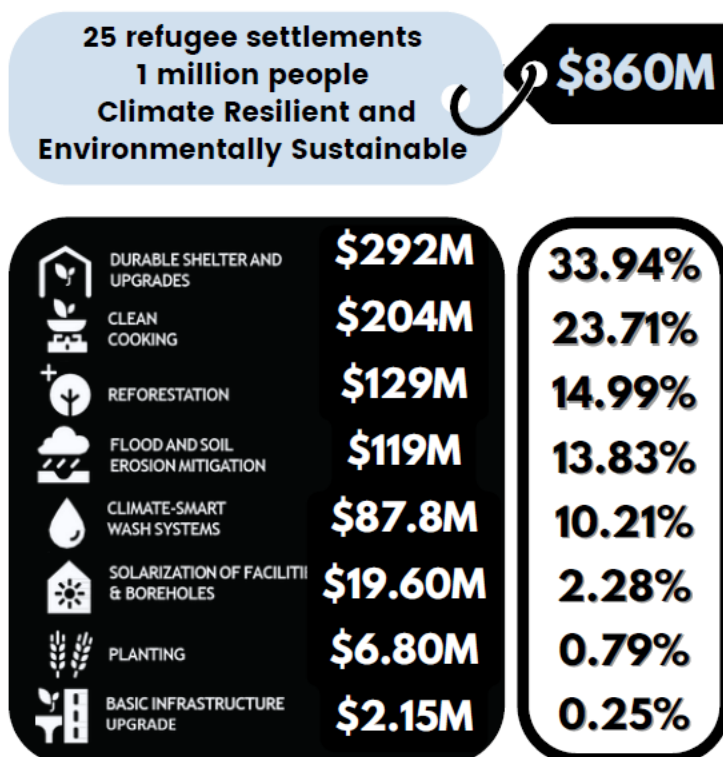
### KEY HIGHLIGHTS

#### Climate Resilient people, communities, and settlements

Following the geospatial and hydrological analysis of 30 settlements run in 2022 in collaboration with the United Nations Satellite Centre (UNOSAT), UNHCR has further leveraged the data acquired to address climate and environmental risks, including floods, landslides, droughts and deforestation. An online repository tool (the “DataHub”) has been developed, and a series of familiarization sessions facilitated for field staff to ensure seamless access and utilization of the datasets.



Given the urgency to address climate risks and environmental challenges, UNHCR has conducted a cost estimation exercise to assess the financial requirements for improving climate adaptation and environmental sustainability of 25 refugee settlements accommodating one million people. The estimate stood at 860 million USD to develop more climate resilient Settlement and Shelter, climate-smarter Water and Sanitation, access to cleaner Energy, and Environment-related initiatives.





Years of flooding leaves thousands permanently displaced in Bentiu, South Sudan.  
© UNHCR

Change in temperature and precipitation patterns continue affecting the distribution of vector-borne diseases. Refugee camps in Bangladesh and Thailand reported recurrent upsurges of dengue fever cases leading to an endemic pattern of transmission since 2021. In 2023, the number of dengue cases rose from 998 to 1375 in Thailand while Cox's Bazar reported 12,200 cases which is high, but a 20% decrease compared to 2022.

Globally data from 19 countries reporting through the UNHCR integrated refugee health information system indicate a 4% increase in number of malaria cases compared to 2022.

UNHCR and its partners continue to support malaria prevention and response. In Bangladesh, a multi-sectoral coordination platform has been formed to avail a well-coordinated multi sectoral effort.

Ongoing impacts of the catastrophic drought suffered in the East and Horn of Africa continues to be felt in Ethiopia, Kenya and Somalia. The 2023 nutrition survey in Dollo Ado refugee camps and nutrition screening among new arrivals to Bokh refugee camps in Ethiopia showed prevalence of malnutrition among children aged under five years above the critical threshold (Acute malnutrition prevalence at 17% and 24% respectively) indicating very high vulnerability. Data analysis is strengthened and available on the UNHCR Data Dashboard - [Standardized Expanded Nutrition Survey](#).

## Environmentally friendly and sustainable shelter and housing

By the end of the year 2023, over 1.1 million of forcibly displaced people were provided with shelter and housing support. Over 230,000 shelter and housing units were provided or rehabilitated, out of which 21% are environmentally friendly and are considered sustainable housing solutions. The drop in this percentage from 2022 figure of around 35% was due to significant emergencies taking place in Turkey and Syria following the earthquake, and in Chad, South Sudan and Sudan due to conflict. When excluding operations with a significant emergency response, the percentage of sustainable and environmentally friendly shelters reaches 62%.

In Niger, UNHCR has implemented an eco-friendly housing initiative in Diffa and Tillabery regions, targeting refugees, IDPs, and host communities. Employing the [Interlocking Stabilized Soil Bricks \(ISSB\)](#) technology aligns with the strategy's target for provision of sustainable shelters, offering a solution to climate challenges prevalent in Niger, such as floods and strong wind. ISSB's eco-friendly composition, utilizing non-burnt subsoil without depleting wetlands, significantly reduces CO<sub>2</sub> emissions and construction costs by approximately 30%, while also surpassing traditional bricks in strength and durability. This technology not only minimizes deforestation but also supports the local economy by creating jobs in brick production and shelter construction. Beyond economic benefits, ISSB enhances thermal insulation, ensuring comfortable living conditions.



Sustainable housing project in Abala, Niger  
© UNHCR



Under the [Geneva Technical Hub \(GTH\)](#), the [UNHCR Shelter Sustainability Assessment Tool](#) was launched in June, 2023. The tool enables assessment of shelter designs in relation to environmental impacts, among other aspects of technical performance, habitability and affordability. This assessment is intended to support decisions regarding design and procurement of emergency, transitional and durable shelters and is open to all humanitarian shelter practitioners. In addition to assessing specific shelter designs, the Tool provides a compendium of past assessments, enabling users to review and compare designs when considering more climate resilient and environmentally sustainable options for enhanced assistance programs.

### Climate Smart WASH Services

By the end of 2023, 50% of water pumps operated by UNHCR and partners are solarized (295 over a total of 590 borehole pumps). This is an increase of 66 solarized boreholes in one year, resulting in significant environmental benefits as an estimated 7,260 tons of CO<sub>2</sub> emissions are mitigated annually through the solarization of these boreholes. Beyond the positive environmental effects, solar solutions have lower operating cost and ensure that remote field locations are less dependent on fuel deliveries.

[Project Flow](#) developed solar designs for 38 water systems and ten healthcare facilities serving 1.36 million beneficiaries. Solarization of selected systems will occur in 2024, with the potential to reduce CO<sub>2</sub> emission by 2,000 tons per year.



*Pumping test as part of the feasibility study for the solarization of water boreholes.*  
© UNHCR

Over 1,200 Smart Water Sensors (SWS) for real-time monitoring of water systems were delivered in priority country operations, and installations commenced in ten of those (Angola, Bangladesh, Cameroun, Kenya, Iraq, Malawi, Nigeria, Tanzania, Uganda and Zimbabwe). UNHCR and WASH partners staff received hands-on field trainings to enhance their knowledge and skills on the installations and utilization of SWS.



*Installation of a smart water sensor inside a borehole at a refugee settlement in Ogoja-Nigeria to monitor groundwater level variation.*  
© UNHCR

By December 2023, 40% of the SWSs had been installed. SWSs used for groundwater monitoring provide data to support optimal abstraction of groundwater which prevents depletion of the aquifer. SWSs also support timely identification of technical issues such as leakages thereby minimizing water wastage.

As part of UNHCR's efforts to improve waste management in refugee camps, a pilot was established in Zimbabwe to turn animal waste into biogas and fertilizer. In 2023, a full-scale system has begun to scale up the successes of the pilot phase.

### Clean cooking and deforestation

In 2023, numerous initiatives have been implemented to enhance access to clean cooking fuels across various regions. A successful pilot project commenced in Zimbabwe in 2022, focusing on biogas production from manure and organic waste, which was expanded in 2023. Furthermore, over 15 tons of biomass briquettes in South Sudan were locally manufactured and distributed among 580 households. In Rwanda, refugees acquired 1,265 improved cookstoves and over 102,000 kilograms of pellets locally. Similarly, in Ethiopia,

Cash-Based Interventions aided 1,200 individuals in procuring locally produced briquettes, while 1,000 vulnerable households were assisted in acquiring fuel-efficient cookstoves. In Rwanda, nearly 20,000 households benefited from the provision of Liquefied Petroleum Gas (LPG), with the intent of fighting deforestation while looking for alternative solutions more environmentally sustainable.



Three refugee women from Somalia hold the stoves they produced at energy cooperatives fuel efficient stoves production centre in Melkadida, Ethiopia.  
© UNHCR

The **Refugee Environmental Protection (REP) Fund**, established in late 2021, aims to invest in sustainable, scalable, and long-term funding for reforestation and clean cooking programs. Three sites in Rwanda and Uganda have been identified for the pilot with an estimated target of nearly 14,000 hectares of reforestation, and 45,000 households served via clean cooking. The needed initial upfront investments in these three sites are estimated at 25 million USD, while catalysing more than 150 million USD in carbon financing towards reforestation and clean cooking.

### Transition to renewable energy

Solar lanterns play a crucial role in enhancing protection as integral components of core relief items, addressing fundamental lighting needs for refugees. To respond swiftly to emergencies in 2023, effort resulted in distributing 525,000 solar lanterns to meet the basic lighting requirements of refugees.

Based on the output of the strategy aiming to enhance solar lantern repair and recycling in 12 country operations, UNHCR collaborated with GIZ

and GTH to develop an action plan and technical guidelines to improve e-waste management in humanitarian settings, with a focus on Ethiopia, Kenya, and Uganda. Additionally, within the same countries, the ESDS program, in collaboration with GIZ, focuses on the collection and repair of solar lamps in Ethiopia and Uganda through Energy Kiosks, while also striving to enhance e-waste policies in Kenya. Progress has been made in Bangladesh with the local training and e-waste repair centre called the 'Green Innovation Hub,' and an initial discussion is being held to replicate the intervention in Pakistan.



Solar lantern repairing training in Kutupalong, Bangladesh, 2023  
© UNHCR

In 2023, 39 communal facilities (11 schools and 28 health facilities) were newly solarised in Bangladesh, Ethiopia, Lebanon, Mauritania, Nigeria, and Uganda. In Kenya, the solarization of seven health facilities and 33 schools, which started in 2022, was finalized. Data collection in 26 country operations worldwide showed that 44% of health facilities are accessing solar energy, bringing the total number of solarised facilities to 218, compared to 179 in 2022. Tanzania, Zambia, and Pakistan were awarded six million USD from various private and development donors to solarise 145 communal facilities (35 new health facilities and 110 schools) in the next triennium. This will significantly impact the lives of the refugees and their hosting communities, ensuring access to reliable and sustainable energy solutions for essential education and healthcare services.



## SUMMARY OF KEY OUTCOMES

- UNHCR’s emission baseline for Core Relief Items (CRIs) revised to 303 ktCO<sub>2</sub>/year, considering solar lanterns and revised procurement volumes.
- Two additional specifications developed and published for kitchen sets and solar lanterns, bringing the total number of greener CRI specifications to six.
- 12 contracts amended to replace virgin blankets with 100% recycled blankets.
- 34 contracts amended to incorporate sustainable packaging instructions for buckets, jerrycans, kitchen sets and sleeping mats.
- Ten supply staff trained with ISO 14001 Environmental Management System in June 2023.
- 38 supply staff accredited with CIPS certificates after completing a sustainable public procurement training in November 2023.
- Mapping completed to identify prospective suppliers in Southern and Eastern Africa and Latin America for manufacturing CRIs, expanding source network and localized procurement.
- UNHCR Waste Management Concept Note developed and published.
- A general approach for UNHCR Scope 3 emissions calculation developed in 2023, presented in inter-agency meetings and published in February 2024.
- Relevant feedback collected during 5 humanitarian events and procurement fairs and incorporated in sustainability strategy for CRIs.

## III. SUPPLY AND DELIVER

### KEY HIGHLIGHTS

#### Sustainable planning and Net Design

- *Supply Management Service New Model*

Following a comprehensive review, a new supply operating model that embeds sustainability was designed in 2023 and implemented in 2024. UNHCR deployed the new enterprise resource planning system (ERP), which will support digitalization and sustainability streamlining supply processes, enhancing supply chain performance and strengthening internal collaboration.

- *Revision of CO<sub>2</sub> Emissions Baseline*

The emission baseline for the average UNHCR’s emissions from CRIs has been validated at **303** ktCO<sub>2</sub>/year, reflecting a reassessment of the established baseline of 257 ktCO<sub>2</sub>/year for CO<sub>2</sub> emissions from CRIs in 2018-2020. This adjustment, representing an increase of approximately 18%, incorporates the inclusion of solar lanterns and revised volumes of various procured items. Notably, changes implemented in 2023, such as transitioning to 100% recycled materials for blankets and sleeping mats, are projected to achieve the target of a 20% reduction in emissions from CRIs by 2025. Further reductions by 2025 might be reached through planned changes in other CRIs in 2024, with items such as tarpaulins, mattresses, generators, mosquito nets, Refugee Housing Units and laptops identified as holding significant potential for CO<sub>2</sub> reduction efforts.

Baseline (Highest emitters) 2018-2020 average	Emission factor ktCO <sub>2</sub> /million units	Quantity procured million	GHG emissions baseline ktCO <sub>2</sub> /year excl. transport	Estimated GHG emissions reduction by 2025 ktCO <sub>2</sub> /year excl. transport
Blankets	22	3.99	86	49
Family Tents	609	0.099	61	In progress
Mattresses	27	1.6	47	In progress
Kitchen Sets	30	0.8	24	In progress
Sleeping Mats	9	2.3	21	12
Tarpaulins	12	1.73	20	8
Solar Lanterns	30	0.64	19	In progress
Generators	736	0.0003	8.1	Solarization solutions
Refugee Housing Units	496	0.015	7.6	In progress
Mosquito Nets	4	1.08	4	In progress*
Buckets & Jerrycans	2	1.55	2.6	0.5
Laptops	177	0.008	2	In progress
<b>Total</b>			<b>303</b>	<b>69.5**</b>

\*Sustainable solutions for mosquito nets are under discussion for potential inter-agency collaboration.  
\*\*Total CO<sub>2</sub>/year emissions reduction in CRIs resulting from greener specifications.

- *Partnerships*

In 2023, UNHCR advanced its sustainability efforts through partnerships with leading private sector entities. With the technical support of Inditex, UNHCR developed the specification for thermal blankets made from 100% recycled polyester with a reduced environmental impact. This reduction is not solely the result of a shift in material composition but also of progressive adoption of advanced

production methods and enhanced quality control processes that will be further refined in the coming years. Continuing its collaboration with Inditex, UNHCR also forged new alliances with Signify, Deloitte and IKEA. These partnerships focused on various initiatives, including the greener relief item specification development, communication strategy formulation, proximity sourcing and loading process optimization.



UN High Commissioner for Refugees, Filippo Grandi, visiting Inditex in Spain in August 2023.  
© Inditex

- **Inter-agency collaboration**

UNHCR continued prioritizing inter-agency collaboration in sustainable supply, evident through participation in key forums such as Quality, Social and Environmental (QSE) Working Group meetings in Budapest and Bordeaux, Joint Initiative in Packaging Waste Management, and coordination meetings on Greenhouse Gas Emissions, Life Cycle Assessment and E-Waste led by WREC (Waste Management and Measuring, Reverse Logistics, Environmentally Sustainable Procurement and Transport, and Circular Economy). In December 2023, UNHCR, in collaboration with key humanitarian partners, unveiled a critical *Call to Action: A supply chain framework for the future: Reducing the carbon footprint of humanitarian aid* at COP28. Coordinated with the Logistics Cluster led by WFP and supported by the WREC, this Call to Action is the culmination of collective endeavors and necessitates high-level endorsements. Emphasizing numerous commitments, with UNHCR leading the charge in adherence, it assigns responsibility to suppliers and appeals to governments and donors for bolstered support in optimizing supply chain operations through stringent emission regulations.



Cover page of Call to Action

- **Training**

In 2023, UNHCR conducted targeted training to bolster sustainability efforts within the supply chain. Ten supply staff members received online ISO 14001 Environmental Management System training on 22-23 June 2023. Additionally, 38 supply staff members were certified by the Chartered Institute of Procurement & Supply (CIPS) after completing a sustainable public procurement training in Budapest on 7-9 November 2023. These initiatives, reflecting UNHCR's commitment to building capacity and expertise in environmental stewardship practices, will contribute to establishing a culture and practice of sustainability.

### Market-shaping and Sustainable Sourcing

- **Proximity sourcing**

UNHCR has mapped suppliers in Southern and Eastern Africa and in Latin America, who could manufacture eight CRIs, thereby expanding the sourcing network closer to the operations. An analysis of the business culture in five countries across those regions was conducted. Also, a comprehensive strategy for proximity sourcing from manufacturers in these regions was developed, alongside a roadmap that can be adapted for implementation in other regions or organizations. The project was presented at the QSE meeting in



Bordeaux in November 2023 to humanitarian partners, highlighting UNHCR's commitment to sustainability in supply chain management and inter-agency collaboration.

- **Market engagement and quality assurance**

Efforts were made to introduce suppliers to sustainable procurement practices. In addition to attendance, in presence and online, to humanitarian events and procurement fairs, two online meetings were conducted, each with approximately 300 suppliers, focusing on how to register and bid with UNHCR Cloud ERP. These sessions, conducted in English, aimed to enhance supplier understanding and engagement with UNHCR's procurement processes, aligning with UNHCR's commitment to sustainability and fostering collaboration with the supplier network. Additionally, sustainability criteria were incorporated into the factory audit tool to ensure compliance with ethical and environmental standards across UNHCR's supply chain.

## Sustainable Procurement

- **Technical specifications**

Significant progress has been made across various procurement initiatives. Greener specifications have been developed for **six CRIs**, including blankets, sleeping mats, buckets, jerrycans, kitchen sets, and solar lanterns, ensuring alignment with UNHCR's sustainability goals while meeting the essential needs of displaced populations. A market assessment report of Long-lasting Insecticidal Nets (LLINs), with an included emission baseline, was developed, providing crucial insights for informed procurement decisions.

- **Contract amendments**

In 2023, 34 contracts were amended to incorporate sustainable packaging instructions for buckets, jerrycans, kitchen sets and sleeping mats. In total, 12 contracts were amended to replace virgin blankets with 100% recycled blankets. Notably, over 200,000 blankets made of 100% recycled were procured for Ukraine, where arrived and were

# How we have reduced the environmental footprint of our relief items in 2023



### Blanket

MADE OF  
**100% recycled plastic bottles**

REDUCTION  
**56% less CO2 emissions**



### Bucket

MADE OF up to  
**30% recycled plastic**

REDUCTION  
**36% less CO2 emission**



### Jerrycan

MADE OF up to  
**30% recycled plastic**

REDUCTION  
**36% less CO2 emission**

## Overall reduction

REDUCTION of 62,000 tonnes CO2 per year



REDUCTION of 9,300 tonnes virgin plastic per year



OPTIMIZED packaging



## SUSTAINABLE SUPPLY TARGET

Aggregate average GHG from Core Relief Items will be reduced by **20% by 2025**



### Sleeping mat

MADE OF  
**100% recycled polypropylene**  
**100% recyclable**

REDUCTION  
**56% in CO2 emissions**



### Kitchen set

Cardboard boxes are  
**MADE OF recycled paper without bleaching**



### Solar lantern

Solar lamp case  
**MADE OF 30-100% recycled plastic**  
for selected models

distributed in the first quarter of 2024, marking a significant milestone in UNHCR's commitment to sustainability within procurement processes.



UNHCR partner, Proliska, distributing emergency shelter and essential items, such as thermal blankets made of recycled polyester, to Ukrainian families in Dnipro, following a drone attack on 23 February 2024

© Proliska

#### • **Policies and procedures**

Sustainability is now integrated into the Procurement Policy and Administrative Instructions, as well as in the Emergency Handbook. Additionally, the Standard Operating Procedures for CRIs were developed and disseminated to supply colleagues, underscoring UNHCR's holistic approach to embedding sustainability principles across all aspects of procurement operations.

#### • **Tenders**

Two solicitation processes were launched for jerrycans and buckets, with three more for blankets, canvas rolls and kitchen sets scheduled for 2024, enhancing UNHCR's capacity to source environmentally responsible products.

### **Logistics and Inventory Management**

#### • **Green box**

The coordination of electricity data collection across 30 warehouses marks a crucial step in understanding energy consumption patterns and identifying areas for improvement. A first wave of 10 warehouses with reliable internet connections were selected for the Green Box installation, aimed at optimizing energy usage and reducing environmental impact. Notably, these devices have already been successfully installed in six warehouses across Mazar, Kabul and Kandahar in Afghanistan, Duhok in Iraq, as well as Damascus in

Syria, with shipment on going to four warehouses in Myanmar.

### **Product Life Cycle Management**

#### • **Supply waste management**

A concept note for UNHCR waste management was developed, outlining strategies to minimize environmental impact and optimize resource utilization. Additionally, a document detailing principles and sustainable practices was created, serving as a guiding framework for waste management initiatives.

#### • **End-user survey in the field**

Extensive efforts have been made to gather crucial feedback to improve the sustainability and performance of CRIs. A total of 56 responses from the NFI Field Staff Survey and 741 from the NFI End-user survey in Bangladesh and Pakistan specifically addressed sustainability concerns. These surveys aimed to understand refugees' perspectives on CRI performance, gather improvement suggestions, and assess attitudes towards sustainability. Demographic information such as age, gender and disabilities were collected to address diverse needs. Insights on end-of-life practices were also sought. The feedback informs UNHCR's decision-making, facilitating adjustments for greener specifications that meet both environmental goals and refugee needs.

#### • **UNHCR supply chain emissions calculation**

A general approach for UNHCR supply chain greenhouse gas emissions calculation was developed in 2023 and published in February 2024, implying a review and inventory analysis (see next page) of all 15 categories of emissions related to the activities by other parties on behalf of UNHCR, the selection of the "hot spot" categories and further accounting of the related emissions. This document, a novel for a UN Agency, is in line with the UNHCR Strategic Framework for Climate Action developed to set out the parameters for UNHCR's response to the growing global climate emergency since only identifying the sources of carbon emissions effective measures can be implemented to reduce emissions and mitigate impact on climate change.

According to the [GHG Protocol](#), the GHG emissions of an organization are classified into Scope 1, 2, and 3.

- Scope 1 emissions encompasses on-site emissions from activities the organization owns and/or controls.
- Scope 2 includes indirect emissions generated from purchased energy.
- Scope 3 emissions comprises all emissions the organization is responsible for, but occur outside of its premises and are controlled by other parties.

Following the holistic greening approach of UNHCR, it is important to develop a unified approach to capture Scope 3 emissions stemming from UNHCR's activities.





## Communications and External Relations

To promote sustainable supply practices both within UNHCR and to an external audience, a Sustainable Supply Communication Plan was developed and integrated into the Communication Strategy of the Supply Management Service. This included launching a sustainable supply website for external audiences, featuring greener specifications and sustainability publications, and an intranet page for internal audiences. An external content package was launched and ensured visibility through UNHCR's global communications channels and at key events such as AidEx, COP28 and the Global Refugee Forum. A side event on greening UNHCR's supply chain was organized during the September Standing Committee, and collaboration with the UNHCR Climate Fundraising Hub resulted in the development of fundraising plans and content packs dedicated to sustainable supply initiatives.



*UNHCR Assistant High Commissioner, Raouf Mazou, giving the keynote speech "Developing sustainable solutions to tackle the forcibly displaced people escalating trend in the world's forgotten and emerging crises" at AidEx, in Geneva, on 25 October 2023.*  
© AidEx



In 2023, UNHCR made significant advancements in sustainability by eliminating all unnecessary single-use plastics from CRIs. Single-use plastic packaging have been removed from solar lanterns, kitchen sets, and blankets. These efforts align with the *UNHCR Operational Strategy for Climate Resilience and Environmental Sustainability 2022-2025*, specifically targeting a 20% reduction in proportion of plastic in CRI packaging. Looking forward, in 2024, UNHCR is committed to establishing a comprehensive packaging baseline and developing a monitoring tool. This will enable UNHCR to accurately track suppliers' packaging practices and measure the reduction of CO<sub>2</sub> emissions with greater precision.

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**ON**  
**OPERATIONAL STRATEGY**  
**FOR CLIMATE RESILIENCE**  
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**SUSTAINABILITY**  
**2022-2025**

March 2024

*For more information, please contact DESS at [hqepri@unhcr.org](mailto:hqepri@unhcr.org) (Prepare and respond), [hqsmcoms@unhcr.org](mailto:hqsmcoms@unhcr.org) (Supply and deliver), and DRS at [hqsl00@unhcr.org](mailto:hqsl00@unhcr.org) (Respond and deliver).*



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