

UNHCR
The UN Refugee Agency

THIS RAMADAN **SOMETHING BEAUTIFUL HAPPENED**

Your lifesaving support did count
for refugee and internally displaced families.



Foreword

BY **Khaled Khalifa**,
UNHCR Senior Advisor
and Representative to the
Gulf Cooperation Council
Countries.

Our valued UNHCR friends and supporters,

I would like to begin by thanking you for the incredible support that you have shown to refugee and internally displaced families during Ramadan. Despite all the uncertainty and challenges we are faced with across the globe, we managed to achieve something beyond our expectations this year; we were able to secure lifesaving support for thousands of families surviving through extreme hardship.

Your generous donations will allow more than **8,141 refugee families – that's more than 41,000 people - to stay safe, keep a roof over their heads, and have food and water on the table for a whole year.** This security is even more important for those who until the pandemic hit, depended on informal daily wages to pay the rent or feed their children.

This year, long-standing Ramadan traditions were forced to adapt to protect public health and many refugees felt even more vulnerable without the security of their home; often living in overcrowded spaces, with limited access to water, sanitation and health facilities. Many of those observed Ramadan without the certainty of food on the table at the end of the day to break their fast.

Thank you for helping these families to receive Eid with hope in their hearts, and for entrusting UNHCR to make it happen.

Having committed people like you on board has allowed our teams to respond effectively to the COVID-19 pandemic. **UNHCR provided urgent in-kind assistance, especially hygiene kits and soap, as well as installing additional clean water points in affected regions.** Even more refugee families received **emergency cash assistance during this Ramadan to prevent them from slipping deeper into poverty and to be able to feed their children.**

I would especially like to thank all those who entrusted UNHCR with their Zakat. Zakat funds are becoming an increasingly critical source of assistance for thousands of eligible refugee and IDP families from Syria, Myanmar and Yemen.

At the time of writing this message, the crisis in Yemen has reached a breaking point. After five years of conflict, more than 80 per cent of the population requires humanitarian assistance and 15 million people require immediate intervention. Due to severe poverty and malnutrition among the population, one in six people who catch coronavirus is dying. With the support we receive from valued partners like you, our staff is staying and delivering despite the enormous challenges faced.

As we look to the future today, I thank you once again for making our work possible and hope that together, we can remain committed to those most in need during these difficult times.

May God return your good deeds with blessings and peace.

Sincerely,

Khaled Khalifa, UNHCR Senior Advisor and Representative
to the Gulf Cooperation Council Countries,



IN SUMMARY

1

Your impact this Ramadan 2020

You have helped to secure lifesaving support for 8,141 refugee and internally displaced families for one year.

2

COVID-19 Response

Thanks to you, UNHCR was able to reach millions of refugees, internally displaced persons and their host communities to raise awareness and offer vital protection against the COVID-19 pandemic.

3

Syria Crisis

Families across Jordan, Lebanon, Egypt and Syria received urgent support to help them survive the Holy month and beyond in safety.

4

Yemen Crisis

As the Yemen crisis intensifies, your help is providing a lifeline to families in Yemen so that they can meet their urgent needs and secure shelter, food, water and medicine for their children.

5

Rohingya Crisis

For Rohingya refugees receiving another Ramadan away from home amid the pandemic and monsoon, your help provided emergency aid and shelter to thousands in need.

6

Iraq

Urgent support was received by refugee families living inside Iraq, as well as displaced and returning Iraqi families, to help them survive the holy month and rebuild their lives.

7

Zakat Funds

100% of your Zakat went to eligible refugee and displaced families this Ramadan. Refugees can count on us, because we can count on you.

Good news from
Jordan.



**THANK YOU FOR
HELPING THOSE
SPENDING RAMADAN
AWAY FROM HOME**

**8,141 FAMILIES
IMPACTED BY YOUR
SUPPORT**

"When I received the message that I would have help... I was overcome with joy. I was happy and shocked because I didn't expect to receive help from anyone. My children and I were waiting for death; we were waiting to die from hunger. Even my kids still can't believe it, because no one was helping us but a few people with good hearts..." Yemeni refugee, Abdulwasa collects 120 Dinars (US\$170) of cash assistance as part of UNHCR's response to help families impacted by coronavirus, from an ATM in Amman, where he lives.

"The first thing I'm going to buy is food for my children", he added. "They haven't eaten meat in a year and a half. I want to buy them cheese for example, and olives.. I want to get them anything other than just bread to eat."



1

EVERY GIFT DID COUNT

YOU HAVE HELPED REFUGEE FAMILIES TO CELEBRATE EID WITH HOPE... THANK YOU.

Thanks to you, we secured lifesaving support for 8,141 refugee and internally displaced families (more than 41,000 people) for an entire year.

We asked for your help and you answered our call... I share a heartfelt thank you from everyone at UNHCR for joining this year's Ramadan campaign and for believing that every gift counts. You have lightened the burden of refugee and displaced families observing Ramadan far from their homes and loved ones and have joined us to offer **lifesaving care and a sign of hope** in difficult times.



While the COVID-19 pandemic brought enormous challenges, the holy month of Ramadan brought us together to share compassion and solidarity with those most vulnerable.

Exceeding our set target, funds collected during Ramadan are already providing critical support, such as **cash and in-kind assistance, shelter, medicine and clean water to vulnerable families especially to orphans, female-headed households, and the elderly residing across Syria, Yemen, Iraq, Jordan, Lebanon, and Egypt, as well as to Rohingya refugees in Bangladesh and Malian refugees in Mauritania.**

Thank you for entrusting us to reach the families who are relying on us to make it through these hard moments.

As we face this global economic downturn, we have witnessed an increase in empathy and public support for the most vulnerable amongst us.” Houssam Chahine, UNHCR’s Chief of Private Sector.



2

COVID-19 EMERGENCY RESPONSE

The concept of lock down is nothing new for millions of refugees around the world. **The uncertainty we feel now is what refugees feel every day.** Having lost their homes, the majority of refugees live in overcrowded spaces and in countries with weaker health, water and sanitation facilities, making them even more vulnerable during this crisis.

From the onset of the COVID-19 pandemic, and thanks to your support, UNHCR has worked tirelessly to make sure that refugee and displaced communities are included in national and international responses to prevent and contain the coronavirus. **From raising awareness in communities and camps all over the world, to distributing soap and clean water to families in need, to providing emergency cash and critical support to health facilities, our staff have worked to ensure that no one is left behind.**

Until now, **we can report that cases of COVID-19 among UNHCR's persons of concern remain relatively low.** Our important work continues with urgency, but thanks to your support, we can celebrate some achievements.



Good news from Bangladesh



UNHCR in Bangladesh (@UNHCR_BGD) June 16, 2020.

A reason to celebrate! Today, the first 10 healthy patients were discharged from the SARI ITC in Ukhiya, Cox's Bazar, having recovered from #COVID_19. We salute the work of the frontline health workers in making this possible.

UNHCR in action

Among the key items procured to date by UNHCR



6.4 million
masks



850,000
gowns



3,600
oxygen concentrators



640
ventilators



1,650
refugee housing
units



50
hospital tents

6 tons

of PPE and medical supplies
airlifted



\$30 million COVID-19 related
cash assistance
distributed in **65 countries**



UNHCR'S KEY PRIORITIES AND AREAS OF INTERVENTION:



Health, water and sanitation and hygiene

- Working with ministries of health in affected countries to ensure inclusion of those forcibly displaced.
- Undertaking risk communication and promoting community engagement with an emphasis on hygiene practices and physical distancing.
- Ensuring and maintaining continued access to essential health services.



Protection and risk communications

- Protecting and advocating for refugees, IDPs, stateless persons and host communities, including by maintaining and strengthening critical protection activities and services.
- Putting people at the centre of the response and working with existing protection monitoring and reporting networks to mitigate protection risks, including sexual and gender-based violence.

UNHCR'S KEY PRIORITIES AND AREAS OF INTERVENTION:



Cash assistance, shelter and core relief items

- Ensuring people of concern, specifically the most vulnerable, receive cash assistance and core relief items.
- Providing improved shelter and settlement conditions to reduce density and overcrowded living conditions.



Education

- Supporting schools to remain open where health conditions permit and mitigate the spread of COVID-19.
- Expanding investments in online and offline distance education or alternative solutions, ensuring forcibly displaced children can keep learning.



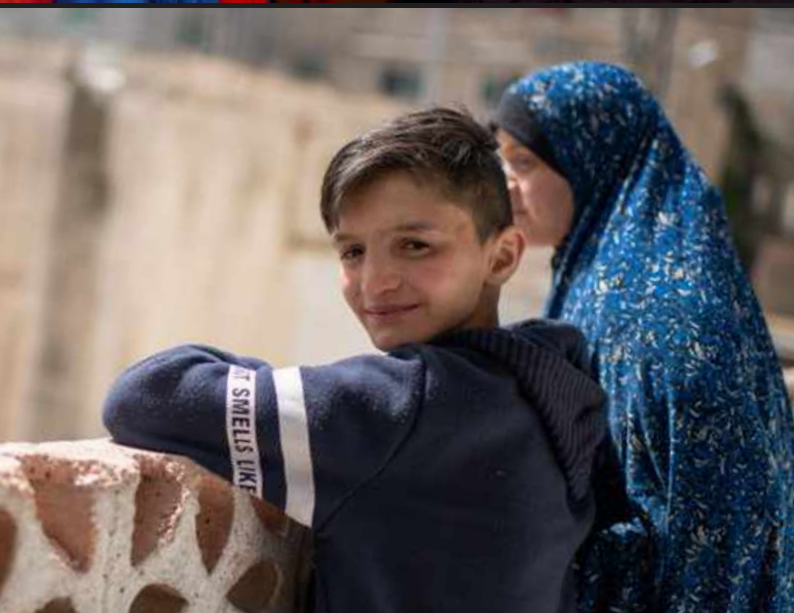
3

SYRIA CRISIS

Your support has reached thousands of Syrian refugee and displaced families living in Lebanon, Jordan, Syria and Egypt.

While families reminisced about past years when Ramadan meant socializing and gatherings, their increasing losses year after year have been met by **your overwhelming generosity and willingness to stand by their side.**

To help refugee and displaced families caught up in protracted crisis, thanks to your help, we are able to channel support where it is most needed. For many families, this means receiving direct cash assistance. **Cash assistance is one of UNHCR's most innovative and successful programmes and impacts the lives of thousands of families every single day;** instilling a sense of normality and reinforcing dignity to families in displacement and helping to make sure they can meet their needs according to their own priorities.



In light of the **COVID-19 pandemic** and lockdown, thousands more refugee families were reached with a one-off emergency cash payment. This ensured that those who previously relied on daily or informal wages could afford to buy food and keep a roof over the heads of their families.



Food



Shelter



Water



Medicine



Um Abdullah,
Syrian mother in Jordan.

We heard from so many of you who were touched by the story of Abdullah and his mother, who after losing her sight in Syria, is caring for her son alone. Thanks to you, they received much needed support this Ramadan.

We went back to visit them just a week after Eid to hear how they spent the holy month. Um Abdullah expressed how grateful she was for your support that helped her small family to survive and get through these challenging times.

Um Abdullah sent her prayers and wishes, thanking everyone who showed love and compassion for her story: **“May god keep them in good health and protect them and their families”** she said.

Even though she reported that she was not able to buy Abdullah new clothes for Eid, Um Abdullah did tell us that they enjoyed some nice food together and that she happily witnessed her son making a new friend who had lifted his spirits. The family found a new house to rent during Ramadan.

Abdullah added: **“My gift this Eid was my new friend with whom I play and spend a lot of time now.”**



UNHCR staff offered a kite to Abdullah as a belated Eid gift.

We are grateful to the people who have provided generous and timely support to help families in need during Ramadan. Thanks to this offering of kindness, thousands of refugees - widows like Nadine - were able to provide for their children during Ramadan and Eid, and can look forwards with some security.

"This Ramadan was one of the hardest with the coronavirus outbreak and everything happening around us... However, I thank God every day for preserving my children in good health and for all the generous people who offered their support. Without this support we would not have survived. I pray that God will reward them." Nadine said, sending her best wishes to everyone who helped.



Nadine,
Syrian mother in Lebanon.



Syrian Children Receive Eid Gifts

After spending Ramadan in lockdown, **hundreds of Syrian children got a surprise delivery during Eid when volunteers went door-to-door to hand out toys, drawing smiles on their faces and raising awareness about COVID-19.** For children inside Syria who have witnessed years of conflict and missed many moments of their childhood, **such a small gift carries a heartfelt message of hope.**

In response to the ongoing displacement of families inside Syria and as part of the COVID-19 emergency response, one of our key priorities inside Syria remains **providing shelter to more than 1.3 million displaced persons.**

Despite fears over a delay in delivery of shelter materials due to COVID-19, **8,100 tents and 35,000 plastic tarpaulins arrived across the border from Turkey in May, and in June, an additional 11,700 tents were received.** These are being distributed with urgency to families in need until now.



4- YEMEN

**YOUR SUPPORT IS A LIFELINE
TO YEMENI FAMILIES**

**YOU HAVE IMPACTED THE LIVES OF
THOUSANDS OF YEMENI FAMILIES THIS
RAMADAN.**

Thanks to you, families were able to stay safe and enjoy moments of hope during Eid.

The situation in Yemen continues to be one of the worst humanitarian crises in the world; reaching unprecedented levels of hardship and poverty, and **forcing 3.6 million people to flee their homes**. The majority of those who fled are displaced inside Yemen amid continuing conflict and hardship.

Yet this Ramadan, and with your support, UNHCR was able to respond to the needs of families through providing life-saving essential household



items, emergency shelter, and immediate cash assistance for families struggling to find enough food or to secure medicine.



“The thing that I wish for the most is for our country to be safe and the war to end soon, and I hope to return to our home.”

Kudafa, a displaced Yemeni mother.

Your Zakat donations were especially critical to be able to provide cash assistance directly to Yemeni refugee and displaced families during Ramadan, and for the months to come. Zakat funds reached families through cashpoints available throughout the country.

With the situation appearing increasingly difficult in Yemen, and **thanks to your support, UNHCR was able to put in place mitigation plans to deal with the ongoing pandemic and crisis, including vital protection, healthcare and emergency cash support.**

A photograph of four Rohingya refugee children sitting in a tent. The child on the left is laughing with his mouth open. The child in the center is smiling broadly. The two children on the right are huddled together, smiling. The tent's interior is visible, with clothes hanging on the left and a patterned fabric wall in the background.

5- ROHINGYA REFUGEES

HAND IN HAND WITH THOSE MOST VULNERABLE

“

We are facing the challenge of a lifetime in Bangladesh. I have been moved to see how the Rohingya refugees and local Bangladeshis have stepped forward to care for their communities. I am also inspired by the humanitarian commitment of government, UN and NGO partners and my own UNHCR team, who put their own health at risk each day so that others might pass safely through this tempest, reach the other side and have a future.

”



Steven Corliss,
UNHCR Representative in Bangladesh.



This Ramadan marks almost three years since more than 720,000 Rohingya refugees fled across the border into Bangladesh. Their heartbreaking stories will resonate with us for years to come, and families continue to rely on humanitarian aid whilst living in the largest refugee camp in the world. **But through your kindness and commitment, and with the support of Zakat funds, we were able to help Rohingya refugees to survive the holy month and to celebrate their Ramadan traditions away from home.**

This year, the COVID-19 pandemic added another crisis on the shoulders of Rohingya refugees. **Our gratitude goes to you, who joined our COVID-19 response plan and helped UNHCR to keep delivering much needed support. This includes the urgent need to continue providing safe shelter to families who lost their homes, especially during lockdown and the monsoon season in Bangladesh.**

While refugees do have access to makeshift emergency shelters, at present, most shelters remain vulnerable to extreme weather. With the support of your Zakat funds, UNHCR was able to distribute shelter materials to Rohingya refugee families to help further strengthen their shelters ahead of and during the monsoon season. Thousands of refugee families were provided with one tarpaulin and one Tie-Down Kit.

This meant that they were able to safeguard themselves and continue their uprooted lives with a roof over their heads, providing much needed safety and protection.



6- IRAQ

A LITTLE EXTRA HELPING HAND THIS RAMADAN

In Iraq, UNHCR continues to support displaced and returning Iraqi families, while extending lifesaving shelter and protection to Syrian refugee families seeking safety in the country. While the coronavirus lockdown has left many displaced families extremely vulnerable, your support has been delivered as emergency cash assistance; a lifeline for many. The distributions began in refugee camps in northern Iraq and were extended to cover camps throughout the entire in the holy month.



“I will spend this money to cover my family’s needs as well as buy latex gloves, face masks, and sanitizer to protect them from the infection.” Farhad, Syrian refugee living in Iraq.

Thanks to you, UNHCR is now reaching more people with emergency cash assistance, but refugees like Farhad do not like depending on help. **“I like to work and depend on myself.”** He added. **“I feel more comfortable making a living for my family.”**



7- ZAKAT

**YOUR ZAKAT WAS RECEIVED
BY ELIGIBLE REFUGEE
AND DISPLACED FAMILIES
THIS RAMADAN**

Zakat funds have never been more important to refugee and displaced families as now. **Thousands of families rely on Zakat funds to secure their daily needs of shelter, food, water and medicine. Families tell us every day that this assistance is their lifeline and without it, they fear that they would be living on the streets.**

UNHCR's Refugee Zakat Fund works hard to ensure **100% transparency on all Zakat funds received and delivered to eligible families.** We also make sure that Zakat funds are used to respond to the most urgent challenges faced by families; whether through cash or in-kind assistance, such as emergency shelter.

This Ramadan, more than 70% of funds raised were thanks to your Zakat.

MAP OF ZAKAT DISTRIBUTION.

ZAKAT DISTRIBUTION

LEBANON

Cash assistance is provided through **ATM cards**, hereby the extensive ATM network allows the most vulnerable refugees to be reached in most areas of the country.

MAURITANIA

Cash assistance through a **local bank** and cash distribution takes place in the registration centre at the camp.

YEMEN

Cash assistance is distributed through **commercial banks**.

Mobile money solutions are used to distribute cash assistance, as banking systems and other financial service providers do not always operate in remote areas.

IRAQ

Cash assistance is provided through **ATMs** that are equipped with **IRIS technology**.

JORDAN

BANGLADESH

This year, 100% of Zakat funds collected during Ramadan have been distributed to Rohingya refugee families as in kind assistance; emergency shelter was provided to thousands of families in need.





A HEARTFELT THANK YOU!

To everyone who joined our efforts to help refugees during Ramadan and beyond this year.

And special thanks **to the beautiful people who opened their hearts** and shared with us their stories of loss, courage and hope. **We are here for you.**

