



UNHCR
The UN Refugee Agency

2018 IMPACT REPORT

Celebrating what you,
our valued donors,
make possible



Introduction

Every two seconds, someone in the world is forced to flee home.

Having compassion and being able to put yourself in their shoes is important. But choosing to actually do something to help is simply amazing.

In 2018, you did just that. By generously giving to UNHCR, the UN Refugee Agency, you helped save and rebuild lives, giving hope to refugees, forcibly displaced communities and stateless people around the world.

Your impact can be traced to every corner of the planet, from bustling cities to remote desert camps where families seek shelter from war or persecution. This report showcases the difference donors like you made in 2018 on the lives of people forced to flee.

From all of us here at UNHCR, **THANK YOU** for your continued support.

ACKNOWLEDGEMENTS

Special thanks to talented photographer Anna Hellge for the cover image of this report, as well as to all of the dedicated photographers and colleagues who bring our work to life and whose images and work are featured in this publication. All images copyright of UNHCR and commissioned photographers as referenced.

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VISION

A world where every person forced to flee can build a better future.



MISSION

UNHCR is dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people.



FOCUS

Everything we do helps protect people forced to flee their homes.

UNHCR works in 138 countries worldwide, THANKS TO YOUR SUPPORT.

Read about some of the impact donors like you are making.



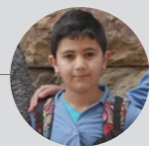
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365 days together

By supporting UNHCR, you help protect and assist people who've been forced to flee war or persecution. Thanks to you, our teams are on the ground across the world, 365 days a year. Here's a look at events and emergencies that marked 2018 and how we responded, together.

January Violence in CAR displaces thousands

Thousands of people cross into Chad to flee fresh fighting in the Central African Republic (CAR) – pushing forced displacement to its highest level since the crisis began in 2013. Some 688,700 people were displaced inside CAR as of December 2017, while over half a million sought refuge in nearby countries. Yet, this remains one of the world's most forgotten crises. In Chad, UNHCR helps identify host villages where refugees can be safely relocated. Thanks to donors like you, we distribute food from a partner agency and deliver basic aid, including blankets and kitchen sets. “We abandoned everything,” says Anatol, who arrived with his family after walking for 24 hours. “UNHCR has given us food and assistance. That is a great relief to us.”



© UNHCR/Aristophane Ngarigoune

June Deadly eruptions in Guatemala

A volcano in Guatemala erupts with little warning, killing more than 100 people. Nearly 13,000 local residents living on the volcano's slopes are evacuated to safety. Thanks to generous donations from people like you, UNHCR acts fast to identify needs and assist survivors, by providing kits with solar lamps, blankets, mosquito nets, kitchen utensils and other basic supplies.



© UNHCR/Pablo Aaron Villagran Castellanos

February Birth certificates for Malian refugee children

Mauritanian authorities start issuing birth certificates for some 7,600 Malian children born in Mbera camp, which is temporarily home to some 56,000 refugees from Mali. From now on, all newborns will be registered right away. Without birth certificates, children have no way to prove their identity and age. This impacts their ability to access basic services like education and can make it harder to identify cases of early and forced marriage. UNHCR and partners are working to identify and assist children at risk, while collaborating with Mauritanian authorities to strengthen their capacity to register refugees.

March Seven years of war in Syria

Seven years of fighting in Syria. Millions of people driven from their homes. “This seven-year war has left a colossal human tragedy in its wake,” says Filippo Grandi, UN High Commissioner for Refugees. With your help, UNHCR continues to assist Syrian refugees in the region and people in need of protection inside Syria, even in remote areas. By the end of 2018, our teams had reached over 2.3 million people with protection services through 98 community centres, 26 satellite centres, 100 mobile units and 2,849 outreach volunteers in 12 governorates across Syria.

April #WithRefugees tour raises global awareness

A worldwide tour launches with a day of sports in Jordan's Za'atari refugee camp, to raise awareness of the plight of people forced to flee. The tour includes various public events, including a refugee football match in Ireland and a photo exhibition in Paris, with the aim of showing solidarity with refugees. The initiative is part of UNHCR's #WithRefugees campaign, which calls for refugees to be able to live in safety, have access to education and be able to support their families.

May UNHCR Chief calls for 'compassionate action' during Ramadan

Ramadan is the most sacred and celebrated time of the year for Muslims worldwide, including those who find themselves forced to flee. But it can hold meaning for everyone as a time to show compassion, sympathy and generosity to those in need. At the start of Ramadan, UN High Commissioner for Refugees Filippo Grandi urges action on behalf of people forcibly uprooted or on the move. “To those who continue to show compassion and empathy and embody the true values of humanity: I am moved by your solidarity, generosity and hospitality. Together, we are powerful beyond measure.”



August: Rohingya emergency, one year on

August marks a year since the start of one of the world's fastest-growing refugee crises, which saw more than 720,000 Rohingya refugees – over half of them children – flee violence in Myanmar for safety in Bangladesh. With your help, UNHCR continues to provide life-saving assistance to families in need. When monsoon storms loomed, UNHCR and partners raced to keep families in risky areas safe and dry, building or repairing shelters, paths and bridges. “Now we have bridges, better toilets, more food and drinking water,” says Hafiz, who arrived in late 2017.

July Returning Congolese find homes in ruins

Since April, some 150,000 Congolese forced to flee ethnic violence have returned to Ituri province, in eastern Democratic Republic of the Congo. Many find their villages and homes reduced to ash – making them displaced again. One of the displaced is Rith, a 22-year-old mother of three. She fled after violence erupted in her hometown and hasn't been able to return since. “They burnt our house. They burnt everything,” she says. UNHCR is providing emergency shelter to replace damage or destroyed houses, but lack of funds hampers efforts.

September Indonesia quake leaves 80,000 homeless

On 28 September, a devastating earthquake and tsunami strikes Indonesia, claiming over 2,000 lives. Entire villages are decimated and some 80,000 people are left with nowhere to live. With your help, UNHCR airlifts tents and emergency supplies to survivors, including sleeping mats, mosquito nets and solar lamps.



December A new deal for refugees

In New York, the UN General Assembly agrees on a new deal for refugees. Known as the Global Compact on Refugees, this new framework aims to transform the way the world responds to refugee crises. It calls for a stronger global response where everyone plays a part by taking in refugees, investing in them and easing pressure on host countries – often among the poorest in the world. It also aims to help refugees become more self-reliant, so they can contribute to their own futures and the communities that welcome them.

October UNHCR intensifies aid to Venezuelans fleeing home

On a visit to Latin America, UN High Commissioner for Refugees Filippo Grandi calls for greater support for the thousands of refugees and migrants arriving from Venezuela, many seeking international protection. Over three million Venezuelans have fled the deteriorating situation back home since 2014. The same month, thousands of children, women and men leave Honduras, heading north on a quest for safety from increasing crime and violence. With your help, UNHCR and partners work quickly to address the most basic and immediate needs of vulnerable families and individuals fleeing from Venezuela and countries like Honduras.

November Conflict escalates in Yemen

As fighting intensifies in Al Hudaydah, Yemen, UNHCR urgently appeals to all parties to protect civilians and aid workers, and re-open access to stockpiles of humanitarian aid. Yemen is facing a humanitarian catastrophe. Two million Yemenis have been displaced across the country – already one of the poorest in the Middle East. With your support, UNHCR is providing emergency cash assistance and other forms of aid. Since January 2018, we have distributed cash assistance – to pay for desperately-needed food and other essentials – to almost 250,000 displaced and conflict-affected Yemenis.

Venezuela crisis – your questions, answered

Did you know that last year 5,000 people fled Venezuela every day, on average? Here's what you need to know about the largest exodus in the recent history of Latin America, and what UNHCR is doing to help, with your support.



Over 3 Million

Over three million people have fled Venezuela since 2014

The vast majority are in countries within South America



Colombia and Peru

host the largest numbers of refugees and migrants from Venezuela



© UNHCR/Santiago Escobar-Jaramillo

WHY ARE THEY FLEEING?

Families are being compelled to leave Venezuela for nearby countries because of violence, insecurity, and lack of food, medicine and essential services. Host countries and communities in Brazil, Colombia, Costa Rica, Ecuador, Mexico, Panama, Peru and the southern Caribbean have been generously welcoming them but are increasingly overstretched.

WHAT CONDITION ARE REFUGEES AND MIGRANTS ARRIVING IN?

Many people are arriving scared, tired and in urgent need of assistance. The majority are families with children, pregnant women, elderly people and people with disabilities. Often obliged to take unofficial routes to reach safety, they can fall prey to smugglers, traffickers and irregular armed groups. As more and more families arrive with fewer resources, they are in immediate need of protection, shelter, food and medicine.

“We walked for 11 days and had to sleep outside. We left because they threatened to kill us. My brother was killed... They almost killed me.”

Ana, a Venezuelan woman in Ecuador

HOW ARE YOUR DONATIONS HELPING UNHCR RESPOND?

With your support, our teams are on the ground in 17 countries, protecting the most vulnerable people arriving from Venezuela with shelter, health care and documentation to allow them to access health and other services, so they are not left exposed and at risk. We are present along key borders, to help identify people who may need special help – like children arriving alone – and provide water and basic supplies to people who have just crossed. We have set up safe spaces for children and breastfeeding mothers at border crossing points and are advocating with host governments to make sure Venezuelan children can continue their education.

We work closely with host governments and partners to support refugees and migrants through registration and other initiatives. In Colombia, which has received over one million refugees and migrants from Venezuela, we have helped the government register more than 440,000 people, to better address their needs.

In Brazil, we have opened 13 temporary shelters, giving 6,000 people a safe place to sleep – thanks to generous supporters like you. Together, we are also helping to relocate refugees and migrants to other parts of the country with more job opportunities and services, so they can get back on their feet. Last year, over 4,000 Venezuelans were relocated to other cities with UNHCR support.

Response Efforts



6,000

people were given a safe place to sleep in 13 temporary shelters in Brazil.



4,000

Venezuelans were relocated to other cities in Brazil, with UNHCR support.



440,000

Venezuelans registered in Colombia, with help from UNHCR.



“It took us over seven days to reach Peru. We had nothing to eat at the end. We tried to spare all for our son, but he also went over 24 hours without a bite. He is only three.” Gerardo, Venezuelan father in Peru

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ACNUR
Agência da ONU para Refug

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PROTECTING PEOPLE FORCED TO FLEE HOME

When you leave your home in the morning, do you ever stop to think what it would be like to not be able to come back? What would you take with you? How would you feel?

Every year, millions of men, women and children are forced to flee their homes to escape conflict and persecution. Our primary purpose at UNHCR is to safeguard their rights and well-being. With your help, we are there at every stage of their journey – saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people around the world. Lives have been changed because you chose to help.

With your help, 10-year-old Mohammad is able to attend a UNHCR-supported school in Kutupalong refugee settlement, Bangladesh, where his family has found safety. Mohammad loves going to school and drawing pictures of flowers, because they make him feel happy.

RESPONDING WITH LIFE-SAVING SUPPORT

UNHCR's teams worldwide are constantly assessing the possibility of conflict and unrest in their regions and the potential arrival of large numbers of people forced to flee their homes. Our emergency teams are ready to deploy anywhere in the world within 72 hours and our global warehouses are filled with relief items people need most in the first days of a crisis. This means that when an emergency strikes, we can quickly respond and rush in life-saving assistance. It's caring donors like you that make this possible.

In 2018, your generous support allowed us to continue to protect and care for people who've lost everything. You helped to give families a safe place to sleep, access to clean water, health care and so much more.



SHELTERING INDONESIAN EARTHQUAKE SURVIVORS

In times of crisis and displacement, shelter is a vital survival mechanism. It provides protection, privacy and a safe place to recover. On cold nights or hot days, it can make the difference between life and death. Last year, thanks to the incredible support of people like you, we were able to bring comfort and safety to families who lost everything – families like Vemy's.

In September 2018, a devastating earthquake flattened her village on Indonesia's Sulawesi island, leaving 41-year-old Vemy, her husband Bampek and their eight children homeless. The day after the quake, the family built a makeshift tent on empty land with old plastic sheeting. But when it rained hard, water came in from every direction. Thanks to a UNHCR tent, the family was soon safe and dry again.

"I'm glad that the tent now is fully covered," said Vemy, visibly relieved with the new shelter and the dignity it helped restore for her and her family. With your help, UNHCR and partners provided emergency tents to shelter some 10,000 people worst affected by the deadly quake and tsunami. Among them was 34-year-old Titin, another survivor who was deeply grateful for the support she received: "I thank UNHCR for the tents that you are providing. I don't know where I'd live now if it weren't here in your tent."

"I thank UNHCR for the tents that you are providing. I don't know where I'd live now if it weren't here in your tent."



© UNHCR/Steven Limboki

AN UPDATE ON UNHCR'S GLOBAL SHELTER CAMPAIGN

In 2016, UNHCR launched a global campaign to raise funds to shelter people forced to flee their homes. Since then, we've raised over \$22 million in support of displaced families around the world – thanks to the support of amazing donors like you.

The campaign has delivered shelter solutions – including shelter kits, home repairs and cash assistance to help pay for rent – to people forced to flee worldwide. Your efforts are helping to give refugee families a safe place to recover and start putting the pieces of their lives back together.

“The shelters we provide are not only four walls and a roof, they are also a place to give refugees space where they have privacy, comfort and emotional security. Shelter is the key to restoring personal security, self-sufficiency and dignity to all displaced people.”

Ammar Al-Mahdawi, UNHCR Senior Technical Shelter Officer

“Since we got this house, I feel like I have hope. I feel like I have dignity, I have respect. That makes me happy.”

Jeanette, Burundian refugee in Rwanda benefiting from a shelter provided by UNHCR



© UNHCR/Hannah Maule-finch



© UNHCR/Anthony Chikaji

PROTECTING THE HEALTH AND WELL-BEING OF DISPLACED FAMILIES

Making sure refugee families can access proper health care is critical to keeping them safe. With your support, UNHCR and partners work tirelessly to help people forced to flee get the medical care they need, from the oldest to the youngest, like Reem's tiny newborns, born in Aleppo last year.

When Reem found out she and her husband were expecting triplets, she was stunned. “It was a shock, no one believed us when we told them that we are having triplets.” Welcoming them into the world wasn't any easier. When she was seven months pregnant, Reem was rushed to hospital for an emergency C-section. After receiving urgent medical assistance, she gave birth to two tiny little boys and a daughter.

Weighing in at only 1.2 kilograms each (less than half of an average newborn's weight), the babies had to stay in hospital incubators for six nights, until they were able to breathe on their own. The medical costs placed Reem and her husband, a family displaced for more than six years, under severe financial pressure. Through its emergency referrals project, UNHCR helped the family receive vital medical care for the babies after birth. “We were a family of four and overnight we became seven,” said Reem's husband, proudly holding his newborn triplets.

By supporting UNHCR, you help safeguard the health of people like Reem and her tiny bundles of joy, giving displaced families the chance to live healthy lives.

“It's very difficult, but at end of the day you realize they are a blessing and we thank you for all your help.”

Reem, Syrian mother in Aleppo

PROVIDING CLEAN WATER AND SANITATION FOR SAMUDA AND HER COMMUNITY

Imagine how scary it must feel to see men with guns attacking the place you call home.

In January last year, Samuda experienced this first hand, when armed forces attacked her village in Myanmar's Rakhine State. With only moments to spare, she gathered her three grandchildren and fled her family home, as soldiers looted and burned houses all around them. After ten gruelling days walking through the jungle, they finally reached safety in Bangladesh.

"I'm working closely with my community and helping people stay healthy."



© UNHCR/ David Azia

UNHCR was there to receive them with fresh water, hot meals, health care and a safe, dry place to rest. Samuda and her family were then assigned a shelter in Kutupalong refugee settlement – the world's largest.

Since her arrival, Samuda has taken an active role in her community, volunteering to monitor the washroom and shower facilities in her area. "I have a lot of concern for the children around here," she explains. "I want to make sure that they wash their hands so they can stay healthy." Every day, Samuda makes sure there's soap available for bathing and washing hands, cleans latrines, collects water for shower facilities and lets UNHCR and partners know if there are maintenance issues. By taking on this task, she's helping to protect the wellbeing of families in her community, while earning a small monthly income to care for her own family. "We must keep clean to stay healthy," she explains. "It's important to have good health and keep diseases from spreading."

In the past year, UNHCR and partners have stepped up efforts to address the massive water and sanitation needs of Rohingya refugees in Bangladesh – most of whom arrived in late 2017. We've brought in expert teams and improved the daily supply of safe, clean drinking water through new solar-powered water systems, **with the help of donors like you.**

As of last December, UNHCR had built some 674 water wells and 7,691 new latrines in Rohingya refugee settlements, through collaboration with partners and refugees like Samuda, who helps convey water concerns and suggestions from her community. "At the end of the day, I'm very happy to do this work, because it's important," she says with pride. "I'm working closely with my community and helping people stay healthy."



© UNHCR/Roger Arnold



Did you know? In 2018, thanks to your support, we distributed 60,203 hygiene kits containing basic supplies everyone needs, like soap, to Rohingya refugees in Bangladesh.

Bringing water to people who've lost everything

Patrick Okello is a Water, Sanitation and Hygiene (WASH) Officer with UNHCR in Jamjang, South Sudan – close to the border with Sudan.

He helps ensure that both Sudanese refugees and residents of local communities can access clean water and sanitation facilities, and have better hygiene conditions, to keep themselves and their families healthy. None of this critical work would be possible without the support of amazing people like you. As a child, Patrick was himself forced to flee home because of war. Today, he tells us what it's like to help people who've lost everything gain access to what they need most to survive: water.



What made you want to do this work?

I'm from Uganda. When I was about 13, my family and entire community were forced to flee home and live in camps in the northern part of the country, because of the civil war. I lived and grew up amidst what was then one of the worst humanitarian crises in the world. Access to food and water, let alone clean drinking water, was a big challenge. It wasn't until humanitarian organizations arrived that the situation changed, when they started providing clean water to people forced to leave home and, later, to communities who were returning home after the fighting ended.

Having personally gone through such suffering and seen what UN agencies and non-governmental organizations (NGOs) did to help people critically in need, I felt moved. It inspired me to one day become a humanitarian worker, to be able to support the members of my community still living in camps.

Thanks to an uncle, I was able to complete my education and got my first job with the International Committee of the Red Cross, leading a team delivering basic, life-saving water and sanitation services in over 100 camps in the area where I was displaced myself. Since then, I have been privileged to work with several humanitarian organizations in eight countries around the world – Uganda, Kenya, Somalia, Ethiopia, South Sudan, Sudan, Iraq and Haiti.

“Most refugees here reach South Sudan on foot – a minimum two-day walk. Imagine doing that in +40 degrees Celsius.”

What are the biggest water and sanitation needs in the camps where you work today?

The biggest and most crucial need is access to clean water for drinking, cooking and personal and domestic hygiene. It's the dry season right now and this week* we had temperatures of over 40 degrees Celsius. Water needs are huge. Our team works day in and day out to meet this need, thanks to the tireless support of our donors and our partners. The other major needs are access to latrines or toilets and hygiene supplies.

What state do refugees arrive in?

In most cases, refugees reach South Sudan from Sudan's region of South Kordofan on foot. That means a minimum two days of walking. That itself is exhausting, but imagine doing it in 40+ degrees Celsius (the current average temperature). Most of the refugees are women and children, often women with small babies. We receive many cases of vulnerable refugees, whose lives depend on humanitarian assistance each and every day. They're generally physically weak, due to the dire humanitarian situations and the conflict which forced them to seek refuge in South Sudan.

**Interview done in February 2019.*



What is UNHCR doing to help?

Access to safe water and sanitation is a basic human need and right. With our partners, and thanks to our donors, we've been drilling and setting up boreholes in the three refugee locations in the area (Ajuong Thok camp, Pamir camp and Yida refugee settlement), to provide a safe water supply for nearly 120,000 refugees who live here. Our goal is to ensure access to at least 20 litres of safe water per person per day.

We build emergency communal latrines for newly arrived refugees and provide digging tools and construction materials so that more families can build their own latrines. Our work also extends to the local communities hosting refugees. We collaborate with local authorities to make sure that locals can access clean water too, so that refugees and locals can cohabit peacefully without tension. These interventions are saving lives and causing positive change by improving the health and living conditions of refugees.

We have focus group discussions at the end of every year, with refugee committees and camp leaders, to see if we're doing the right thing or if there's anything we need to change. What they told us last year is that their lives have changed because of the water. Before, water access was a big problem. We were pumping water with generators that ran on fuel, which was very costly. But now the boreholes run 100% on solar power and we can pump for more hours each day. This has made living conditions better. Now refugees are able to improve their shelters too, laying bricks to construct houses and businesses, thanks to the water being provided. People have the basic quantity of water they need. We still have gaps in promoting better sanitation and hygiene, and need more separate latrines for women and men, but we're currently working on these areas.

What's the hardest part of your job?

The hardest part of my job is when I have to respond to a sudden breakdown in water supply systems. This can happen when boreholes are over-used or not properly operated. They are running every day, for 14 hours per day, on average. Pumps overheat and generators often break down, particularly during the dry season. It's really challenging to maintain a constant water supply because we don't have backup capacity, partly due to lack of funding. In those cases, people can be left without easy access to water for hours, sometimes for days, while repairs are being done. This situation is usually very stressful, especially if there are no other water points nearby for people to use in the meantime or no spare parts available right away. Refugees have to queue for water at another borehole far away. To mitigate this risk, we're working with partners on linking pipelines in the two refugee camps in the area, so if the water supply system from one borehole breaks down, we can feed in water from another borehole.

And what's the most rewarding?

Being able to help provide water for those in dire need. We just completed an assessment in a local community. The water situation is terrible, it would make you cry. When UNHCR is able to support local communities like that, I feel like, wow, these are people who could have died but, because of our work, they can access water and regain hope. Even if sometimes it's risky because we have to go to unsafe areas, I don't think I would be happy with another job. That's my reward, if I help people get water. Like Alema, who I met the other day. She has five children and just arrived in Pamir refugee camp from her home in Sudan's Nuba Mountains. The decision to start the trek towards South Sudan was especially hard for her family, because Alema's husband Kafi is disabled and confined to a wheelchair. Back home, she told me her family had to pay to get

water. Alema would spend the whole day collecting water and didn't have enough to pay for what they needed. Now they have water for drinking, cooking, bathing, and even watering a few plants.

“Refugees tell us that their lives have changed because of the water.”

Your childhood has played an important role in where you are today. Can you tell us why?

When I was growing up, we had to walk about 20 kilometres every day to collect drinking water from a river. That was way back in the 1980s, before the humanitarian crisis in northern Uganda started. The water wasn't safe for human consumption unless treated, so we went through years of serious poor health because of various water-related diseases. This moved me to work harder and to try to be part of the solution to address the water problem in my community, which also shaped my career as a WASH expert. Today, my family and entire community have access to clean water.

Why is it so important to support UNHCR's work in South Sudan?

When you donate to UNHCR, you are donating to vulnerable refugees who are in real need. South Sudan is facing complex humanitarian situations with multiple displacements, public health crises like disease outbreaks and severe food insecurity, among other serious challenges. Refugees, people displaced within the country and local communities are living in desperate situations. Your donations allow UNHCR to continue to work with partners and the Government to save lives, protect rights and allow people to live in dignity, by providing urgently needed humanitarian support to more people, and helping to promote self-reliance and resilience.

SAFEGUARDING FUNDAMENTAL HUMAN RIGHTS

When people are forced to flee, they often lose everything.

At UNHCR, we are here to help uphold their basic rights, and we work with governments to improve laws and national systems so refugees can stay safe, get documents, go to school, work and exercise other rights – thanks to your support. In 2018, you helped us continue this vital work, making a meaningful difference in the lives of people forced to flee their homes.



A UNHCR staff member helps to register a young refugee in Kenya. Collecting accurate information from people forced to flee helps us protect each individual and make sure they get appropriate documents. Without the support of caring people like you, none of this would be possible. You make it happen.



HELPING NOUSA GET ONE STEP CLOSER TO HER DREAM

When Nousa arrived in Egypt as a refugee from Sudan three years ago, she had one simple ambition: finish school, to give her family a better future. “The only weapon I can have is education,” she explains. “With it, I can help my family. Today, you can’t do anything if you are not educated.”

Nousa was 13 when her father went missing after fighting broke out near their hometown in 2015. She fled to Egypt with her mother and nine younger siblings. They travelled for hours in tightly-packed buses to reach the border, terrified of being separated. After registering with UNHCR in Cairo, the family was able to find a place to stay and a school for the children to go to.

Thanks to supporters like you, Nousa was able to continue her studies at a community school supported by UNHCR and partners – one of over 70 such schools in Cairo. Through its partners, UNHCR provides these schools with financial assistance, stationery and educational materials. The schools offer a stepping stone for refugees like Nousa to reach university and build a better future for themselves wherever they go. Nousa’s dream is to become a teacher and one day help others like her, when she can return home.

“When I go back to Sudan, I wish to help people who do not have anyone to support them, because I’ve experienced the same situation and I really wish that no one lives the same hardships I lived through.” With the support of donors like you, she is one step closer to making that happen.

“The most important thing for me is to continue my education so I can help my family and be a role model for my young siblings.”

HELPING MANAR PUT HER CHILDREN THROUGH SCHOOL

Manar is a widow and mother of three. Uprooted from her family home in Syria by shelling, she came to Lebanon in 2013, as a refugee. Then her husband was killed in a traffic accident and Manar was left struggling to raise three children in a country not her own.

Thanks to supporters like you, she was able to receive direct cash-based aid from UNHCR, helping her prioritize her monthly spending for herself and her three children – Aseel, six, Abdullah, nine, and Osaima, 12. Without this cash, Manar couldn't send her children to school. Once she has taken care of her children's schooling, Manar can budget for the remainder of the month.

The 29-year-old is among millions of refugees and others of concern who have been able to take greater control of their lives since UNHCR began expanding cash-based assistance in 2016. UNHCR uses cash-based interventions in over

100 countries worldwide, to protect and assist the most vulnerable, allowing them to meet their needs in dignity. Most of the money is distributed without restrictions, meaning that refugees themselves can choose how they spend it. This benefits the local economy as refugees buy essential goods in local stores and pay for local services.

"Before we were restricted to spending the cash assistance in supermarkets. But when they made it available in cash, they gave us the freedom of choice. What we buy is no longer imposed on us," explains Manar.

"I use [the cash] to pay for my children's school transport and I am very happy that I am now able to pay for something."



© UNHCR/Houssam Hamri

UNHCR Cash Facts: Impact since 2016



16 MILLION
people receiving
cash assistance



100+ COUNTRIES
with UNHCR cash
assistance programmes



\$1.8 BILLION
cash distributed
since 2016

RESTORING HOPE FOR ELISA AND HER FAMILY

Elisa hasn't had an easy life.

Displaced by violence in her country multiple times, the Congolese mother of seven endured a life of suffering. "You suffer when you flee, leaving everything behind," she explains. "We arrived empty handed in a place where there was nothing." But Elisa's face lights up when she talks about the small factory where she recently started working in Kitchanga, a town in the eastern part of the Democratic Republic of the Congo.

"Learning to make soap has given me hope because it will soon give us an income and we can become self-reliant."

Forty-nine-year-old Elisa is one of 58 displaced Congolese who have found a new sense of purpose working alongside local community members in a factory built and equipped by UNHCR, where they make soap and sanitary kits.

Before becoming an employee at "Tuungane Pamoja" (which is Swahili for "working together"), Elisa used to collect firewood for a living, which put her at risk of sexual violence. "It was a life of violence. We were raped regularly," she says. Thanks to UNHCR's efforts, Elisa and other displaced women at risk can gain a regular income in a safer way. "I have these skills forever and if the war ends and I go home, I can continue making soap."

By donating to UNHCR, you've helped people forced to flee their homes – people like Elisa – learn new skills to support themselves and their families.



© UNHCR/Natalia Micevic

BUILDING BETTER FUTURES

Imagine how upsetting it must be to not have a safe place to call home.

For people who've been forced to flee, this feeling is all too familiar. At UNHCR, we work day in and day out to protect and assist refugees at every stage of their journey. But our ultimate goal is simple. Find durable solutions that allow refugees to rebuild their lives in safety and dignity. With your support, we help people return home when it is safe to do so or settle and make a positive impact in a new community. Sometimes the only way to keep refugees safe is to move them to a new country. Over the last decade, UNHCR has helped close to one million refugees build new lives in new countries, including women and girls who survived trafficking or sexual violence.

A FRESH START FOR HAWA AND HER FAMILY

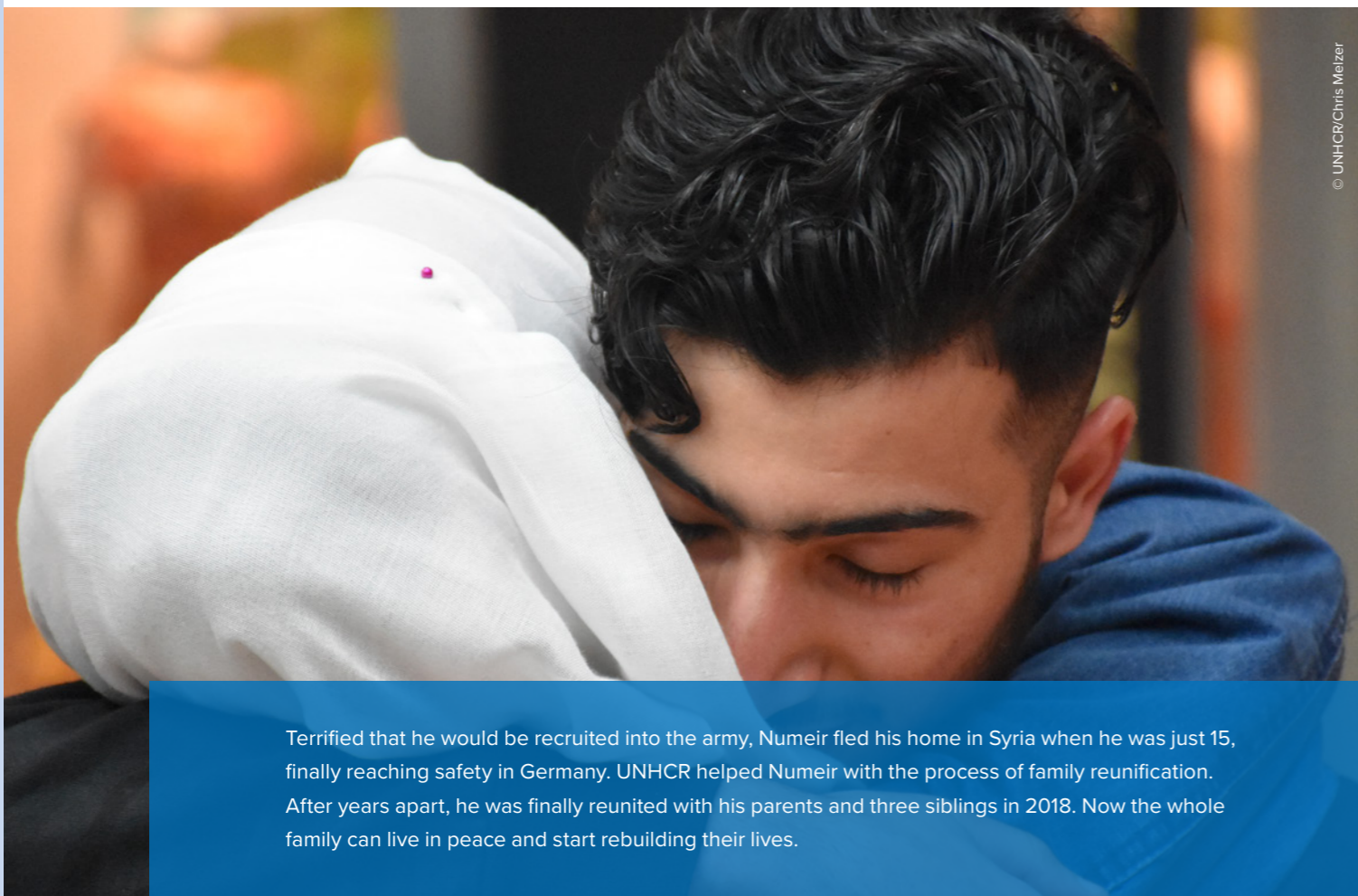
The journey to freedom has been a long one for Hawa, a 51-year-old widow from Sudan. Hawa and her family escaped war in Sudan, fleeing to Libya in 2006 – only to find chaos there too.

They endured trauma both at home in Sudan and in exile in Libya. “My husband died. My children did not have the chance to get a good education. There was war, and killing, and people were displaced,” explains Hawa.

In December, Hawa and other refugees – from Sudan, Eritrea and Syria – were evacuated to a special transit centre in Romania, thanks to UNHCR and the International Organization for Migration. Run by the Romanian government, the centre is a safe stopover for refugees headed to new homes in Europe. It allows UNHCR to bring people like Hawa out of danger, to a place where they can prepare for resettlement before going on to their final destination.

For Hawa, her son and her grandchildren, that place is Norway. There, the family will have the chance to build new lives, after so much hardship and years living in fear. “I wanted to reach a European country where we are treated like humans, like everyone else, where we can teach our kids and live without fear,” says Hawa.

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© UNHCR/Chris Melzer

Terrified that he would be recruited into the army, Numeir fled his home in Syria when he was just 15, finally reaching safety in Germany. UNHCR helped Numeir with the process of family reunification. After years apart, he was finally reunited with his parents and three siblings in 2018. Now the whole family can live in peace and start rebuilding their lives.



© UNHCR/Iona Epure

HELPING KHALIMEY'S FAMILY FINALLY FIND HOME

After being displaced for decades by drought or insecurity, more than 5,000 families in Galkayo, Somalia have now received land and shelter to settle in. Among them is 53-year-old Khalimey, who lives in Salama 2, an integrated settlement for displaced people.

"I moved here from another camp because I needed a permanent home for my family," says the mother of six, as she busies herself in her small shop. She supplements her income from the shop by selling snacks she prepares herself – a skill she learned through a vocational training course supported by UNHCR.

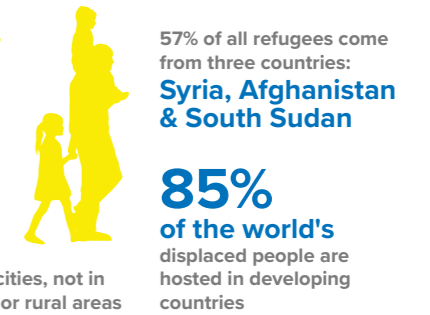
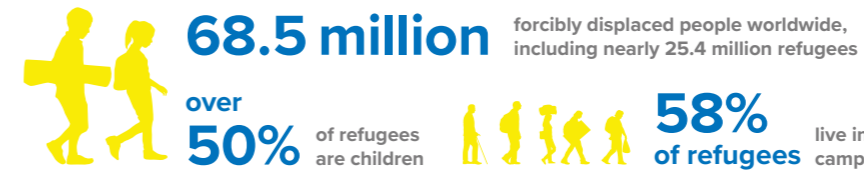
Thanks to UNHCR, partners and local authorities, families like Khalimey's have been able to acquire permanent land and integrate in Galkayo. The government provided land for the settlement where Khalimey lives, while UNHCR and partners provided shelter and other amenities to benefit both displaced families and local communities hosting them, including solar-powered lights and boreholes.

Families living in Salama have access to schools, water points, health centres and a community market. More importantly, each family is given a deed to a piece of land with a one-room house and a latrine. For families who've been displaced for decades, lasting durable solutions like these mean everything.

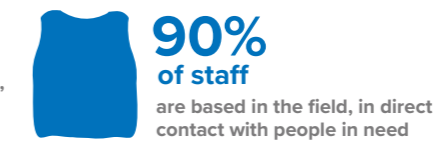
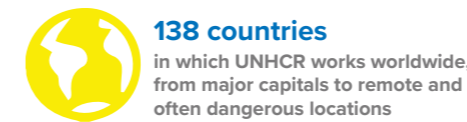
Without support from UNHCR, Khalimey says she would have been unable to care for her family. With the money she makes, she is able to take care of her family, including her daughter Muhubo, 13, who is determined to stay in school and accomplish her dream of becoming an English teacher.

Key figures at a glance

THE CHALLENGE



OUR RESPONSE



YOUR FUNDS IN ACTION

When you donate to UNHCR, you help bring care, comfort and hope to some of the world's most vulnerable people.

In 2018, committed donors like you went above and beyond, helping UNHCR respond to multiple crises across the globe. By extending a helping hand, you have helped save lives, protect rights, and build better futures for millions of people forced from home.

UNHCR is funded almost entirely by voluntary contributions. In a world facing record displacement, your support matters now more than ever.

Your gift joins those of other supporters who are as dedicated to helping people forced to flee as you are.

On behalf of our staff worldwide and those we serve, thank you for all your support.

A global community of supporters and donors:

In 2018, some \$423 million was raised from more than 2 million generous, committed individual donors from over 75 countries, as well as foundations, corporate and philanthropist partners.



"We are grateful for the support we have received through education, shelter and security because the quality of life has improved."

© UNHCR/Caroline Opile



Did you know? Next year marks the 70th anniversary of UNHCR. The agency was created in 1950 to help Europeans uprooted by World War II. Since then, it has expanded dramatically to help millions of people around the world find safety and restart their lives.

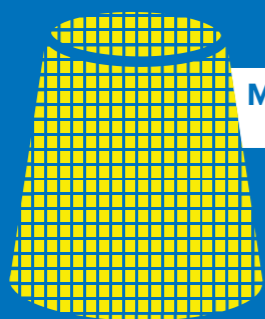


DELIVERING VITAL SUPPLIES AROUND THE WORLD

Imagine having to run for your life with only the clothes on your back. In times of crises, people can be forced to flee home within minutes, leaving little or no time to take anything with them.

When they finally reach safety, UNHCR is there to help – thanks to the support of generous donors like you. Wherever needed, our teams rush in life-saving assistance including shelter, food, water and medical care. Together, we help provide families across the world with vital supplies like blankets to keep warm or jerry cans for storing water.

In 2018, thanks to caring donors like you, millions of items were shipped from our global network of warehouses or directly from our suppliers to ongoing operations and new emergencies, including:



Mosquito nets
625.440



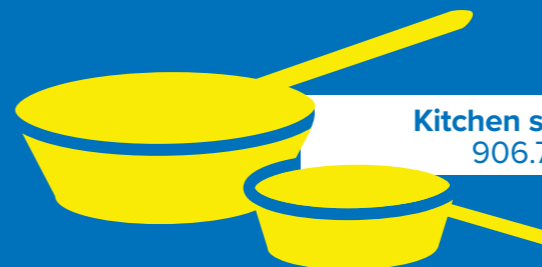
Solar lamps
552.901



Jerry cans
921.398



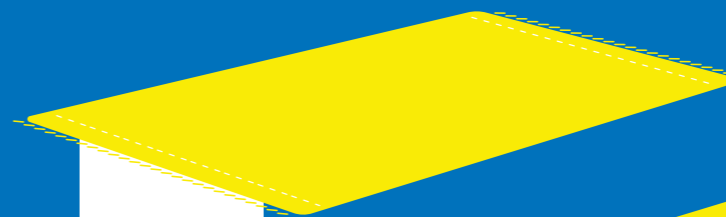
Sleeping mats
2.649.146



Kitchen sets
906.764



Buckets
465.866



Blankets
5.210.833



Plastic sheets
1.573.563



Tents
26.908

unhcr.org

