

A YEAR OF CHALLENGES & HOPE.

As we look back at 2021 and recall the countless challenges that made this year like no other, we cannot but be grateful for our community of donors and supporters. They have answered the call every time one conflict emerged or other intensified. You may have not been with us directly on the front lines, but we assure you that refugees felt your presence and were touched by your genuine acts of kindness every step of the way.

You did what you can while also struggling with your own daily challenges, and with our utmost gratitude, allow us today to share with you today some of the brighter moments of the lives of the people you embraced and helped in 2021.

Together, we helped create special moments that wouldn't have been possible without your dedication to the refugee cause. Such heartwarming gestures fill us with hope and determination to continue moving forward with our mission. **Today, we would like to say thank you from the heart for the smiles, laughter, tears of joy, and blessings that you brought to refugees every time you clicked on the donate button.** We apologize if at times we may have asked too frequently but the needs were far too great and required our collective effort, in order to keep refugees safe. This annual impact report is our pledge of transparency and gratitude to you, and to let you know that you made this year better for so many people struggling away from home.



Together, in 2021 we helped
**MILLIONS OF REFUGEES WITH MUCH
NEEDED ASSISTANCE.**





OVER 130 COUNTRIES AND TERRITORIES

UNHCR is present in over 130 countries and territories worldwide, responding to needs in hundreds of places, from bustling cities to remote villages.



OVER 90% ARE FIELD STAFF

Over 90% of our more than 18,000 staff are based in the field – often in far-flung or hazardous locations – in direct contact with people in need.

UNHCR IN ACTION



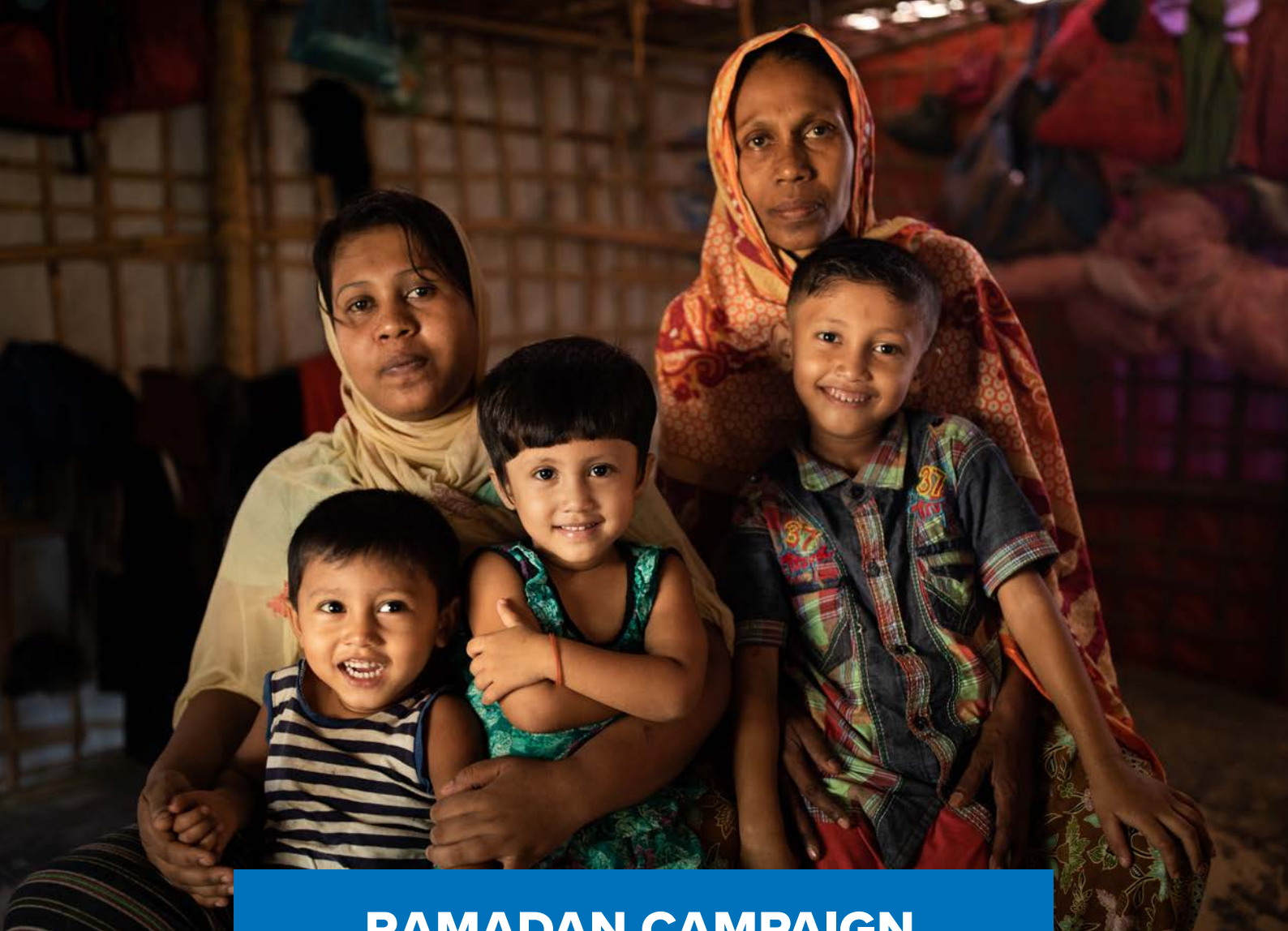
72 HOURS EMERGENCY OPERATIONS

Within 72 hours of an emergency, UNHCR can launch an emergency operation, thanks to our global network of suppliers, specialist agencies, and partners. We also keep experts ready to deploy at a moment's notice.



447 AID WORKERS 420 ON EMERGENCY ROSTER

447 aid workers were deployed by UNHCR to emergencies in 2021, and more than 420 new emergency roster members were enrolled throughout the year.



RAMADAN CAMPAIGN

Ramadan is a time of celebration and during the holy month, Muslim families around the globe come together to observe a period of reflection, community, and charity.

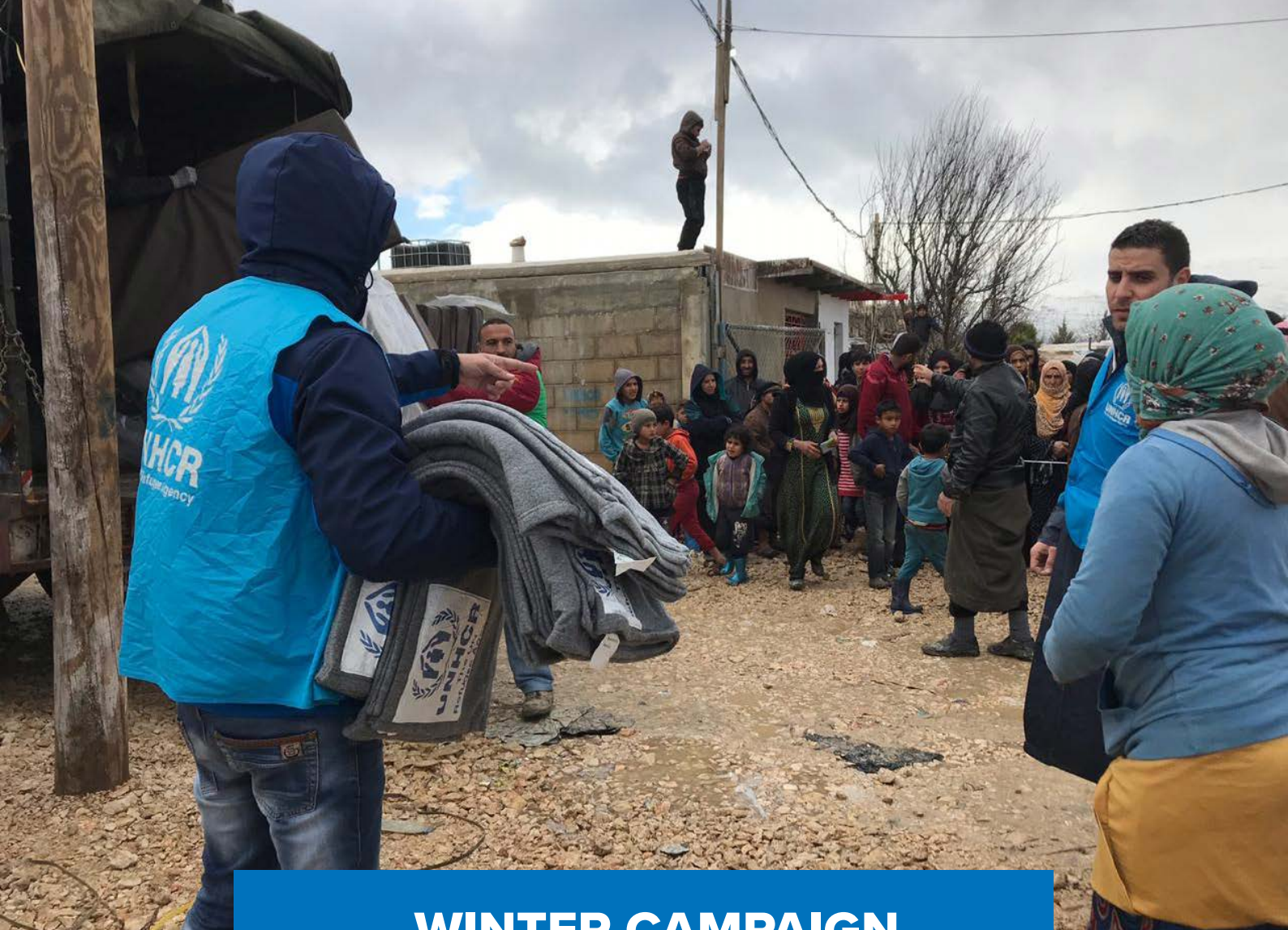
In 2021, thousands of people honored this special month's spirit of solidarity and generosity by helping families forced to flee their homes. With our supporters' caring donations, this year's Ramadan campaign helped provide **life-saving assistance to 58,000 displaced persons for a full year.** Families in Jordan, Lebanon, Iraq, Afghanistan, Pakistan, Nigeria, Mauritania, Mali, Syria, Yemen, and Bangladesh have received much-needed support, thanks to the amazing contributions of donors like you.



AIMING HIGHER

Education is the key to a brighter future for individuals and their communities. Yet thousands of refugees and displaced people still face incredible challenges in accessing higher education and fulfilling their potential.

With the help of caring supporters like you, UNHCR is making a difference. Thanks to our wonderful donors, **the Aiming Higher Campaign has raised funds to support the higher education of 586 smart and dedicated young refugee scholars.** Through your generosity, we are closer to fulfilling our vision of a future where all refugees can become self-reliant and provide positive, sustainable contributions to the communities that host them.



WINTER CAMPAIGN

The freezing temperatures and harsh weather that mark the winter months are incredibly challenging for people who have been forced to flee their homes. Without proper shelter, warm clothing, money for heating, and access to medicine, displaced families struggle to survive the cold.

During this time of the year, your support is more valuable than ever – and you have shown up for those in need. Thanks to the kindness and generosity of donors like you, **in 2021 UNHCR helped refugee families in Afghanistan, Jordan, Lebanon, Syria, Egypt, and Iraq, so they can stay warm and healthy in the cold months.**



After everything they've gone through,
bright moments for refugees mean a rare moment
of relief, when they can finally rest knowing that
their essential needs are covered.



**Here's a look
at the impact of your beautiful contribution:**



NAWAL

“I CAN’T DESCRIBE MY FEELINGS RIGHT NOW. WINTER ASSISTANCE WILL PROVIDE MERCY FOR US.”

Nawal, a Syrian refugee and single mother of five.

As a 42-year-old Syrian widow, Nawal has lived in East Amman since 2013 after she fled from Syria to Jordan. A mother of five, she currently lives in a small, rented apartment. Since 2016, she has been the sole provider for her children after her husband passed away from cancer. **“My life turned upside down after he left us.”**

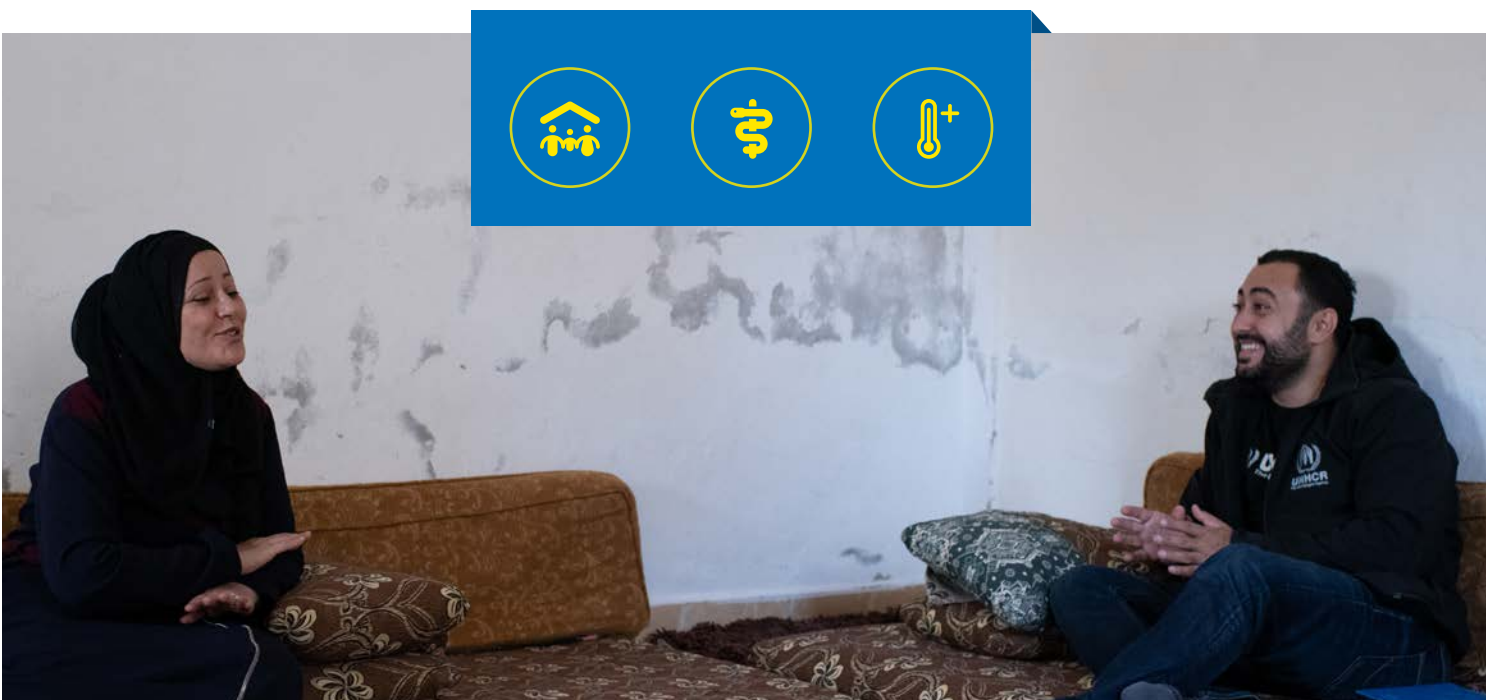
In November, Nawal explained that she was worried about the approaching winter. Her apartment was damp, and water leaked

through the roof when it rained. Her family was also in desperate need of a new gas heater.

“Last winter, we only had a couple of blankets to keep us warm. My daughter Raneem gets sick fast from the cold, and I can’t afford extra expenses to treat her.” Over the past year affording anything beyond the basics of rent, electrical bills, and medicine, has been a struggle for Nawal.

On November 18th, 2021, at 11:45 A.M. though, everything changed. Nawal received an SMS from UNHCR stating that her family would receive winter assistance this year. **“I can’t describe my feelings right now. Winter assistance will provide mercy for us.”**

For Nawal, this has meant that she has been able **to pay off old rental debts, buy medicine for her daughter and prepare for winter by purchasing gas refills for heating, and carrying out maintenance for her house to stop the water leakages which were long overdue.**





NABIHA

CASH ASSISTANCE REMAINS ONE OF THE MOST CRITICAL WAYS WE SUPPORT REFUGEES IN THEIR DAILY STRUGGLES.

Because of your generous help, we were able to provide displaced people with cash support, to buy food and prevent malnutrition in children.

As Yemen's conflict entered its seventh year, Nabiha's desperate struggles have become a familiar experience for millions caught up in the world's worst humanitarian crisis. 38-year-old Nabiha was widowed in the early days of the country's conflict and displaced multiple times due to fighting. Three-quarter of internally displaced Yemenis are women and children, while one-in-four displaced families are headed by women like Nabiha.

The little money she is able to earn from working as a housekeeper and at local private health clinics is often insufficient to cover the family's basic needs. Their diet consists almost entirely of rice and beans, and frequently they only have enough for one proper meal a day, with Nabiha sometimes skipping even these so her children have more to eat.

Because of your kind support Nabiha received cash assistance from UNHCR, as part of its efforts to assist and protect the most vulnerable forcibly displaced families inside the country.

Over the past two years, as people's needs have increased, **UNHCR's cash assistance programme in the country has grown to become one of the five largest programmes in the world, helping more than a million people annually.**





ODAI

“EID IS THE SOURCE OF HAPPINESS AND JOY FOR PEOPLE”

Odai, 28, a Syrian Refugee living in Zaatari Camp

Zaatari refugee camp is home to 80,000 Syrian refugees. UNHCR manages the camp in coordination with the Jordanian Government. There are over 300 shops and businesses in the camp which are run by refugees. “It’s a tradition for people to buy candies and nuts to serve for their visitors in Eid.”

Because of your generosity, Syrian refugees in Zaatari camp were able to celebrate Adha, with what limited means, bringing them joy and laughter.

Odai, 28, a Syrian refugee living in Zaatari Camp owns a shop selling traditional Arabic desserts. He has lived in Zaatari camp since 2012 and opened his shop in 2015. He learned how to make sweets from his father back in Syria. Eid is always the busiest time for his business.

“Eid is the source of happiness and joy for people. So, we always prepare as many sweets as we can, all the varieties that people like.”



From Zaatari refugee camp in Jordan, from the night before Eid - the Syrian refugees who live there are getting ready for Eid.



FARISHTA

“THE CASH GRANTS HAVE COME JUST IN TIME. THE MONEY WILL HELP COVER RENT AND ‘WINTERIZATION’ COSTS.”

Farishta, a 28-year-old internally displaced person (IDP) in Afghanistan.

The 28-year-old widow lives in a one-room home with her 10-year-old daughter Rehana, 11-year-old son Aslam, and 20-year-old brother Salim. **A UN assessment team visited her home as she was assessed and selected to receive two cash grants for a total of US\$490, of which will use half of to help pay off all her debts.**

In Afghanistan, a conflict-hastened humanitarian emergency, after a period of deteriorating crises, brings further insecurity

and destitution to a country already on the brink. Widespread fighting forced people to flee their homes across the country to escape violence, hunger, and human rights abuses. Most of the newly displaced are women and children. Thanks to your generous support, UNHCR quickly scaled up activities to respond to the new developments, providing cash, shelter, emergency supplies, sanitation services, and other life-saving assistance to those in need.

UNHCR supported more than 1.1 million Afghan people with life-saving assistance in 2021, including more than 926,000 from mid-August to the year's end.



Families receive core relief items in Balkh and Jawzan provinces



ROHINGYA REFUGEES

In March, a devastating fire ravaged through Bangladesh's Kutupalong settlement, the world's largest refugee camp, claiming the lives of 15 refugees, injuring over 500 people, and causing widespread destruction. With you by our side, UNHCR works hard to provide critical support and protection to some 45,000 refugees who lost their belongings and shelters in the blaze.

In the days following the fire, we offered psychosocial services to those affected and helped reunite over 600 children with their families. We also distributed blankets, solar lamps, and medical supplies and rebuilt emergency sanitation facilities.



Rohingya refugees carry out repairs on shelters damaged during severe flooding and heavy rains in July 2021 in Kutupalong refugee camp, Cox's Bazar, Bangladesh.



“I DO NOT KNOW HOW TO THANK UNHCR FOR ITS CONTINUOUS SUPPORT AND ENCOURAGEMENT FOR ME AND OTHER REFUGEE STUDENTS. WITHOUT THIS SUPPORT, MY DREAM WOULD NOT HAVE COME TRUE.”

Sara, a Syrian refugee in Iraq, and one of the recipients of the DAFI scholarship in the MENA region.

Soon after the war erupted in Syria, Sara had to flee to neighbouring Iraq, where she settled in a refugee camp in the Kurdistan region. While in the camp, and despite the

difficulty of living in a tent, **Sara continued studying, and her persistence and hard work finally paid off, when she was accepted at the Hawler Medical University in Iraq.**

The DAFI scholarship, meant that Sara no longer has to work, and can have time to volunteer in the Public Health Centres (PHCs) and in public hospitals, helping the sick and those in need, alongside her studies.

In 2020 and during COVID-19, Sara conducted awareness campaigns for people and children in the refugee camp where she resides, on how to maintain cleanliness and adopt social distancing measures to prevent the spread of the virus, while also explaining the importance of using sterilisers and detergents.



Sara distributing masks to help preventing the spread of COVID-19.

In her own words, Sara says: **“I do not know how to thank UNHCR for its continuous support and encouragement for me and other refugee students. Without this support, my dream would not have come true.”**

Thanks to your generous support, we are seeing a growing number of graduates joining our global alumni family.



Sara conducting an awareness campaign on COVID-19 in her camp.



INSPIRING MOMENTS

We are all looking for inspiration every day. Some of us find it in the eyes of family members when we first come back home after a long day, others experience it through spreading joy to those who need it most.

Together this year, **we created moments that not only inspired us but also brought joy, safety and warmth to thousands of displaced people.** Heartwarming initiatives from ordinary people that wanted to use their reach to do good for others, completely touched us and created beautiful moments of compassion for refugees.

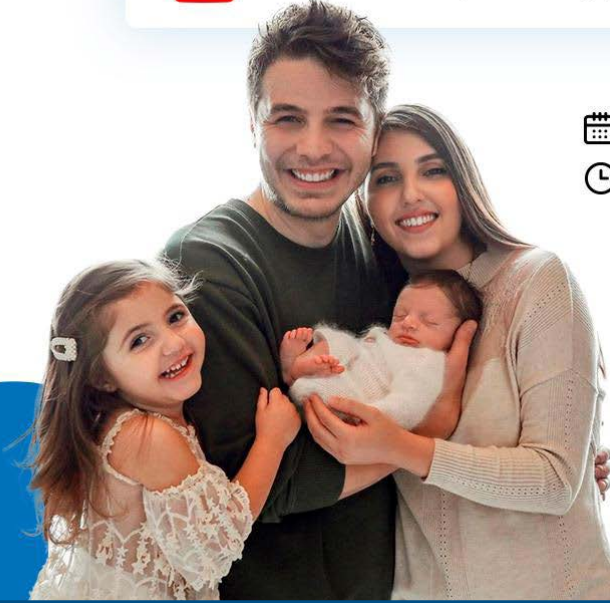
On their daughter's birthday,

The Anasala Family

took the pledge to help refugee families. Join the LIVE YouTube episode to witness this incredible experiment.



anasala family | أنس وأصاله ✓



Sunday, February 14



8 PM KSA / 9 PM UAE

#WarmTheirHearts

ANASALA FAMILY #KEEPUSWARM

We recall the #KeepUsWarm live stream launched by the Anasala family on February 14th, 2021 for their daughter's birthday.

The family and their friends braved the cold for more than 4 hours, until they raised an amazing amount of **200,000 USD** helping us secure support for 1000 families.

UNHCR The UN Refugee Agency

OXR

حملة ابو فلة ومتابعيه
لتوفير احتياجات الأسر اللاجئة والنازحة خلال فصل الشتاء

1,012,179
المبلغ الإجمالي

5,784
عدد العائلات المستفيدة

31,703
عدد المتابعين

TOP DONORS

Fahad Abdulaziz	80,000 USD
tamer krizem	53,000 USD
Paul Roy - Galaxy Racer	50,000 USD
abo flah	18,000 USD
Hussain A Sallam 575	15,000 USD
شركة طماطم لعبة تحدي الملوك	10,500 USD
Anasala Family	10,000 USD
Bashayer Bjlfe kuwait	8,000 USD
Mohammad almutairi Kuwait	8,000 USD
Essamnor Family طماطم ونور	7,100 USD
Essamnor Family طماطم ونور	7,100 USD
Narin Ammara	7,000 USD

LIVE DONATIONS

Rakan Fawaz	5 USD
Rakan Fawaz	5 USD
Ahmad Fatma	5 USD
free palestine free palestine	9 USD
Rakan Fawaz	5 USD
Rakan Fawaz	5 USD
Rakan Fawaz	5 USD
Rakan Fawaz	5 USD
Rakan Fawaz	5 USD

ابو فلة انت جميل - ابو فلة انت جميل - ابو فلة انت جميل
احبك متابعتك من تونس عمري 12 سنة - المستنصر لدم بن علي
انا امك من يداه البث الين نعمل مليون دولار لحياتي لك من اليوم

ABOFLAH #WARMTHEIRHEART LIVE STREAM

The word unstoppable falls short in describing the livestream launched by “AboFlah” on October 29th, 2021.

AboFlah wanted to celebrate reaching the 20 million subscribers milestone on YouTube, by taking part in a special fundraising initiative with UNHCR in support of the refugee cause.

He pledged that he wouldn’t leave his broadcasting chair and would remain locked in his room until **he raised 1 million dollars to support UNHCR’s winter programme**, helping refugees prepare for the cold winter days ahead.

28 hours, 31,000 donors later... he did it. With the help of his fans, viewers and all those that joined his efforts, he was able to raise enough funds to help around 5,786 refugee and internally displaced families.

We are inspired by our donors and our partners AboFlah and Anasala family every day.

You are a true testament, that together, as one community through our collective effort we can, and we will make the world a better place for refugees everywhere.

And for the millions of people who watched the stream and the thousands of people who donated, **thank you for bringing warmth, safety and joy to thousands of displaced families.**





CELEBRATING OUR HERITAGE AND CULTURE

It's what brings many of us together...
It's more than a way to express ourselves...
It's our culture and heritage.
It's Arabic language.

On December 18th, we marked UN Arabic language day, by launching an advocacy campaign asking people in the Arab world to stand with refugees.

Thank you to everyone that marked this day with us, stood with refugees and donated.



**Thank you from all of us
here at UNHCR**



Marie-Josée Karam



Michelle Mounayar



Charbel Ghsoub



Malak Rahal



Yara Farhat



Rana khayat



Ola Ghaddar



Hadi Kaiss



Oula Al Toufayli



Shahed Qamhiya