



# **Individual Self Reflection 2020 on World Humanitarian Summit Commitments and Initiatives - United Nations Relief and Works Agency for Palestine Refugees (UNRWA)**



## Stakeholder Information

**Organisation Name**

United Nations Relief and Works  
Agency for Palestine Refugees  
(UNRWA)

**Organisational Type**

UN

**City and Country where Headquartered**

Amman, Jordan

**Focal Point Name**

Chiara Capozio

**Region**

Middle East

**Twitter ID**

@UNRWA



## 1D Develop solutions with and for people

### Individual Commitments

| Commitment   | Commitment Type | Core Responsibility                               |
|--|-----------------|---|
| UNRWA commits to continue human rights, conflict resolution and peacebuilding programming in its schools, in order to empower Palestine refugee students to enjoy and exercise their rights, uphold human rights values, be proud of their identity and contribute positively to their society and the global community. | Operational     | Political Leadership to Prevent and End Conflicts |

#### 1. A. Highlight concrete actions taken between 1 January – 31 December 2019 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures as well as any good practices and examples of innovation.

The UNRWA education programme seeks to empower students and help them to achieve their full potential by building their confidence, self-esteem and empathy; promoting their psychosocial well-being; and developing critical thinking skills for life. This is particularly key in the context of instability and uncertainty that UNRWA students likely live in and is clearly articulated in the UNRWA Education vision. In this regard, UNRWA has been implementing its Human Rights and Conflict Resolution and Tolerance (HRCRT) programme for the past two decades, with emphasis on ensuring that policies, strategic frameworks and teachers' tools are in place and embedded at the school level. In 2018, UNRWA worked to further strengthen the Agency-wide Student Parliament, as a key strand of HRCRT, to ensure that it represents the school level parliaments and thus all UNRWA students. A particular focus was on strengthening the student parliament role in addressing violence through peer mediation and peaceful conflict resolution (please refer to 3F for further information).

#### B. Please select if your report relates to any initiatives launched at World Humanitarian summit

- Education Cannot Wait
- The Inclusion Charter

#### 2. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.

- Data and analysis
- Field conditions, including insecurity and access
- Information management/tools

#### Keywords

Education, Youth



## 2A Respect and protect civilians and civilian objects in the conduct of hostilities

### Individual Commitments

| Commitment   | Commitment Type | Core Responsibility                      |
|--|-----------------|--|
| UNRWA will begin - where possible and feasible as part of its protection monitoring activities - to contribute to inter-agency efforts to collect information on the impact of explosive weapons in densely populated areas inhabited by Palestine refugees. | Operational     | Uphold the Norms that Safeguard Humanity |

### Core Commitments

| Commitment   | Core Responsibility                      |
|--|--|
| Commit to promote and enhance the protection of civilians and civilian objects, especially in the conduct of hostilities, for instance by working to prevent civilian harm resulting from the use of wide-area explosive weapons in populated areas, and by sparing civilian infrastructure from military use in the conduct of military operations. | Uphold the Norms that Safeguard Humanity |

#### 1. A. Highlight concrete actions taken between 1 January – 31 December 2019 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures as well as any good practices and examples of innovation.

In 2018, UNRWA continued to include information on the impact of explosive weapons in densely populated areas inhabited by Palestine refugees in its reporting to the Monitoring and Reporting Mechanism (MRM) on Grave Violations Committed Against Children, as well as in its internal monitoring mechanism on attacks on UNRWA schools. In addition, UNRWA continued to work to ensure that its students are provided with a safe and secure learning environment where they feel protected, whether amid conflict in Syria, under the ongoing blockade of Gaza and increased violence under occupation in the West Bank, or when facing the likelihood of marginalization in camps in Jordan and Lebanon.

In this regard, in 2018 UNRWA worked to strengthen the safety and security procedures and protocols in its schools and vocational centres across its five Fields. In addition, School Risk Assessments were conducted in all Field Offices to assess and address key safety and security risks. Capacity of education staff and students was also built in the five Fields on safety and security. Further efforts were also invested in the monitoring and evaluation of safety and security in educational institutions. This was through the establishment of monitoring and evaluation performance indicators specific to the context of education in emergencies, including on safety and security, and through the implementation of the School Quality Assurance Framework to measure school performance, including elements of school safety and security. Work is also ongoing to further develop the UNRWA Education Management Information System (EMIS) to be a key tool for the monitoring of safety and security at the school level.

#### B. Please select if your report relates to any initiatives launched at World Humanitarian summit

- Education Cannot Wait
- The Inclusion Charter

#### 2. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.

- Data and analysis
- Field conditions, including insecurity and access
- Information management/tools

#### B. How are these challenges impacting achievement of this transformation?

The changing contexts in Fields, and the restricted access to certain areas (Syria in particular) make accurate data retrieval and analysis challenging, which can affect evidence-based planning and resource distribution



### **3. What steps or actions are needed to make collective progress to achieve this transformation?**

Further capacity building of education staff, students and parents will be required to progress towards strengthening safety and security procedures and protocols at the Field level. At the school level, staff will need to strengthen coordination of roles and responsibilities before, during and after a security incident, and reporting structures need to be enhanced.

#### **Keywords**

Education



## 2B Ensure full access to and protection of the humanitarian and medical missions

### Individual Commitments

| Commitment  | Commitment Type | Core Responsibility                      |
|---|-----------------|--|
| Through the implementation of its recently-adopted Child Protection Framework, UNRWA will strengthen its approach to child protection through child-sensitive service delivery and programming, safeguarding Palestine refugee children, and advocating for their rights to be respected. It is committed to empowering Palestine refugee children and their communities and, in partnership with others, re-enforcing the child protection system in each of its fields of operations. | Operational     | Uphold the Norms that Safeguard Humanity |
| UNRWA supports efforts to prevent attacks and protect health care delivery, in accordance with international humanitarian law.  | Advocacy        | Uphold the Norms that Safeguard Humanity |
| UNRWA will advocate and strive for greater humanitarian access to Palestine refugees when their essential needs are not being met through engagement with all relevant parties to conflict and in accordance with relevant UN policies, as required and feasible.   | Operational     | Uphold the Norms that Safeguard Humanity |
| UNRWA will liaise with relevant authorities to promote the protection of UNRWA personnel during conflict. To the extent possible, it will notify parties to conflict of the location of its installations and their status as UN premises and advocate for the respect of their inviolability as required under international law. UNRWA will strengthen (within the resources available) its safety and security policies and procedures for all staff.                                | Operational     | Uphold the Norms that Safeguard Humanity |

### Core Commitments

| Commitment   | Core Responsibility                      |
|--|--|
| Commit to ensure all populations in need receive rapid and unimpeded humanitarian assistance.  | Uphold the Norms that Safeguard Humanity |
| Commit to promote and enhance efforts to respect and protect medical personnel, transports and facilities, as well as humanitarian relief personnel and assets against attacks, threats or other violent acts. | Uphold the Norms that Safeguard Humanity |

#### 1. A. Highlight concrete actions taken between 1 January – 31 December 2019 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures as well as any good practices and examples of innovation.

In 2018, UNRWA continued to engage with relevant authorities and other duty bearers to advocate for the rights of Palestine refugees on issues related to, among others, humanitarian access, the protection of health care and education, and physical security of Palestine refugees. UNRWA also continued to advocate for the respect of the neutrality and inviolability of its installations (schools, health centres, etc.) as UN premises as required under international law.

#### 2. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.



- Field conditions, including insecurity and access
- Human resources/capacity
- Other: Level of engagement with relevant authorities.

**B. How are these challenges impacting achievement of this transformation?**

The success of advocacy activities depends on the nature of the issues raised and the level of engagement with relevant authorities, as well as the security environment and the capacity of UNRWA field offices to undertake such activities.

**Keywords**

IHL compliance and accountability



## 2C Speak out on violations

### Individual Commitments

| Commitment  | Commitment Type | Core Responsibility                      |
|---|-----------------|--|
| UNRWA will continue to call for accountability for violations of international law affecting Palestine refugees and for effective remedies to be available to victims of such violations.   | Advocacy        | Uphold the Norms that Safeguard Humanity |
| UNRWA will continue to advocate with all relevant duty bearers and stakeholders for the protection of Palestine refugees through greater compliance with international law. Where appropriate, it will speak out in the event of attacks on or damage to its schools, health clinics and other installations. | Advocacy        | Uphold the Norms that Safeguard Humanity |

### Core Commitments

| Commitment  | Core Responsibility                      |
|---|--|
| Commit to speak out and systematically condemn serious violations of international humanitarian law and serious violations and abuses of international human rights law and to take concrete steps to ensure accountability of perpetrators when these acts amount to crimes under international law. | Uphold the Norms that Safeguard Humanity |

#### 1. A. Highlight concrete actions taken between 1 January – 31 December 2019 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures as well as any good practices and examples of innovation.

During the reporting period, UNRWA continued to engage with relevant authorities and other duty bearers to advocate for the rights of Palestine refugees, including on the issue of accountability for alleged violations of international law. In 2018, 480 protection (advocacy) interventions including formal letters, concerning protection issues undertaken by UNRWA targeting external actors and duty bearers targeting external actors were undertaken Agency-wide on a range of different protection issues including in particular those related to the on-going occupation in the oPt and the impact of the Syrian conflict on Palestine refugees. UNRWA also issued several press statements related to the protection of Palestine refugees and in relation to damage to and/or destruction of its installations in its five fields of operations (Jordan, Lebanon, Syria, Gaza and West Bank, including East Jerusalem).

#### 2. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.

- Field conditions, including insecurity and access
- Human resources/capacity

#### B. How are these challenges impacting achievement of this transformation?

The success of advocacy activities depends on the nature of the issues raised and the level of engagement with relevant authorities, as well as the security environment and the capacity of UNRWA field offices to undertake such activities.

### Keywords

IHL compliance and accountability





## 2D Take concrete steps to improve compliance and accountability

### Individual Commitments

| Commitment  | Commitment Type | Core Responsibility                      |
|---|-----------------|--|
| UNRWA commits to sign the Call to Action on Protecting Girls and Women in Emergencies and its Roadmap in line with its Building Safety project as part of the US Government's Safety from the Start initiative to prevent, mitigate, and respond to gender-based violence (GBV) in emergencies. UNRWA will adopt SOPs to prevent and mitigate GBV from the onset of crises, building staff capacity for gender and GBV sensitive emergency responses, building capacity to identify and respond to survivors of GBV with focus on sexual violence, and developing a framework for GBV prevention. | Policy          | Uphold the Norms that Safeguard Humanity |
| UNRWA will continue to engage with the international human rights system to promote greater respect for, and protection of, the rights of Palestine refugees and cooperate with relevant UN mechanisms to investigate violations of international law as appropriate.   | Operational     | Uphold the Norms that Safeguard Humanity |
| UNRWA will continue to promote the protection and enjoyment of the human rights of the more than five million Palestine refugees registered with it, in and through its service delivery in the areas of education, health and relief and social services. It will promote a culture of human rights, including through the teaching of human rights, conflict resolution and tolerance as part of its education programme.   | Advocacy        | Uphold the Norms that Safeguard Humanity |
| UNRWA will enhance its emergency preparedness and readiness capacity to enhance its ability to respond to spikes in violence and acute crisis, including building capacity to mitigate and prevent GBV in emergencies.  | Capacity        | Uphold the Norms that Safeguard Humanity |
| UNRWA will further strengthen its capacity to prevent and respond to gender based violence (GBV). Using its dedicated teams tasked to address and prevent gender-based violence (GBV) UNRWA will provide survivors with assistance and access to services, either directly or through referrals and tracking cases. UNRWA will work with partners for the response and prevention of GBV, including working with community members and leaders, and with UNRWA staff (as members of the communities), to shift attitudes and stigma vis-a-vis GBV.  | Capacity        | Uphold the Norms that Safeguard Humanity |

### Core Commitments

| Commitment   | Core Responsibility                      |
|--|--|
| Commit to promote and enhance respect for international humanitarian law, international human rights law, and refugee law, where applicable. | Uphold the Norms that Safeguard Humanity |



|   |  |
|---|--|
| Commit to speak out and systematically condemn serious violations of international humanitarian law and serious violations and abuses of international human rights law and to take concrete steps to ensure accountability of perpetrators when these acts amount to crimes under international law. | Uphold the Norms that Safeguard Humanity                     |
| Implement a coordinated global approach to prevent and respond to gender-based violence in crisis contexts, including through the Call to Action on Protection from Gender-based Violence in Emergencies.   | Uphold the Norms that Safeguard Humanity                     |
| Fully comply with humanitarian policies, frameworks and legally binding documents related to gender equality, women's empowerment, and women's rights.  | Uphold the Norms that Safeguard Humanity Leave No One Behind |

**1. A. Highlight concrete actions taken between 1 January – 31 December 2019 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures as well as any good practices and examples of innovation.**

**IHL and IHRL compliance and accountability**

In 2018, UNRWA made a total of 13 submissions and briefings relating to key areas of concern to the international human rights system, including briefings to Special Rapporteurs and inputs to reports on international human rights instruments. The types of advocacy interventions included bilateral meetings, briefings and field visits, formal correspondence with duty bearers and submissions to relevant human rights mechanisms on issues of alleged violations of international law. An analysis of individual advocacy interventions demonstrated that results could be achieved, with Agency efforts contributing, for example, to a delay in the demolition of the Bedouin community of Khan al Ahmer in the West Bank.

**Gender-based violence prevention and response**

During the reporting period, UNRWA continued to implement the "Building Safety to Reduce Gender Based Violence in Emergencies" project that aims to develop and implement GBV prevention, mitigation and response mechanisms across Agency programming. Key 2018 achievements included: (i) the implementation of GBV prevention roadmaps and capacity-building plans across all five fields of UNRWA operation; (ii) the finalisation and roll-out of a training package for 618 staff to enhance GBV understanding; and (iii) the development and piloting of an e-Learning course on GBV in Emergencies that will be rolled-out Agency-wide (3,000 staff are expected to complete this training by December 2020).

While the "Building Safety to Reduce GBV in Emergencies" project will come to an end in May 2019, a transition plan has been developed to ensure the continuation of GBV prevention, mitigation and response activities. In November 2018, the Agency joined the 16 Days of Activism Campaign to Eliminate GBV under this year's slogan: Orange the World #HearMeToo and employed the campaign to accelerate the implementation of its GBV Prevention Framework through targeted social media campaign, public advocacy and staff training. The aforementioned also contributed to UNRWA's continued commitment to the 'Call to Action on Protection from GBV in Emergencies

**Other**

UNRWA assesses the progress of its education programme through its Agency-wide Common Monitoring Framework (2016-21). The Strategic Objective of the education programme of UNRWA aligns with Sustainable Development Goal 4 with regards to the emphasis on equity, quality and inclusiveness. UNRWA also has in place a Quality Assurance system that helps it to assess teaching and learning practices at the school level. The Framework serves as a key tool to monitor and evaluate overall school performance, as well as to identify and address key areas of improvement. This method ensures that schools are held accountable for their performance and for addressing areas for improvement. UNRWA has also worked on Education Technical Instructions (ETI) to ensure compliance of education staff and schools with education procedures and regulations in place, with new ETIs developed in 2018.

**2. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.**

- Human resources/capacity

**B. How are these challenges impacting achievement of this transformation?**

UNRWA addresses GBV through staff from its core programmes which creates limitations on carrying out trainings that result in removing health, education and relief staff from their everyday roles.

**3. What steps or actions are needed to make collective progress to achieve this transformation?**



There is a need for increased financial resources and well as coordination among different actors to ensure that the prevention and mitigation of, and response to GBV is prioritized from the onset of emergencies.

**Keywords**

Education, Gender, IHL compliance and accountability



## 3A Reduce and address displacement

### Individual Commitments

| Commitment   | Commitment Type | Core Responsibility |
|--|-----------------|---------------------|
| UNRWA commits to exploring innovative and diversified means to mobilize resources, including through partnerships with international financial institutions such as the World Bank, the private sector, civil society and sister UN agencies. UNRWA commits to transform several existing collaborative arrangements with partner organizations into long-term strategic engagements that enhance the opportunities available to refugees. | Operational     | Leave No One Behind |
| UNRWA commits to supporting and contributing to international efforts to address displacement by sharing experiences and practices gained from more than six decades of supporting and promoting the rights of the Palestine refugee population, the largest single protracted refugee population in the world.  | Policy          | Leave No One Behind |
| UNRWA will continue to advocate for respect of the fundamental principle of non-refoulement in accordance with international law.  | Advocacy        | Leave No One Behind |
| UNRWA will work towards five strategic outcomes during the period 2016 - 2021, the combination of which will play a key role in fostering stability in the most unstable of regions. These strategic outcomes cover refugees' access to essential needs and services such as the rights under international law, education, health care, livelihoods and basic human needs of food, shelter and environmental health.                      | Operational     | Leave No One Behind |

### Core Commitments

| Commitment   | Core Responsibility |
|--|---------------------|
| Commit to a new approach to addressing forced displacement that not only meets immediate humanitarian needs but reduces vulnerability and improves the resilience, self-reliance and protection of refugees and IDPs. Commit to implementing this new approach through coherent international, regional and national efforts that recognize both the humanitarian and development challenges of displacement. Commit to take the necessary political, policy, legal and financial steps required to address these challenges for the specific context. | Leave No One Behind |
| Commit to promote and support safe, dignified and durable solutions for internally displaced persons and refugees. Commit to do so in a coherent and measurable manner through international, regional and national programs and by taking the necessary policy, legal and financial steps required for the specific contexts and in order to work towards a target of 50 percent reduction in internal displacement by 2030.  | Leave No One Behind |



|   |                            |
|---|----------------------------|
| <p>Acknowledge the global public good provided by countries and communities which are hosting large numbers of refugees. Commit to providing communities with large numbers of displaced population or receiving large numbers of returnees with the necessary political, policy and financial, support to address the humanitarian and socio-economic impact. To this end, commit to strengthen multilateral financing instruments. Commit to foster host communities' self-reliance and resilience, as part of the comprehensive and integrated approach outlined in core commitment 1.</p> | <p>Leave No One Behind</p> |
| <p>Commit to collectively work towards a Global Compact on responsibility-sharing for refugees to safeguard the rights of refugees, while also effectively and predictably supporting States affected by such movements.</p>  | <p>Leave No One Behind</p> |
| <p>Commit to actively work to uphold the institution of asylum and the principle of non-refoulement. Commit to support further accession to and strengthened implementation of national, regional and international laws and policy frameworks that ensure and improve the protection of refugees and IDPs, such as the 1951 Convention relating to the Status of Refugees and the 1967 Protocol or the AU Convention for the Protection and Assistance of Internally Displaced Persons in Africa (Kampala convention) or the Guiding Principles on internal displacement.</p>                | <p>Leave No One Behind</p> |

**1. A. Highlight concrete actions taken between 1 January – 31 December 2019 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures as well as any good practices and examples of innovation.**

**Refugees**

In 2018, UNRWA engaged in the Global Compact on Refugees (GCR) process which, following the adoption of the New York Declaration in 2016, aims to strengthen the international community's response to mass influx or protracted refugee situations. UNRWA works to ensure that the challenges faced by Palestine refugees and UNRWA's experience in providing services to them were addressed in the final outcome document. UNRWA provided a written contribution on the GCR in February 2018, which is public and available on the UNHCR website dedicated to the GCR, and also provided comments on subsequent draft of the GCR.

In addition, UNRWA Education Department works with host Ministries of Education, UN partners, NGOs, and international networks such as Inter-Agency Network for Education in Emergencies (INEE) on ensuring the continued provision of quality, inclusive and equitable education for displaced UNRWA students. Here the Agency-wide Education in Emergencies (EiE) approach combines the strengths of the education system with innovative approaches to ensure continued access to education opportunities for both boys and girls, even in times of crisis and displacement. This includes investment in PSS, safety and security of schools and education personnel, alternative learning modalities such as the UNRWA Self-learning Programme, and parental/community engagement.

**2. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.**

- Funding amounts

**Keywords**

Displacement

### 3D Empower and protect women and girls

#### Individual Commitments

| Commitment  | Commitment Type | Core Responsibility |
|---|-----------------|---------------------|
| UNRWA will work to further embed gender equality across all aspects of its programming and services delivery through the implementation of its Gender Equality Strategy 2016-21 using a twin track approach combining gender mainstreaming with targeted interventions for the reduction in gaps in access, participation, and capabilities. UNRWA will pay particular attention to the situation and participation of vulnerable women and girls, including those with disabilities. | Operational     | Leave No One Behind |

#### Core Commitments

| Commitment  | Core Responsibility  |
|---|--|
| Empower Women and Girls as change agents and leaders, including by increasing support for local women's groups to participate meaningfully in humanitarian action.  | Leave No One Behind  |
| Ensure universal access to sexual and reproductive health and reproductive rights as agreed in accordance with the Programme of Action of the International Conference on Population and Development and the Beijing Platform for Action and the Outcome documents of their review conferences for all women and adolescent girls in crisis settings. | Leave No One Behind  |
| Ensure that humanitarian programming is gender responsive.  | Leave No One Behind  |
| Fully comply with humanitarian policies, frameworks and legally binding documents related to gender equality, women's empowerment, and women's rights.  | Uphold the Norms that Safeguard Humanity Leave No One Behind |

#### 1. A. Highlight concrete actions taken between 1 January – 31 December 2019 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures as well as any good practices and examples of innovation.

##### Gender equality programming

UNRWA undertook various initiatives to advance the implementation of its 2016-2021 Gender Equality Strategy. The Agency launched a gender marker tool, a requirement under the UN System-wide Action Plan on Gender Equality and the Empowerment of Women (UN-SWAP), that tracks and reports on allocations and expenditures for gender mainstreaming. To coincide with International Women's Day in March 2017, UNRWA launched a Gender Champion Award which was presented to select personnel across the Agency who made a significant contribution to the advancement of gender equality. Together with the UN Department of Safety and Security (UNDSS) and UNICEF, UNRWA organized a 'Women Security Awareness Assessment Training of Trainers' in March 2017, bringing together female UN staff to explore specific security risks and appropriate responses. UNRWA developed a Gender Guide for Teachers to enhance gender sensitive practices in schools and provided training on it in Lebanon, Syria, Gaza, and West Bank. Gender is included as cross-cutting issue in the Quality Assurance Framework, used to assess school performance. The Agency continues to collect sex-disaggregated data across all of its indicators, where relevant.

##### Empowerment of women and girls

The UNRWA education programme reflects a strong commitment to gender parity in access through its emphasis on Inclusive Education. For UNRWA, this means ensuring that all Palestine refugee children, regardless of gender, abilities, disabilities, socio-economic status, health, and psychosocial needs have equal opportunity for learning in UNRWA schools. UNRWA has worked on building the capacity of its education staff on this approach, providing key tools to teachers and strengthening the



system to support Inclusive Education. UNRWA also developed a Gender Guide to support teachers address gender equality in every aspect of school life. The Guide was rolled out to all Fields during the 2017/2018 year. The Gender Guide for Teachers also specifically addresses protection risks, including GBV in UNRWA schools.

**2. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.**

- Funding amounts

**B. How are these challenges impacting achievement of this transformation?**

There is a need to allocate dedicated funding to allow UNRWA to focus efforts to address specific gender gaps in its programming.

**3. What steps or actions are needed to make collective progress to achieve this transformation?**

Increased funding is necessary to ensure that the needs, experiences and risks faced by Palestine refugee women and girls continue to be prioritized and addressed. At the regional and national levels, more gender sensitive laws to ensure protection of women and girls are needed.

**Keywords**

Education, Gender

### 3E Eliminate gaps in education for children, adolescents and young people

#### Individual Commitments

| Commitment   | Commitment Type | Core Responsibility |
|--|-----------------|---------------------|
| UNRWA commits to continue to provide equitable and inclusive access to quality basic health and education services for Palestine refugees.   | Operational     | Leave No One Behind |
| UNRWA commits to continue working with partners towards the provision of financial and technical resources for education and psychosocial support for its schools during an emergency.                   | Partnership     | Leave No One Behind |
| UNRWA commits to continuing human rights and conflict resolution education in all its schools towards the development of inclusive local, regional and global society and pride in Palestinian identity. | Operational     | Leave No One Behind |
| UNRWA commits to recognizing the importance of schools working hand in hand with the community towards the safety, well-being and learning of its students.  | Advocacy        | Leave No One Behind |
| UNRWA commits to the on-going provision of equitable and inclusive access to quality basic education services for Palestine refugees students in times of emergency and crisis.                          | Operational     | Leave No One Behind |
| UNRWA commits to working to ensure the safety of teachers and other staff and to develop their capacity to better cope in an emergency.  | Operational     | Leave No One Behind |

#### 1. A. Highlight concrete actions taken between 1 January – 31 December 2019 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures as well as any good practices and examples of innovation.

UNRWA, as articulated in its Medium-Term Strategy 2016-21, is committed to ensuring that Palestine refugee children complete quality, equitable and inclusive basic education, ensuring that no child is left behind. In this regard, concerted efforts of the Agency's Education Reform (2011-16) and its innovative Education in Emergencies (EiE) approach have proved successful in eliminating gaps in education. In the 2018/19 school year, UNRWA is providing education to 532,857 children in 708 elementary, preparatory and secondary schools in Gaza, Jordan, Lebanon, Syria and West Bank. To eliminate gaps in students learning outcomes, the capacity of education staff was further built to embed student-centred, inclusive education practices; this was including through the development of a new Agency-wide professional development programme for Newly Appointed Teachers (NAT). Data collection and monitoring of the education programme was further enhanced through the implementation of the School Quality Assurance Framework and the embedding of the Education Management Information System (EMIS).

The UNRWA EiE approach has helped to reduce any gaps in access to education for Palestine refugee children, ensuring access to quality education even in times of conflict. Students who missed school time due to the conflict in Syria were provided with additional learning support through catch-up classes and the UNRWA Self-Learning Programme, which was further strengthened in 2018. The systemic approach of the Reform has led to the highest student survival rate (96.2) in the last 7 years in the basic education cycle, and the cumulative drop-out rates for elementary boys and girls (0.78) and preparatory boys and girls (2.34) were at their lowest rate in the last 7 years. UNRWA also supports over 7,000 youth in its eight vocational training centres through its TVET programme. In 2018, efforts were made to better link students with the job market and increase the employability rates of TVET graduates.

#### B. Please select if your report relates to any initiatives launched at World Humanitarian summit

- Education Cannot Wait
- The Inclusion Charter





**2. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.**

- Funding amounts
- Human resources/capacity

**B. How are these challenges impacting achievement of this transformation?**

Throughout 2018, UNRWA confronted the most severe economic crisis in its history. This put the education of over half a million students at risk and threatened the jobs of school staff, causing a negative psychosocial impact on students and staff and impeding long-term planning and quality investments.

**3. What steps or actions are needed to make collective progress to achieve this transformation?**

To eliminate gaps in education, UNRWA will work to further embed and enrich the practices of its Education Reform and EiE approach. The Reform policies, strategies and programmes will continue to provide a clear strategic direction for the education programme. UNRWA will continue to advocate for adequate funding and will work with partners and Host Governments to provide quality education for Palestine refugee children, even in times of crisis.

**Keywords**

Education, Youth



### 3G Address other groups or minorities in crisis settings

#### Individual Commitments

| Commitment  | Commitment Type | Core Responsibility |
|---|-----------------|---------------------|
| UNRWA commits to enhancing its coordination, collaboration and partnerships with host governments, other UN agencies and civil society organisations for improved disability inclusion in humanitarian response.  | Partnership     | Leave No One Behind |
| UNRWA commits to ensuring that all humanitarian response plans and programmes reflect the different needs and capacities of Palestine refugee with disabilities, supported by collecting data on Palestine refugees with disabilities, disaggregated by age and sex, to strengthen and inform humanitarian planning and response. | Operational     | Leave No One Behind |
| UNRWA commits to sign the Charter on Disability Inclusion in Humanitarian Action led by the UN Inter-Agency Support Group on the Convention on the Rights of Persons with Disabilities, of which UNRWA is a member, and will support their implementation, as far as relevant to UNRWA's mandate and operations.                  | Policy          | Leave No One Behind |
| UNRWA commits to supporting the development and implementation of global guidelines on disability inclusion in humanitarian action to be initiated in 2016 and also providing technical expertise in the development of the guidelines.   | Policy          | Leave No One Behind |

**1. A. Highlight concrete actions taken between 1 January – 31 December 2019 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures as well as any good practices and examples of innovation.**

In 2018, UNRWA identified and provided assistance to an estimated 545 persons with disabilities experiencing a protection risk. At the same time, Agency disability programming facilitated access to rehabilitation services and disability-specific support for an estimated 25,000 Palestine refugees with disabilities. In addition, UNRWA: (i) launched its first annual report on disability inclusion (ii) enhanced its participation in international fora including in the IASC Task Team on Inclusion of Persons with Disabilities in Humanitarian Action, through the development of the UN policy, actions plan and accountability framework on disability inclusion and in the UN Inter-Agency Support Group on the CRPD-Convention on the Rights of Persons with Disabilities (IASG); and (iii) developed a data assessment report to advance the improvement of disability disaggregated data collected by the Agency. Improving the identification of persons with disabilities and their needs will help inform the future planning and programme design.

During the reporting period, an UNRWA disability task force continued to bring together headquarters programme departments and field office personnel to coordinate and advance disability inclusion. UNRWA also continued to support staff capacity building on key principles and the mainstreaming of disability inclusion during the reporting period. In this regard, in 2018, 588 staff participated in 23 disability inclusion related trainings in 2018. In addition, support was provided to programmes in developing standards, checklists, and assessments to better serve Palestine refugees with disabilities. In addition, UNRWA continued to implement its Education Management Information System (EMIS) in all Fields, which includes a Student Module that collects key information on each UNRWA student. This system includes a tool to collect data on disabilities for all UNRWA students, disaggregated by age and sex. The tool uses a harmonized definition of disabilities and aligns with the UNRWA inclusive education approach.

**2. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.**

Data and analysis



Funding amounts

### **B. How are these challenges impacting achievement of this transformation?**

Achieving consistency across the Agency remains a challenge for data collection and other changes related to the inclusion of the disability approach.

### **3. What steps or actions are needed to make collective progress to achieve this transformation?**

Inclusion in humanitarian action; increase coordination and information sharing among different actors; and identify designated budget and indicators in relation to: data collection, recruitment of technical experts and participation of persons with disabilities.

### **Keywords**

Disability



## 4A Reinforce, do not replace, national and local systems

### Individual Commitments

| Commitment   | Commitment Type | Core Responsibility                                       |
|--|-----------------|---|
| UNRWA commits to increasing Palestine refugee participation in the design, development and provision of services to them, including strengthening beneficiary feedback mechanisms in its humanitarian programming, building on the platform provided by its cadre of 30,000 national staff involved in direct delivery of humanitarian assistance.   | Operational     | Change People's Lives: From Delivering Aid to Ending Need |
| UNRWA commits wherever possible to the use of cash in humanitarian response in order to empower families to make their own life decisions, preserve dignity, and improve efficiency, and to mitigate economic and social marginalization. UNRWA will expand its use of cash, unless it is not appropriate or possible in specific circumstances. UNRWA will continue to complement this through the provision of services and relief items, where needed. UNRWA commits to share the Agency's extensive experience on cash-based programming with host authorities and other actors. | Operational     | Change People's Lives: From Delivering Aid to Ending Need |
| UNRWA will continue to invest in the human capital of Palestine refugees across its fields of operation and commits to continued quality, equality and inclusiveness in its education, health programmes, and other programmes, even in times of crisis.   | Financial       | Change People's Lives: From Delivering Aid to Ending Need |

### Core Commitments

| Commitment  | Core Responsibility                                       |
|---|---|
| Commit to a new way of working that meets people's immediate humanitarian needs, while at the same time reducing risk and vulnerability over multiple years through the achievement of collective outcomes. To achieve this, commit to the following: a) Anticipate, Do Not Wait: to invest in risk analysis and to incentivize early action in order to minimize the impact and frequency of known risks and hazards on people. b) Reinforce, Do Not Replace: to support and invest in local, national and regional leadership, capacity strengthening and response systems, avoiding duplicative international mechanisms wherever possible. c) Preserve and retain emergency capacity: to deliver predictable and flexible urgent and life-saving assistance and protection in accordance with humanitarian principles. d) Transcend Humanitarian-Development Divides: work together, toward collective outcomes that ensure humanitarian needs are met, while at the same time reducing risk and vulnerability over multiple years and based on the comparative advantage of a diverse range of actors. The primacy of humanitarian principles will continue to underpin humanitarian action. | Change People's Lives: From Delivering Aid to Ending Need |
| Commit to reinforce national and local leadership and capacities in managing disaster and climate-related risks through strengthened preparedness and predictable response and recovery arrangements.   | Change People's Lives: From Delivering Aid to Ending Need |



|  |   |
|--|---|
| Commit to increase investment in building community resilience as a critical first line of response, with the full and effective participation of women.   | Change People's Lives: From Delivering Aid to Ending Need                       |
| Commit to ensure regional and global humanitarian assistance for natural disasters complements national and local efforts.   | Change People's Lives: From Delivering Aid to Ending Need                       |
| Commit to increase substantially and diversify global support and share of resources for humanitarian assistance aimed to address the differentiated needs of populations affected by humanitarian crises in fragile situations and complex emergencies, including increasing cash-based programming in situations where relevant. | Change People's Lives: From Delivering Aid to Ending Need<br>Invest in Humanity |
| Commit to empower national and local humanitarian action by increasing the share of financing accessible to local and national humanitarian actors and supporting the enhancement of their national delivery systems, capacities and preparedness planning.  | Change People's Lives: From Delivering Aid to Ending Need<br>Invest in Humanity |

**1. A. Highlight concrete actions taken between 1 January – 31 December 2019 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures as well as any good practices and examples of innovation.**

**People-centered approaches (feedback mechanisms, community engagement, etc)**

In 2018, UNRWA used a variety of means to collect refugees' feedback and increase participation and accountability in relation to service delivery. This included communication, appeals and complaints mechanisms, emergency food and cash distribution, shelter assistance (including a beneficiary satisfaction survey) and protection audits. Mobile applications, common social media networks, dedicated e-mail and phone line services were used to enhance two-way communication with refugees and provide access to feedback channels. Different initiatives to enhance accountability to affected populations were conducted in the different UNRWA fields of operation; additionally UNRWA ensured that refugees continued to have direct and regular access to UNRWA staff through its extensive network of area offices, camp services offices, schools, health centres and other installations.

**Cash-based programming**

In 2018, UNRWA continued to provide cash/food assistance to 1.6 million vulnerable Palestine refugees in Gaza, West Bank, Jordan, Lebanon and Syria. UNRWA regularly interacts with host government officials on social safety net programmes and social services including hospitalization subsidies. As a direct service provider UNRWA does not offer technical assistance to host governments but engages on knowledge sharing and coordination of programme implementation. During 2018, a study "Evaluation of UNRWA's transition to the e-card modality in the Jordan, Lebanon and the West Bank Fields" was conducted by an external consultancy firm, commissioned by UNRWA. Based on the evaluation's findings, the Agency decided to increase the value of the social transfer to SSNP population in the three fields, effective 2019.

**2. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.**

- Funding amounts
- Human resources/capacity

**Keywords**

Cash, Displacement, Local action, People-centred approach



## 4B Anticipate, do not wait, for crises

### Individual Commitments

| Commitment  | Commitment Type | Core Responsibility                                       |
|---|-----------------|---|
| UNRWA will invest in its capacity to operate in high-risk contexts through enhanced emergency preparedness. | Operational     | Change People's Lives: From Delivering Aid to Ending Need |

### Core Commitments

| Commitment  | Core Responsibility   |
|---|---|
| Commit to a new way of working that meets people's immediate humanitarian needs, while at the same time reducing risk and vulnerability over multiple years through the achievement of collective outcomes. To achieve this, commit to the following: a) Anticipate, Do Not Wait: to invest in risk analysis and to incentivize early action in order to minimize the impact and frequency of known risks and hazards on people. b) Reinforce, Do Not Replace: to support and invest in local, national and regional leadership, capacity strengthening and response systems, avoiding duplicative international mechanisms wherever possible. c) Preserve and retain emergency capacity: to deliver predictable and flexible urgent and life-saving assistance and protection in accordance with humanitarian principles. d) Transcend Humanitarian-Development Divides: work together, toward collective outcomes that ensure humanitarian needs are met, while at the same time reducing risk and vulnerability over multiple years and based on the comparative advantage of a diverse range of actors. The primacy of humanitarian principles will continue to underpin humanitarian action. | Change People's Lives: From Delivering Aid to Ending Need                       |
| Commit to accelerate the reduction of disaster and climate-related risks through the coherent implementation of the Sendai Framework for Disaster Risk Reduction 2015-2030, the 2030 Agenda for Sustainable Development and the Paris Agreement on Climate Change, as well as other relevant strategies and programs of action, including the SIDS Accelerated Modalities of Action (SAMOA) Pathway.  | Change People's Lives: From Delivering Aid to Ending Need<br>Invest in Humanity |
| Commit to improve the understanding, anticipation and preparedness for disaster and climate-related risks by investing in data, analysis and early warning, and developing evidence-based decision-making processes that result in early action.  | Change People's Lives: From Delivering Aid to Ending Need                       |

### 1. A. Highlight concrete actions taken between 1 January – 31 December 2019 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures as well as any good practices and examples of innovation.

#### Preparedness

In 2018, UNRWA continued to invest in strengthening emergency preparedness and response systems across the Agency, with a particular focus on enhancing field's capacities. In this regard, a table top simulation exercise was conducted in Lebanon to test the updated field contingency plan. Lessons learned from the exercise were disseminated among relevant staff and used to further improve emergency protocols. Updates in the respective emergency/contingency plans were also conducted in West Bank, Gaza and Jordan Field Offices.

Throughout the year, UNRWA continued to strengthen its Education in Emergencies approach, ensuring access to quality education even in times of emergencies. The approach builds on the UNRWA education system and structures and introduces innovations in key areas, such as psychosocial support, alternative learning modalities, safety and security, and community



engagement. A three-phased approach (preparedness, response and recovery) is followed to ensure that staff and students are better prepared for and able to respond to emergencies.

**2. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.**

- Field conditions, including insecurity and access
- Funding amounts
- Human resources/capacity

**B. How are these challenges impacting achievement of this transformation?**

Funding shortages and ongoing protracted emergencies limit the implementation and resources available for preparedness actions, including delaying the development of an Emergency Response Handbook, compiling emergency protocols specific to the different UNRWA programmes.

**Keywords**

Preparedness



## 4C Deliver collective outcomes: transcend humanitarian-development divides

### Individual Commitments

| Commitment  | Commitment Type | Core Responsibility                                       |
|---|-----------------|---|
| UNRWA commits to continue providing essentially needed development and humanitarian assistance to Palestine refugees in the Middle East, in accordance with the mandate entrusted by the UN General Assembly, thereby contributing to peace, dignity and stability in the region.   | Operational     | Change People's Lives: From Delivering Aid to Ending Need |
| UNRWA commits to continue to meet the essential needs of Palestine refugees in accordance with its mandate with a view to reducing vulnerability, improving resilience, self-reliance and protection of Palestine refugees.   | Operational     | Change People's Lives: From Delivering Aid to Ending Need |
| UNRWA commits to improve the reliability of a collective health emergency response, by enhancing international health co-operation.   | Operational     | Change People's Lives: From Delivering Aid to Ending Need |
| UNRWA commits to multi-year humanitarian programming and in this regard will work closely and collaboratively with donors and international financial institutions.   | Operational     | Change People's Lives: From Delivering Aid to Ending Need |
| UNRWA commits to promote health at the centre of collective humanitarian action.  | Advocacy        | Change People's Lives: From Delivering Aid to Ending Need |
| UNRWA commits to renew its efforts in designing and adopting more effective emergency response strategies inspired by the principles of universal health coverage. Such strategies aim at increasing the health systems' responsiveness during crisis.  | Operational     | Change People's Lives: From Delivering Aid to Ending Need |
| UNRWA will implement effective management and operational responses to the primary risks threatening the achievement of the its Strategic Outcomes. These will include: 1) building an ambitious relationship and fundraising approach; 2) strengthening management and IT systems for maximum impact, effective response and uninterrupted support; 3) fostering and instituting a culture of partnership with refugees and staff; 4) building on experience gained in emergency situations in Syria, Gaza, Lebanon and the West Bank and institutionalize best practices for greater sustainability in the provision of mandated support. | Operational     | Change People's Lives: From Delivering Aid to Ending Need |
| UNRWA will strengthen its monitoring and reporting systems including the use of sex and age disaggregated data to better measure progress towards outcomes.   | Operational     | Change People's Lives: From Delivering Aid to Ending Need |

### Core Commitments





| Commitment   | Core Responsibility  |
|--|--|
| <p>Commit to a new way of working that meets people's immediate humanitarian needs, while at the same time reducing risk and vulnerability over multiple years through the achievement of collective outcomes. To achieve this, commit to the following: a) Anticipate, Do Not Wait: to invest in risk analysis and to incentivize early action in order to minimize the impact and frequency of known risks and hazards on people. b) Reinforce, Do Not Replace: to support and invest in local, national and regional leadership, capacity strengthening and response systems, avoiding duplicative international mechanisms wherever possible. c) Preserve and retain emergency capacity: to deliver predictable and flexible urgent and life-saving assistance and protection in accordance with humanitarian principles. d) Transcend Humanitarian-Development Divides: work together, toward collective outcomes that ensure humanitarian needs are met, while at the same time reducing risk and vulnerability over multiple years and based on the comparative advantage of a diverse range of actors. The primacy of humanitarian principles will continue to underpin humanitarian action.</p> | <p>Change People's Lives: From Delivering Aid to Ending Need</p> |

**1. A. Highlight concrete actions taken between 1 January – 31 December 2019 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures as well as any good practices and examples of innovation.**

**Joined-up humanitarian-development analysis and planning towards collective outcomes**

The Sustainable Development Goals (SDGs) are central to UNRWA's work and constitute the basis of the Agency's Medium Term Strategy 2016-2021. Across its five fields of operation, UNRWA is operating in environments where its humanitarian operations are delivered in parallel with human development activities. In practice, there is not so much of a humanitarian – development divide. In operational terms, UNRWA constantly shifts between humanitarian and development modes, using its infrastructure and assets as the vehicle for humanitarian programmes and adapting its human development services to meet the needs of those affected by crisis.

In 2018, UNRWA has worked closely with the Organization of the Islamic Cooperation (OIC) and IDB on the establishment of a waqf that can help to support UNRWA's work with Palestine refugees on a long-term basis. During the reporting period, UNRWA continued to participate regularly in the 3RP meetings in Amman, and with the necessary caveats that apply to Palestine refugees in relation of durable solutions, is also part of the Regional Durable Solution Working Group in Amman.

**2. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.**

- Funding amounts

**B. How are these challenges impacting achievement of this transformation?**

Underfunding, coupled with the unprecedented nature of the humanitarian crisis faced, continue to create challenges affecting priorities for Palestine refugees and UNRWA, and the sustainability of reforms.

**Keywords**

Displacement, Humanitarian-development nexus

## 5E Diversify the resource base and increase cost-efficiency

### Individual Commitments

| Commitment  | Commitment Type | Core Responsibility |
|---|-----------------|---------------------|
| UNRWA commits to continue improving transparency in costing of humanitarian and reconstruction / rehabilitation programmes.   | Financial       | Invest in Humanity  |
| UNRWA commits to continued review of management costs in order to reduce overall support costs and maximize the share of funding dedicated to providing services to beneficiaries.  | Financial       | Invest in Humanity  |
| UNRWA commits to providing, in compliance with IPSAS standards, timely, accurate and relevant financial information to improve transparency in resource use.  | Financial       | Invest in Humanity  |
| UNRWA subscribes to the Grand Bargain put forward by the High-Level Panel on Humanitarian Financing.  | Policy          | Invest in Humanity  |
| UNRWA will seek to promote local procurement including through policies like food for cash. UNRWA also commits to participating in collaborative procurement exercises aimed at delivering cost and operational efficiencies. | Operational     | Invest in Humanity  |

### Core Commitments

| Commitment   | Core Responsibility   |
|--|---|
| Commit to increase substantially and diversify global support and share of resources for humanitarian assistance aimed to address the differentiated needs of populations affected by humanitarian crises in fragile situations and complex emergencies, including increasing cash-based programming in situations where relevant. | Change People's Lives: From Delivering Aid to Ending Need<br>Invest in Humanity |
| Commit to promote and increase predictable, multi-year, unearmarked, collaborative and flexible humanitarian funding toward greater efficiency, effectiveness, transparency and accountability of humanitarian action for affected people.   | Invest in Humanity  |

#### 1. A. Highlight concrete actions taken between 1 January – 31 December 2019 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures as well as any good practices and examples of innovation.

Due to the critical funding situation faced by the Agency in 2018, UNRWA was not able to further engage with International Aid Transparency Initiative (IATI) on adjusting its reporting system to IATI requirements. However, in early 2019, UNRWA has resumed discussions with IATI on actions required to join the initiative. In 2018, through its Enterprise Resource Planning system UNRWA continued to provide integrated financial reporting articulating funding needs and linkages through its three funding portals (programme budget, emergency appeals and projects) and produced regular donor updates to provide clear and transparent information on the funding shortfall and critical needs.

In line with the Grand Bargain commitments, UNRWA continued to advocate for multi-year funding from donors to provide more predictable and longer term planning horizon. By the end of 2018, UNRWA had 18 multi-year agreements in place for its programme budget, an increase of 3 over the reporting period.

During the reporting period, UNRWA continued to implement measures to increase its cost effectiveness, for example through the continued roll-out and use of electronic management information systems for its two main programmes (education - EMIS, and



health - eHealth). By the end of the year, the student module of the EMIS system was in place across all UNRWA fields and other modules (teachers and premises) were being rolled out. eHealth was in place in all health centres, except for a few in Syria. UNRWA will continue working to ensure that the eHealth approach is implemented in all facilities. In October 2018, UNRWA completed a review and reform of its Department of Administrative Services (DAS) to ensure continued efficient, effective and high-quality support for substantive programmes in Headquarters and Field Offices in the areas of procurement, travel management, mail and pouch services and other general administrative services.

**B. Please select if your report relates to any initiatives launched at World Humanitarian summit**

Grand Bargain

**2. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.**

- Funding amounts
- Funding modalities (earmarking, priorities, yearly agreements, risk aversion measures)
- Human resources/capacity

**B. How are these challenges impacting achievement of this transformation?**

Decrease in overall levels of contributions to UNRWA have constrained planning horizons and create challenges in implementing reforms.

**Keywords**

Transparency / IATI



## Additional Reports

| Attachment  |
|---|
| <a href="#">UNRWA Grand Bargain 2018 .pdf</a>     |
| <a href="#">UNRWA WHS 2018 self-reporting.pdf</a> |