

With you...

The success stories in this review were made possible thanks to the sustained support of people like you. We hope you will be encouraged by what you have read and will continue to support the UN Refugee Agency through the coming year.

Everyone has a right to have a home, and to be able to go home at will. With your help more people than ever will realise that dream in the near future, with the support of the UN Refugee Agency.

**...we can change the
world for refugees.**



Private Sector and
Public Affairs Service
UNHCR
94, rue Montbrillant
1202 Geneva
Switzerland
Web: www.unhcr.org
Email: HQPA00@unhcr.org

Without us refugees would not get the vital help they urgently need.

**With us they can.
But this is only
possible...**

...with you

Wonderful things have been achieved in 2002 by the UN Refugee Agency and the refugees we are committed to help.

That's what this review is all about. But all the work described here is only possible with the voluntary support of hundreds of thousands of concerned people around the world – like you. Thank you.



Every day now in Afghanistan I see children rushing to attend school, families building new homes, and people learning new work skills. There is a feeling of hope for the future. And I know that all around the world my colleagues are working hard to

encourage the same feeling in the people they are helping.
With you, we are transforming the lives of millions of refugees.

Yumiko Takashima

Field Officer, Kabul North, Parwan and Kapisa province, Afghanistan

CONTENTS



With your help nearly three million refugees returned home in 2002. Millions more hope to follow them soon.



Returning home

In 2002 we saw huge numbers of refugees returning home to Afghanistan, peace in Angola, Sierra Leone and Sri Lanka, and independence for East Timor. Despite these events, the total number of people officially classified as 'of concern' to the UN Refugee Agency rose slightly during the year.

Shining achievements in a turbulent world

The major event of 2002 was of course in Afghanistan, where the river of refugees returning home quickly grew to a flood. During the year just under two million people, each determined to build a new life, poured back into their war-torn homeland, forming the greatest movement of displaced peoples in more than 30 years.

Despite the achievements of 2002, over 20 million people around the world continue to be 'of concern' to the UN Refugee Agency, including: 10.4 million refugees; 4.6 million internally displaced people; 2.4 million returnees; and one million asylum seekers.

The returning refugees needed considerable help as they came home to a broken country. They travelled any way

they could – by truck, by car and by cart, on foot, on bicycle and on horseback – and the UN Refugee Agency was there for them along their arduous route at the reception centres we had set up to welcome them home. For many we were the only reliable support at a time of great anxiety.

Once people arrived at the reception centres, we registered them to find out what they needed, vaccinated children, raised awareness about the threat of landmines, and provided information about the situation at their final destinations. Thanks to our supporters, we were able to give most families a basic kit, costing just US\$30 each, which contained:

- two plastic sheets for protection against the elements
- two jerry cans or water buckets
- two blankets
- one kerosene lantern
- two metres of cloth for women to make sanitary towels
- five bars of soap to keep infection at bay
- one mat.

We also provided shelter kits to help people rebuild their homes and carried out other essential work like repairing polluted springs and irrigation systems, sinking new wells, supplying seeds and tools, rebuilding schools and hospitals, and distributing funds to start small businesses.

Even with this assistance, life for returning refugees is hard. An additional one and a half million people are expected to return to Afghanistan in the coming year. With your continued support we will be there to offer real hope.

Of 5,523 UN Refugee Agency staff, 85 per cent work in the field directly with refugees. The ratio of staff members to the people they help is 1 to 3,600.

Looking after refugees unable to return home

Despite the large number of people who returned home in 2002, the year saw no respite in the conflict and persecution that drive innocent people from their homes. The fate of millions remained undecided in countries such as Azerbaijan and Nepal due to unresolved disputes. Hundreds of thousands more were displaced by wars in Liberia and Côte d'Ivoire. A sharp increase in violence led to more internally displaced people in Colombia, while continuing instability plagued Burundi and the Congo basin.

We continued to support the people affected by these crises during 2002, providing them with essentials such as food and water, basic health care, and education. Protecting vulnerable groups such as women-headed households, elderly people and children, was a priority everywhere. And away from the everyday needs of life in refugee camps, we worked equally hard arguing for the rights and protection of refugees through formal channels, to ensure national governments met their international obligations.

What home means to us

'I have my relatives in my village, a small house and a piece of land. In your own village you will never sleep on an empty stomach. This time, peace will stay, I'm sure. I want my children to grow up in my home village, Baglan.'



Mohammed Fahim fled Afghanistan for neighbouring Pakistan when he was 8 years old. He is now 25, married with two children, and returned home in September 2002.

'It must be one of the hardest things in the world, to be a refugee and to lose your home with everything that means. Losing my home would be unthinkable. That's why I support the UN Refugee Agency.'

Fatima Rahman, UN Refugee Agency supporter



Always ready

In 2002, as well as helping the UN Refugee Agency assist the massive return home of people to Afghanistan, your support allowed us to respond to some 22 emergencies around the world. Day and night we constantly monitor the world's hot spots, preparing appropriate responses so that we are ready to act as soon as a crisis arises.

First in the field

Even in times of comparative calm our Emergency Preparedness and Response Team works round the clock, with never less than 12 of the world's potential hot spots receiving their constant attention. In consultation with other organizations such as the International Committee of the Red Cross, advance plans are drawn up describing equipment and people to be mobilised when or even before the emergency breaks.

Key considerations usually include the country of origin of displaced people, their ethnic make-up, where they might flee to, safe routes out of the country, what they would need along the way, their protection needs, and how and with whom the UN Refugee Agency should negotiate land for camps. Under the 1951 Geneva Convention host governments are required to protect refugees – but the task of setting camps up often falls to the Emergency Team.

Arriving first, often before the refugees themselves,

Largest refugee arrivals in 2002

The map left shows the ten largest *prima facie** refugee arrivals by country of asylum. Nine were in Africa.

Country of asylum	Number of refugees
① Sierra Leone	52,961
② Tanzania	47,207
③ Guinea	35,626
④ Chad	20,265
⑤ Liberia	19,158
⑥ Burundi	19,060
⑦ Cote d'Ivoire	18,476
⑧ Cameroon	17,000
⑨ Kenya	15,249
⑩ Yemen	13,348

* The practice by which all people forming part of a large-scale influx are regarded as refugees.

During critical times the Emergency Team works around the clock, sleeping in their office between shifts.

means the Emergency Team can ensure camps are ready and meet the proper standards. They set up staging posts where returnees can be given food, registered, vaccinated and documented. They identify transit routes and involve other agencies in organizing such essentials as transport, health care and water. Our partners bring special expertise in every conceivable area, but the UN Refugee Agency's task of supporting and co-ordinating them all is immense. All this is just a part of what your ongoing support makes possible – thank you.



What is the best way to support the UN Refugee Agency?

Ask any UN Refugee Agency field representative and he or she'll say the help we give has to be 'regular and reliable'. Ask most supporters and they'll say it has to be 'affordable and effective'. Combine the two and you have monthly giving.

This automatic, easily manageable method of regularly supporting the UN Refugee Agency really is the best way to make a lasting difference for refugees. It gives us the confidence and security to plan on a long-term basis, and it's a form of support that's growing in popularity around the world. Not only is it a convenient, affordable way of giving, which for many people fits in neatly with their pay schedule, it can also help you increase the tax creditable amount you can give each year.

It's easy to set up, too; all it takes is an instruction to your bank or credit card company to make an automatic payment at fixed intervals. For details of how you can give monthly, please either visit www.unhcr.org, complete the reply card attached to this review, or send an email to HQPA00@unhcr.org.

Money well spent

We spend donations wisely. Ninety per cent of your money goes directly to protect refugees and run support programs for them. We are committed to transparency and accountability, with prudent investment in fundraising and communication and frugal expenditure on necessary administration. That's how we can promise you that your contributions are in safe hands, and achieving maximum impact.

Surprisingly, despite our history, our United Nations mandate and our track record, we still have to go to great lengths year after year to secure the funds we need to give refugees the support they deserve. Unlike some other agencies we don't receive automatic funding from governments. Instead we rely on voluntary contributions from governments and individuals for more than 97 per cent of our work. Even then, the needs of refugees far outstrip the funds we raise.

The facts behind the figures

Nowhere is the gap between the needs defined by the UN Refugee Agency and funds available clearer than in refugee camps such as Tindouf in Algeria and Kakuma in Kenya. They paint a stark picture for hundreds of thousands of displaced people. In 2002 our income fell short of our needs by nearly 15 per cent. This directly translated into less soap, fewer school books, and not enough equipment with which to build new homes, for people who had already suffered so much.

Our fundraising teams around the world work constantly to close the gap between what refugees need and what support we can offer them. And as the program expenditure chart opposite shows, we provided an unequalled range of professional activities in every conceivable area of refugee relief and assistance across the globe. That means more help, and more hope. For even if we can't do all we'd wish, we can do a lot.

These results underline our firm belief that without you there would indeed be more vital gaps in the aid we provide, but with you we are able to deliver more complete and comprehensive support to refugees around the world. Thank you.

Pierre Bernard Le Bas
Private Sector and Public Affairs, Geneva



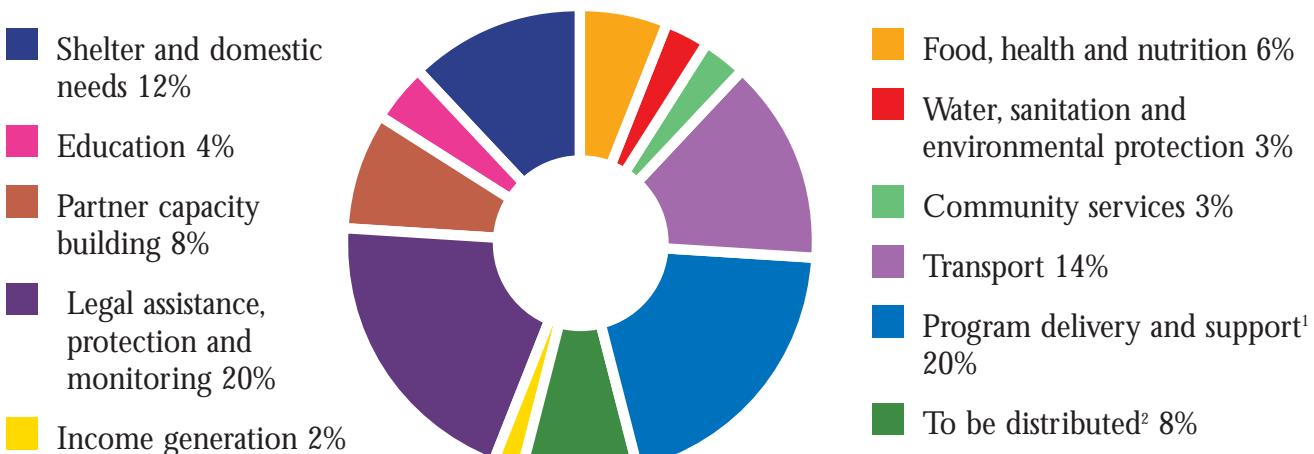
Total income in 2002: US\$968,724,438

Ninety-seven per cent of our income in 2002 came from voluntary contributions – from governments, corporations, foundations and individuals. Just over two per cent came from the UN regular budget.

Total expenditure in 2002: US\$919,212,604

Headquarters support, fundraising, public awareness/advocacy 10% Refugee support programs 90%

Refugee support programs by activity in 2002



¹ Includes, inter alia, costs in the field related to staff, vehicles, warehousing, rent, logistics and public information.

² Unliquidated obligations and installments to implementing partners not reported upon at 31 December 2002.

What we are

- One of the world's principal humanitarian agencies.
- Twice winner of the Nobel peace prize.
- Politically independent.
- Dependent on voluntary donations for over 97 per cent of funds.

What we are not

- We're not the soldiers in blue caps.
- Governments don't employ us.
- The UN provides just over two per cent of our funds.
- 'Emergency only' – we give ongoing support to over 20 million people.



A year of action

All around the globe hundreds of thousands of friends and supporters of the UN Refugee Agency confirmed their commitment to our life-saving cause. In 2002 our public awareness and fundraising activities helped the world take a greater interest in our achievements for refugees everywhere.

Pavarotti and friends break all records...

UN Messenger of Peace and world famous tenor Luciano Pavarotti once again exceeded all expectations with his 2002 concert, to the benefit of Angolan refugees. The televised Pavarotti and Friends event held in Modena, Italy raised more than US\$3 million, eclipsing the previous year's record and again confirming the great tenor as one of our most successful fundraisers and refugee advocates. Also starring in this record-breaking concert were guests James Brown, Andrea Bocelli, Sting and some younger lesser-known stars, from Angola.

...as 30 refugee children sing along

Jeraldo Nundu-Jil is only 12 years old but already she's travelled to Italy to sing before a packed audience with some of the world's leading musicians. For an Angolan refugee living in Zambia, that's quite something. Jeraldo still smiles when she recalls her once-in-a-lifetime experience as a member of the 30-strong refugee choir that accompanied the great maestros.

Her lasting memory of a visit to an Italian school was 'every pupil had their own desk and book'.

A busy year for women

Recognising that women make up around 50 per cent of each refugee population, the UN Refugee Agency designated 2002 the Year of Refugee Women. During the year an internet auction of celebrity memorabilia in Paris – including items from actress Meryl Streep and model Naomi Campbell – raised US\$40,400 for refugee women's programs. In Geneva, High Commissioner for Refugees Ruud Lubbers announced: 'Women must be at the heart of the solution to crises around the world.'

Also in 2002 the High Commissioner recognised several individuals and groups who had worked tirelessly to improve the position of refugee women. Among those honored were Mbela Nzuzi, who fled the Democratic Republic of Congo for Romania in 1997 and is now President of the country's Refugee Women's Organization; Turkish women's rights advocate Ferda Cilalioglu; and the Men's Association for Gender Equality Agency in Guinea.



Microsoft inspires breakthrough

The UN Refugee Agency frequently co-operates with companies in appropriate ventures to help refugees. IT leader Microsoft and its corporate partners for example have worked with us to create a mobile refugee registration system that issues identification cards complete with photographs and signatures. These are vital because the majority of refugees do not have time to grab their identity papers before fleeing. Thirty-five Microsoft volunteers from nine countries took part in creating and enhancing the system over the last few years. In 2002 it was used in Cote d'Ivoire, Egypt, Guinea, Guinea Bissau, India, Kenya, Nigeria, Senegal and Zambia. As well as registering people, the system is used to help distribute aid and reunite separated families.

As this partnership demonstrates, the private sector's expertise in many fields can be of immense benefit to humanitarian and refugee emergency operations.

Sailors win 2002 Nansen Refugee Award

The courageous rescue of hundreds of shipwrecked asylum seekers in the Indian Ocean earned the captain, crew and owners of the Norwegian container ship Tampa the UN Refugee Agency's prestigious Nansen Refugee Award in 2002. The award honoured the

Tampa's commitment to the

principle of rescue at sea.

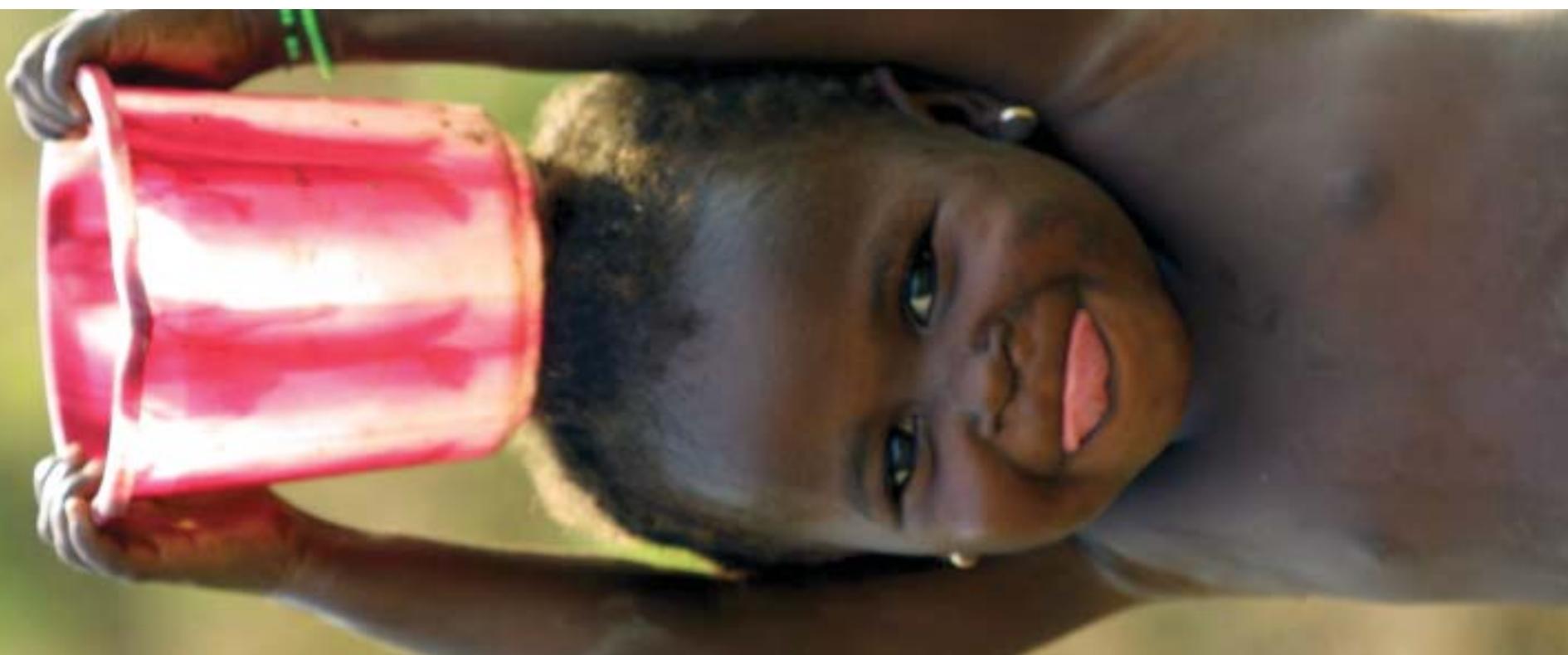
Queen Sonya of Norway and the High Commissioner for Refugees Ruud Lubbers presented the medals to Captain Rinman and his colleagues at a special ceremony in Oslo.



Goodwill Ambassador Angelina Jolie writes

Oscar-winning actress and UN Refugee Agency Goodwill Ambassador Angelina Jolie worked tirelessly in 2002 to promote the cause of refugees. Her efforts endeared her not only to the many refugees she met, but also to staff and supporters everywhere as she worked to raise awareness and generate funds for refugee programs around the world.

Countries Angelina has visited for the UN Refugee Agency include Cambodia, Ecuador, Kenya, Namibia, Pakistan, Sierra Leone, Tanzania and Thailand. During her visits to four of these countries she kept personal journals of her impressions, which can be read online at www.unhcr.org



The UN Refugee Agency assists close to 8 million people under the age of 18. Zinnah is just one of some 27,000 child and teenage Liberian refugees sheltering in Sierra Leone.

Photo: UNHCR/N. Behring-Chisholm

Please place a stamp here.

I am interested in becoming a supporter of the UN Refugee Agency. Please give me details about:

- Becoming a regular supporter through monthly giving
- Including a bequest or legacy in my will
- Corporate sponsorship and support
- The UN Refugee Agency's fundraising activities
- Tell a friend about The UN Refugee Agency (complete their name and address details right).

Your name: _____

Address: _____

Postcode: _____

Telephone: _____

Email address: _____

Friend's name: _____

Address: _____

Postcode: _____

Telephone: _____

Email address: _____

**Private Sector and Public Affairs Service
UNHCR
94, rue Montbrillant
1202 Geneva
Switzerland**