



**WORLD  
HUMANITARIAN  
SUMMIT**

# **Global Consultation**

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# **FINAL REPORT**

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Special thanks go to the Government of Switzerland for hosting the Global Consultation.

**The World Humanitarian Summit Secretariat**



## INTRODUCTION AND SUMMARY OF KEY RECOMMENDATIONS

Given the growing scale of humanitarian needs around the world and an ever more complex humanitarian landscape, the United Nations Secretary-General called for the first-ever World Humanitarian Summit, which will be held in Istanbul, Turkey on 23 and 24 May 2016. As the culmination of an inclusive multi-stakeholder consultation process over eighteen months which engaged more than 23,000 people in over 150 countries, the Global Consultation was held at the Centre International de Conférences Genève (CICG) in Geneva, Switzerland, from 14 to 16 October 2015. The Government of Switzerland hosted the Global Consultation and co-chaired it with the United Nations Office for the Coordination of Humanitarian Affairs.

The background document to the Global Consultation was the Synthesis Report.<sup>1\*</sup> This comprehensive document brought together the voices of the regional and thematic consultations and highlighted the key areas of action that these raised. The five key action areas of the Synthesis Report—dignity, safety, resilience, partnerships and finance—informed the structure of the Global Consultation.



The key objectives of the Global Consultation were to lay the basis for a successful World Humanitarian Summit by bringing together different stakeholders to broaden support for the findings of the Synthesis Report, to discuss and refine the proposals outlined in the report and to capture additional ideas. The meeting brought together 1,201 participants from 153 countries, representing governments, regional organizations, United Nations agencies, the Red Cross and Red Crescent Movement, local, national and regional civil society, non-governmental and international organizations, affected communities, diaspora networks, the private sector, civil-military, peacekeeping and peacebuilding actors, and academia. The Global Consultation broadly validated the findings of the Synthesis Report

<sup>1\*</sup> See the Synthesis Report at: [https://www.worldhumanitariansummit.org/bitcache/e3fbcccf47864aa35c1f-193958fabb9ee8742196?vid=55907\\_9&disposition=inline&op=view](https://www.worldhumanitariansummit.org/bitcache/e3fbcccf47864aa35c1f-193958fabb9ee8742196?vid=55907_9&disposition=inline&op=view)



and created political momentum and buy-in for the results of the consultation process and the World Humanitarian Summit.

The consultation was preceded on 13 October 2015 by a dialogue with Member States and preparatory sessions for non-governmental organizations and civil society including academia, youth, diaspora networks, and the private sector. The Member States dialogue took place in the Assembly Hall of the Palais des Nations, Geneva. The session was chaired by high-level representatives of OCHA, Switzerland and Turkey who briefed participants on the Global Consultation and the way forward to Istanbul. The session also provided an opportunity for Member State representatives to deliver statements on the World Humanitarian Summit, with particular focus on their views on the substantive proposals emerging from the consultations to date as distilled in the Synthesis Report.

Representatives of all stakeholders were also able to submit their statements in writing or to video-record their statements in a recording studio at the CICG. All statements were uploaded to the WHS website and can be viewed here: [https://www.worldhumanitariansummit.org/whs\\_global/statements](https://www.worldhumanitariansummit.org/whs_global/statements).

Immediately after the consultation, a Co-Chairs' Summary was released (see Appendix 1). This full report of the Consultation provides details of the discussions. Of particular note is the set of recommendations that emerged from the break-out discussions. These are reproduced below under the five action areas that crystallized in the consultation process: dignity, safety, resilience, partnerships and finance. These recommendations will feed into the Secretary-General's report, to be released in late January 2016, and stakeholders are encouraged to take them forward as initiatives in advance of the Summit.

## KEY RECOMMENDATIONS:

### Dignity

#### Transforming how humanitarian organizations engage with affected people

- Develop and adopt concrete commitments to enhance radically, where feasible, the transparency of all humanitarian actors at the operational level (e.g. to communities, local and national government, and other actors), in order to enhance accountability and co-ordination, and to empower affected people.
- Systematically apply the Core Humanitarian Standard, by using it at least as a standard basis for all capacity assessments, and for monitoring, evaluation and feedback.
- To deliver this requires: consistent leadership and resources for community engagement in all humanitarian programmes, including a senior staff dedicated to community engagement; and, the regular review of all strategies and operation plans to ensure their relevance to affected people.

#### Making humanitarian action work for women and girls

- Donors to make a pledge to both increase funds to women's groups and end funding to programs that cannot demonstrate that they are meeting the needs of women and girls at all stages.
- Implement a coordinated global approach to prevent and respond to gender-based violence through the Call to Action on Protection from Gender-based Violence and corresponding Roadmap by increasing stakeholders to a much wider coalition of governments, UN entities, national NGOs, civil society and other actors, with particular emphasis on the global south.
- Create an independent panel of diverse women leaders to monitor women and girls' access to protection, services, and participation.



### **Lifting children out of crisis and placing youth at the front of humanitarian action**

- Strengthen guarantees to ensure all children are protected and have access to a safe and quality education from the outset of a crisis by the establishment of a whole-of-system child marker for humanitarian programming; by a new global financing mechanism for education in emergencies and protracted crisis; and by supporting the establishment of the Global Partnership to End Violence against Children and associated fund.
- Empower youth through its more substantive engagement in all phases of humanitarian action, reinforced by national and global partnerships to enhance education, capacity-building and opportunities for the active engagement of youth.

### **Make humanitarian action work for old people and people with disabilities**

- Correct the neglect of old people and people with disabilities in humanitarian action by recognizing their leadership and capacity to participate meaningfully, and reflecting this in existing policies, services and strategies.
- Develop and endorse global standards and guidelines on disability inclusion in humanitarian action, which will address coordination, implementation and financing; the establishment of a disability area of responsibility in the humanitarian coordination system; and the participation of people with disabilities across all levels and sectors of humanitarian responses.

## **Safety**

### **Ensuring respect for international humanitarian law**

- States need to ratify instruments and implement them in their national legislation, as well as in the doctrine, training and education of their armed and security forces.
- Step up training and dissemination of IHL to members of armed forces, other parties to conflict, and civilian populations, including through new and creative ways.
- States need to strengthen their dialogue, international cooperation and exchange of best practice and find ways to address challenges, including through the exchange of technical assistance.

- Develop methodologies and capabilities to improve the monitoring of IHL application, and hold perpetrators of violations to account through the establishment or activation of national or international mechanisms.

### **Regional and national frameworks for the protection and assistance of displaced people**

- Establish regional conventions for the protection and assistance of IDPs in both conflict and disaster situations in regions where they do not exist.
- States to develop national legal frameworks, such as IDP policies and laws, to complement and implement these regional conventions.
- Strengthen the mandate of the Special Rapporteur on the Human Rights of Internally Displaced Persons, returning at the very least to the former level of Special Representative.

### **Enhancing humanitarian operations in armed conflict**

- Humanitarian organizations need to develop clearly defined policies and strategies in regard to the goals and modalities of their interaction with parties to conflict, including strengthening the capacity of their staff, especially through training in access negotiations, humanitarian principles and IHL.
- Special emphasis needs to be put on the systematic training and support for all staff operating in the field, including national staff and the partners of international organizations.



### **Humanitarian contributions to the safety of affected people**

- Humanitarian leaders globally and at country level, both within and outside the United Nations system, need to take responsibility for defining and delivering protection outcomes, including through enhanced monitoring tools, stronger advocacy, common standards, and aligned donor finance.
- This needs to be reinforced by closer interaction with local communities; stronger dialogue with all parties to conflict; updating and disseminating professional standards for protection work; complementary action with the Human Rights Up Front initiative; and guidance for Humanitarian Country Team for the development of protection strategies.



## Complementarity between humanitarian action and peacebuilding

- Strengthen the links between humanitarian action and peacebuilding by: demystifying peacebuilding and humanitarian linkages, including through collecting lessons learned from successful collaboration; and enhancing the tools and capacity for improved context analysis and conflict-sensitive programming such as the UNDP-DPA joint programme for deployable conflict advisors to humanitarian contexts.

## Resilience

### Cooperation framework for collective crisis management

- Comprehensive crisis management frameworks should be put in place for all protracted and recurrent crisis situations requiring the full co-operation of humanitarian, development, and political actors. This includes setting specific targets for enabling access by crisis-affected populations to the basic elements for dignified living, in line with the Sustainable Development Goals.

### New framework for supporting the hosting of refugees

- Tackle the refugee crisis by creating global support for hosting refugees. This arrangement could include more equitable burden-sharing, and global solidarity and responsibility. It could include recognizing host countries' contributions and specific requirements; generating new partnerships between host countries, humanitarian and development communities, private sector and civil society to support host communities and refugees to their mutual benefit; committing to longer-term, sustainable financial support for host countries, including for infrastructure and services (with particular attention to the terms and condition of development finance in middle-income countries); giving refugees hope, dignity and self-reliance through freedom of movement, access to education and livelihood opportunities; creating more equitable arrangements for their resettlement in third countries, including their safe passage; and supporting their safe and voluntary return.



### **Building resilience in protracted conflict-related crises**

This requires a number of elements including:

- As a corollary to the above point on comprehensive crisis management frameworks, but specific to protracted conflict-related crises: global political will for building resilience together, as an integral part of commitments under the SDG framework. This needs to translate into sufficient political will in different protracted-crisis contexts, reinforced by the UN leadership, to bring the humanitarian, development and peacebuilding agendas closer together, and by involving communities, so there is buy-in at all layers of society.
- Moving beyond 'care and maintenance' towards programming focused on self-reliance. Planning needs to be context-specific, focused on reducing big and small risks and picking up on opportunities, through a multi-stakeholder planning process, including national and local actors, and development, peacebuilding, humanitarian, hosting and affected communities. It needs to look at all aspects of the well-being of society and be supported through multi-year programs, prioritised on those actions that will make the most difference in reducing exposure to shocks—and working at all layers of society, building states and their institutions alongside boosting the resilience of communities.
- Taking stock of good practices to ensure the right tools and processes are employed, and investing in better data, better research and analysis, including by local research organizations and using indigenous knowledge and the right knowledge, skills and guidance on how to do effective resilience programming, and develop better ways of measuring progress over time.
- Providing the right incentives, starting by redefining what success looks like—shifting the focus from short-term, tangible results to demonstrating progress towards resilience, and recognizing that results take time. Meeting the needs is no longer good enough. There is a need to provide multi-annual finance for multi-annual plans and commitment to remain engaged over the long term.

### **Creating certainty in responding to disasters**

- There is a need for more focus on livelihoods, and the continuity and agility of social safety nets and basic services in normal times and disasters, in addition to saving lives. This requires reducing the barriers and differences between humanitarian and development approaches.
- A more predictable, inclusive and disciplined approach to disaster response is needed. Preparedness agreements between governments and international community can achieve this, building on existing regional examples. Equally important is strong domestic governance, including strong national legal, institutional and financing frameworks for disaster risk management.

### **Managing conflict, disaster and displacement in urban contexts**

- Create a platform to unite local authorities, urban professionals, the private sector, and humanitarian and development actors, to prevent, prepare for and respond better to urban crises.

### **Health in crises**

- Initiate a process to re-commit Governments formally to the protection of healthcare facilities and workers, including securing a health negotiation space with all armed groups in situations of conflict.
- Develop a new approach to health in protracted emergencies with longer-term vision, increased engagement by international and private actors, and better leveraging of local action and technologies.

- Step up global health preparedness efforts, building on the experience of Ebola and health failures in conflict situations.

### New and colliding threats

- Much greater attention needs to be given to breaking down the silos between the management of different risks, and hence greater focus on new and colliding threats. This need to be reinforced by explicit articulation of the underlying risks that drive humanitarian need, and what this means for those actors (international and national, public and private) who must deliver long-term solutions.
- An advisory group could be established to bring visibility to new and colliding threats and support national, regional and global understanding and action on inter-connected risk.
- An annual 'Evidence and Learning Report' could be commissioned, to present a rigorous assessment of the latest evidence on the conflict, climate and disaster interface, in order to inform national, regional and international decision-making on policy and practice.
- Joint diagnostics of risks should be incentivised to move towards a more collective approach to crisis management.

## Partnerships

### Reaffirming the core humanitarian principles

- Promote wider public humanitarian education programmes in schools, colleges and wider society, accompanied by expanded volunteering schemes along with training for humanitarian workers, to promote practical implementation of principles with consistency.
- Peer-to-peer lesson-learning, independent monitoring and third-party verification should be part of new accountability mechanisms to encourage compliance; and evaluations of humanitarian actions should also specifically assess how principled they are.





### **Localizing disaster preparedness and response**

- Increase finance to the full range of national and local actors, including governments, local organizations and community groups, for resilience-building and response to emergencies.
- Implement the Charter for Change to respond to the urgency and demand to make localization the default response wherever feasible. There is also a need to support the contextualising of international standards regionally and locally, as well as greater recognition of regional and national standards.
- Governments and the international community should increase efforts to build and fortify local capacities.

### **Reshaping the current international humanitarian system**

- A common “transparency charter” providing a common language and agreement around key notions of accountability, transparency and partnership, building on or using the Core Humanitarian Standard, with particular focus on ensuring that humanitarian action places affected people truly at the centre.
- An agreement to make current international coordination tools and services more flexible, with an emphasis on putting regional, national and local actors in the driving seat with the UN and its partners playing a complementary role, wherever feasible.
- Ensure that planning and needs assessments are based on the realities and needs faced by affected people as opposed to institutional priorities.
- Ensure platforms at national, regional and global levels that promote long-term cooperation and strengthen trust among stakeholders.
- Develop a rating system for humanitarian organisations, which enables affected people to review their experience of the services rendered by these organisations.

### **Improving the credible and independent use of evidence in humanitarian action**

- Create a consortium for data analysis and information-sharing that would carry out objective research on needs and contextual factors, ethically and tailored to different types of decision-makers.
- Donors should create the incentives for humanitarian actors to systematically establish feedback mechanisms to ensure programming goals are defined by affected people.
- Donors and humanitarian actors should better invest in understanding the effectiveness of particular interventions in specific contexts and at what cost, such as through peer-review mechanisms.

### **Ensuring more predictable and effective response capacities**

- Scale up and further strengthen deployable capacities, reinforced by global standards and quality assurance mechanisms, and establish a network of crisis management centres.
- Adapt the current system of Governments requesting assistance towards a system with pre-agreed triggers for assistance with pre-verified and quality-assured teams from neighbouring countries and beyond if necessary.

### **The role of the military in humanitarian action**

- In natural disasters and complex emergencies, establish a dedicated platform where humanitarian and military actors can interact to create a common situational awareness, for increased humanitarian effectiveness.

- Introduce universal standards for humanitarians and militaries on the entry, employment and drawing down of foreign military assets in natural disasters.
- Governments to re-commit to the proper and coherent use and the effective coordination of foreign military assets in humanitarian action.

### **Collaborating with the private sector**

- Strengthen private sector partnerships by forming a global network built on local and regional initiatives.

### **Strengthening the humanitarian innovation eco-system**

- Develop a global alliance for humanitarian innovation—a platform for accelerating public-private partnerships and investment for innovations in humanitarian action.

## **Finance**

### **Closing the finance gap**

- Generate sufficient finance to guarantee the essential requirements to preserve life and dignity, but also to build resilience. This requires smarter finance geared to the different types of situation, and recognizing that there is not just a financing gap but a responsibility gap, meaning a lack of clarity about who should be responsible for mobilizing finance to achieve the goal.
- Use the optimum set of finance instruments for different contexts, including increasing the use of risk financing and social protection in disasters, generating a finance package providing long-term investment in infrastructure, services and livelihoods for situations of protracted displacement, and shifting to long-term planning and financing for long-term, protracted, conflict-related crises.
- Remove the internal institutional barriers between humanitarian and development finance within donor organizations, both in capitals and at country level, in order to mobilize the right mix of finance.
- Recognize that transparency is a precondition for leveraging diverse funding sources, hence a need to commit and set a timetable to publish data, where security permits, on all resources relevant to each crisis situation to a common format, and the capacity to monitor and use this, making use of existing processes and technology, including the International Aid Transparency Initiative.
- Respond to the demands for greater efficiency by increasing discipline and transparency in the cost of operations and value for money, including by reviewing the humanitarian appeal system so it provides a more transparent calculation of these costs both within and between crises.
- Assess the value and options for creating an independent capacity (made up of leading finance, economic and actuarial expertise) to track and analyse diverse finance flows, assess cost-effectiveness and efficiency of different response options, and advise on options for filling resourcing gaps and the requirements for contingent finance.
- Prioritize the use of international humanitarian assistance for situations that are not addressed by domestic governments or agencies, and its development or other partners.
- Tackle corruption.

### **Scaling Up Cash Transfers**

- Put in place measures to engage the private sector in supporting scale-up of cash transfers, including through regulatory forums, undertaking pre- and post-crisis market assessments, and streamlining request-for-proposal processes.

- Generate a new architecture for supporting humanitarian cash transfers, with clear roles and responsibilities for different actors, and greater coordination through the leadership of Humanitarian Coordinator and supported by Humanitarian Country Teams.
- Undertake more systematic preparedness to build a pipeline of potential cash transfer mechanisms that can be triggered.



### **Increasing Direct Finance to Local Actors**

- Sustain and scale up finance to local organizations and address procedures that prevent their access to finance, including the application of counter-terrorism regulations and due-diligence requirements.
- Review, strengthen and make more inclusive the principles of partnership and good donorship to ensure equal partnership, and complementarity of local and international actors. This could include expanding the Good Humanitarian Donorship, to include non-OECD-DAC donors.
- Adapt procedures, systems and tools to reinforce the inclusion and recognition of the role of local actors, such as: streamlined reporting, measuring cost-effectiveness and value; measure access, social impact and comparative advantage of local actors; and capacity-building.

### **Improving the Flow and Efficiency of Remittances**

- Encourage more competition, through strong regulation on the ground to prevent monopolies, and help money transfer organisations comply and understand risk.
- Forge an alliance with selected diaspora groups to start a dialogue with key global banks to help reduce the transaction cost of remittance during crises.



## SUMMARY OF THE PROCEEDINGS OF THE GLOBAL CONSULTATION

### Day 1

#### Day 1: Morning

The Global Consultation officially opened with an address by Mr. Stephen O'Brien, United Nations Under-Secretary-General for Humanitarian Affairs and Emergency Relief Coordinator, who in his opening remarks noted that around 100 million people currently need humanitarian assistance and if that were a country, it would be the 12th most populous in the world. Humanitarian action is reaching more people than ever worldwide, but the human cost of armed conflict is staggering. Mr. O'Brien reminded delegates that regional consultations had been held leading up to the World Humanitarian Summit, plus on-line consultations and consultations with the private sector. More than 23,000 stakeholders had taken part in those consultations. The conclusions are divided into five action areas: dignity, safety, resilience, partnerships and finance.

The welcome addresses continued with an address by Ambassador Manuel Bessler, Head of Swiss Humanitarian Aid, Federal Department of Foreign Affairs of Switzerland, who said the WHS is much needed to address the needs of people in distress, and particularly to address lack of access, funding, durable solutions for displaced people, and respect for international humanitarian law (IHL). The Synthesis Report truly reflected the concerns and aspirations of all participants and should be translated into concrete proposals, ideas, and initiatives, so that people at risk can live safely and in dignity. The WHS has to advocate for more principled humanitarian action in conflict situations, while also recalling the primary responsibility of States to protect their own populations. Ambassador Bessler also referred to the need to put affected people at the heart of humanitarian action, and that this will require a real mind shift in the humanitarian response.

Presenting on The Road to Geneva, World Humanitarian Summit Secretariat Chief Dr. Jemilah Mahmood said that eighteen months ago when the World Humanitarian Summit process commenced there had been many doubts that it would make a difference. However doubt is not an option for victims of crisis. The Synthesis Report raised many of the same issues that had been highlighted time and time again. The consultation process validated these issues and concerns and highlighted why answers had not been found. It galvanized new partnerships and initiatives, it did not always find consensus, but it reaffirmed the hunger for change. Dr. Mahmood said that the world is at a tipping point and humanitarian needs around the world have reached staggering levels. When people cannot be protected in times of need, it is not just a humanitarian crisis: it is a great crisis of global leadership, morality and values when leaders cannot put lives ahead their interests or ahead of military spending. A radical recalibration is required regarding what is considered politically important. Asking where are the morals that underpin society, Dr. Mahmood concluded that the World Humanitarian Summit is the time to restore a commitment to ensuring that no one is left behind.

The opening session was followed by a two-part panel on the topic of dignity and putting people first. In the first part of the panel, entitled 'Sharing the Experiences of Communities Affected by Crises,' panellists stressed the need for the international humanitarian community to engage local leaders and community members as leaders and decision-makers in the implementation of their programmes. They noted that efficient provision of humanitarian assistance requires knowledge of local culture and languages, especially in cases of natural disasters when fast decision-making is key to saving lives. Participants heard that the key task of humanitarians is to restore the dignity of victims and that prescriptive solutions only contribute to further loss of dignity. Therefore it is crucial to include local communities in humanitarian decision-making. Panellists agreed that the current humanitarian aid industry is inefficient and not accountable to affected communities. Accordingly,

they called for the establishment of an independent mechanism for the monitoring and accountability of humanitarian assistance.

During the second part of the panel, entitled ‘Preserving Dignity in Crisis,’ the importance of dignity was stressed and panellists agreed that it is crucial to engage local community at the planning level. They also agreed that the gap between development and humanitarian action has to be closed and in this respect, education has to be a priority. Putting the most vulnerable at the forefront is one of the ways to improve the future humanitarian system, and this includes focusing on women, youth and people with disabilities. It also involves looking at vulnerable groups, including refugees, not just as victims but as participants and part of the local capacity in any given situation, including in refugee camps. In identifying local partners, international organizations have to choose credible and legitimate partners that respond to local needs, rather than to international donor requirements. Accountability is crucial in this respect and it was highlighted that too often donors are focused on the needs of agencies, rather than the needs of people. Participants agreed that the number and scale of crises is far beyond the capacity of international or local communities to deal with alone and therefore strong partnerships are needed to engage effectively.



The second panel of the morning was on the topic of ‘Safety: Protect Everyone from Harm.’ The panellists addressed obstacles in achieving safety, dignity and hope for affected communities. They identified the following as key issues: providing safe humanitarian access to civilian populations and particularly vulnerable groups; recognizing local capacities and increasing reliance on local humanitarian expertise; providing adequate resources and means to local humanitarian actors; fighting against impunity and strengthening national legal frameworks to that end; ensuring the safety, security and rapid unimpeded access of humanitarian workers in conflict situations; and providing international humanitarian law with “teeth” in order to improve respect for its rules.

## Day 1: Afternoon

On the afternoon of day one, the World Humanitarian Summit Global Consultation Innovation Marketplace was launched by USG O’Brien. This launch included the signing of the Crisis Connectivity Charter with a speech made by Ms. Ertharin Cousin, Executive Director of the World Food Programme (WFP). Following this, nine parallel breakout sessions were held on topics related to innovation in humanitarian action.

In parallel to the Innovation Marketplace, a panel session was held focusing on the topic of Islamic social finance. During the discussion, speakers highlighted the great potential that Islamic finance mechanisms have as alternative and ethical sources of funding humanitarian assistance. They agreed that it is important to educate donors on how Islamic social finance is a legitimate financial instrument. To that end pilot projects are necessary to build confidence and raise awareness. Nevertheless, some speakers voiced concerns about efficiency and transparency in the distribution of these funds for humanitarian purposes, as well as their availability to local communities in non-Muslim countries.

Following the Innovation Marketplace, parallel panel sessions were held on the topics of ethics in humanitarian action and managing risks together. During the session entitled 'Managing Risks Together – 2015 and Beyond,' panellists highlighted the fact that the World Humanitarian Summit discussions are placed within a larger global context of talks and conferences on humanitarian aid, development, climate change, disaster risk reduction, health crises, peace and gender. They emphasized that all these issues are interrelated and stressed the need to bridge the development-humanitarian gap. To do this they proposed that new partnerships be created between the humanitarian and development communities, the analysis of risks be undertaken jointly, and common plans of action with clearly assigned priorities and divisions of labour be made. Panellists also highlighted that the gender dimension is a cross-cutting issue in all of these processes. The new development agenda recognizes that volatility and shocks—and thus humanitarian crises—are a major threat to development. Panellists emphasized the need for a people-centred approach in all these fields, as well as the importance of localization. All panellists agreed that a preventive and multi-stakeholder approach is necessary to comprehensively manage the multidimensional aspects of risk.

The session on 'Ethics in Humanitarian Action' underlined the importance of upholding the basic humanitarian principles in field work and highlighted that a range of ethical challenges have emerged due to the increased number of stakeholders and humanitarian actors. Those challenges have to be reconciled with humanitarian principles. Delegates heard that the principle of neutrality does not work for human rights workers and called for the humanitarian and human rights communities to work more closely together. It was noted that one of the biggest challenges is the ambiguous relationship between humanitarian work and politics, and that being non-political in character does not mean avoiding political analysis of context. Due to the asymmetrical relationship between aid providers and beneficiaries, a new balance is needed in order to place affected people at the heart of humanitarian action. Panellists proposed that freedom is the best guarantee against any abuse in the provision of humanitarian assistance. Further discussion of an ethical charter for international humanitarian action was recommended.

## Day 1: Evening

On the evening of day one, two side events were held in parallel, organized by WHS thematic partners. One panel focused on the topic of localization in the context of the IFRC World Disasters Report and the other on the place of faith, faith institutions and faith-based organisations in a reformed humanitarian system.

## Day 2

### Day 2: Morning

During the opening of the second day of the Global Consultation, keynote speakers called for the strengthening of political will and of collective efforts to address the most pressing humanitarian issues and tackle to the underlying causes of humanitarian emergencies, such as sustainable development, poverty and ongoing armed conflicts.



Didier Burkhalter, Minister of Foreign Affairs of the Swiss Confederation, noted that the World Humanitarian Summit presents an opportunity to step up collective action to save lives and prevent or reduce suffering. He referred to major challenges such as armed conflicts that have forced the displacement of almost 60 million people and new dangers that are looming such as rising sea levels, torrential rains and earthquakes. If the world wants to respond adequately to current and future humanitarian crises, it will be necessary to demonstrate clear political will to respect international humanitarian, human rights and refugee laws; to put people and their dignity at the heart of humanitarian action; and to give people a better future by tackling the root causes of conflicts and disasters. Mr. Burkhalter also made a strong call to intensify efforts to stop war and end armed conflicts, particularly in and around Syria, saying that only peace will stop people suffering and keep them from fleeing.



Jan Eliasson, Deputy Secretary-General of the United Nations, noted that the impact of crises on countries that have not built resilience in their societies is huge. He stressed the importance of the transition from relief to development, saying that it is now imperative that the two be seen in parallel sequence. He called on Member States and all stakeholders to heed the Secretary-General's call to assist the most vulnerable around the world. In the face of glaring human rights violations across the globe, there is a need for an information campaign to remind everyone of the importance and meaning of international humanitarian law and human rights, Mr. Eliasson concluded.

During the plenary panel discussion on 'Resilience: Building Hope through New Solutions,' speakers stressed the need to use relevant data to build resilience in affected communities and through it forge a stronger link between humanitarian and development communities. In work with local communities, it is also necessary to recognize the key leadership roles and contribution of women to disaster response and recovery. As for dealing with protracted displacement, a new sustainable model with an increasingly local focus is needed.

During the panel discussion on partnerships and how to create modern, reliable response arrangements, speakers highlighted the need for coordination and cooperation between international and regional organizations and local actors in the delivery of humanitarian assistance. They also called for greater involvement of the private sector, in particular the insurance sector, in disaster risk management. Speakers stressed the need for recognition of the leadership roles of women and youth in humanitarian assistance and underlined the need to enhance trust-building measures on the ground.

Discussing the topic of finance in the panel entitled 'Guarantee Minimum Requirements for Life and Dignity,' panellists noted that the overwhelming majority of capital in the developing world is private, and discussed how to get the private sector to play a critical role in financing. They agreed that it is important to trust the private sector, to realize that profit is not a dirty word and that in addition to finance, the private sector can also furnish expertise. One of the most effective and efficient ways to provide financing is digital payments, through cards and mobile phones. When designed properly, these methods empower beneficiaries, give them the dignity of choice and create transparency, thus enabling accountability. Participants also recognized the enormous potential of alternative sources of funding, particularly Islamic social finance. Trust is one of the key points that the panel outlined—trust that the private sector is not only interested in profits but in public goods; trust in the integrity of Southern non-governmental organisations and that they are worthy of being treated as equals; trust that the beneficiaries of aid are able to effectively and efficiently use the aid dollars; and trust between the Islamic world and the humanitarian aid community. Panellists underlined that equipping first responders with the ability to act is both fastest and most cost-effective, and called for a change in the current aid architecture, more funding for overhead and institutional capacity, and a target of 20 per cent of funding to Southern non-governmental organisations by 2020.

## Day 2: Afternoon

On the afternoon of the second day of the Global Consultation, participants joined breakout sessions organized to discuss topics presented in the Synthesis Report. 29 breakout sessions were held in two time slots, with each discussion running for two hours. Summary notes providing an overview and key recommendations from these discussions were made available to the participants on the morning of the final day of the Global Consultation.

## Day 2: Evening

A formal reception was hosted by the Government of Switzerland for all delegates of the Global Consultation. The event included speeches by the co-hosts.

## Day 3

### Day 3: Morning

The final day of the World Humanitarian Summit Global Consultation focused on highlighting some of the most important humanitarian challenges for the present and the future and discussing ways of predicting and addressing them. Key outcomes are summarized and steps leading to the Summit in Istanbul are proposed.

Kaitlin Yarnall, Executive Editor of National Geographic, opened the day with a presentation on food production and its consequences for the environment, in particular how to reduce the negative effects of global agricultural production, which contribute to carbon emissions more than all other industries combined. She noted that National Geographic seeks to shine a light on important issues, in particular scientists working on innovations to shape the future, and is therefore looking forward to working with the World Humanitarian Summit in Istanbul and beyond.

During the panel discussion entitled 'What to Expect in the Future,' speakers noted that one of the goals of the World Humanitarian Summit is to predict as best as possible future humanitarian challenges. It is highlighted that there is a gap between the scientific and humanitarian communities which means simple on-the-ground solutions are often not implemented. It was further raised that different actors do not speak the same language, which makes cooperation difficult. In order to better address these issues, the humanitarian community needs to: improve communication across sectors; make better use of valuable and easily accessible data; and engage youth, the military, the

private sector and other groups in humanitarian response and decision-making. There is also need to redefine and clarify leadership roles in humanitarian response, and to build broader social partnerships. In doing so the international community was urged to look for big rather than small solutions.

Professor Walter Kaelin, Envoy of the Chairmanship of the Nansen Initiative, opened the panel entitled 'People on the Move: Forced Displacement and Migration' with a presentation in which he stressed that the world is facing one of the worst humanitarian crises of the decade. He called for measures such as temporary protection, humanitarian visas, reduction of greenhouse gas emissions, and the integration of migration plans into resilience-building measures and climate plans. The panellists reiterated the call for respect for international humanitarian law, and the importance of human rights over national sovereignty. They also stressed that the link between humanitarian aid and development is crucial, and that the solution is not just bridging this gap but ensuring that the two fields work together from the start. In this respect, they agreed that development priorities have to be fundamentally redefined to allow middle-income countries, which host the majority of the world's refugees, to benefit from the development cooperation policies of major donors. Participants raised concerns that the multilateral humanitarian system is still essentially a Western-designed system. In relation to this, they agreed on the need for fundamental change in the establishment of a new system where people from different cultural backgrounds work with trust and on an equal footing. They further agreed that local non-governmental organizations and civil society are doing the brunt of the work but are not given credit for this. There was serious concern that the international community had failed to respond to the Middle East refugee crisis, and that Turkey bears the brunt of the burden. Related to this is the unanimous call for greater political will and commitment on a global scale, not only to address the rise of xenophobia in Europe, but to ensure that all countries share the burden of refugees and ensure legal measures that will allow migrants to cross borders in dignity. A partnership approach is seen to be mandatory as no single country can provide a global solution by itself and donors have to be open to this. Finally, participants called for more respect towards refugees, and that they be seen through a different lens, as professionals rather than only as victims.



The closing session of the Global Consultation began with a series of addresses by stakeholders from youth, national NGOs, international NGOs, diaspora networks, academia, the private sector, regional organizations and the WHS Regional Steering Groups. Each speaker talked of their experience with the WHS process to date through the Global Consultation, of the actions or initiatives they see as

critical for their stakeholder group in the lead-up to Istanbul, and of their hopes for the Summit itself. There is a clear call for development of a roadmap to the Summit and for the continued recognition of the valued contributions of diverse stakeholder groups throughout the preparatory process.

Following these presentations a closing musical performance was held featuring a choir of Syrian refugees performing the European anthem.

In his closing remarks, Ambassador Levent Murat Burhan, Deputy Undersecretary of the Ministry of Foreign Affairs of Turkey, argued that political conflicts have to be addressed in the shortest possible time. This is because although natural disasters have devastating results, armed conflicts aggravate suffering continuously. There should be focus on three key areas: prevention, resilience and development. Mr. Burhan invited all stakeholders to support this historic process and welcomed high-level delegations to participate at the Istanbul Summit. The multi-stakeholder nature of the Summit will enable the international community to create a unique platform to join and coordinate the efforts of the humanitarian community.

In his closing remarks, Ambassador Manuel Bessler, Head of Swiss Humanitarian Aid at the Federal Department of Foreign Affairs, proposed that at the World Humanitarian Summit, commitments for a more humane world will have to be renewed. Among the central themes that had emerged from the Global Consultation is the unanimous agreement that affected people need to have a voice and a choice and to be empowered. Strong calls were made to improve respect for international law and the humanitarian principles, to underline the centrality of protection, to invest more in prevention and to better tackle the root causes of humanitarian crises. Ambassador Bessler urged delegates not to wait idly until the publication of the Secretary-General's report, but instead to continue to build momentum until the Summit. In this endeavour, key messages have to be conveyed to political leaders, including on the need to fulfil their promise to leave no one behind, as per the Agenda 2030. He reiterated the need to uphold shared human values, so that a better will would be left to the world's children.

Stephen O'Brien, United Nations Under-Secretary-General for Humanitarian Affairs and Emergency Relief Coordinator, noted that World Humanitarian Summit is a truly remarkable process. Political momentum is developing around ideas that were previously unimaginable. The landmark Synthesis Report demonstrated support for change and it placed people at the heart of humanitarian action. The Summit actions should be included in the broader political and development agenda because the Summit is the first opportunity to demonstrate that those furthest behind would be put first. Mr. O'Brien called on all stakeholders to reach out and make partnerships in order to realize the new humanitarian vision.



## PLENARY SESSIONS

Video recordings of all plenary sessions can be viewed here:  
[https://www.worldhumanitariansummit.org/whs\\_global](https://www.worldhumanitariansummit.org/whs_global)

### Welcome Addresses

The World Humanitarian Summit Global Consultation in Geneva began with a musical performance by a Somali-French group. The Master of Ceremonies, CHEVAAN DANIEL, Group Director of the Capital Maharaja Organization, Sri Lanka, opened the Global Consultation by noting the proverb that those who are 'crazy' enough to try to change the world are usually the ones who end up doing so.

**STEPHEN O'BRIEN, United Nations Under-Secretary-General for Humanitarian Affairs and Emergency Relief Coordinator**, welcomed the participants to the Global Consultation. He noted that around 100 million people currently need humanitarian assistance and that if this were a country, it would be the 12th most populous in the world. Humanitarian action is reaching more people than ever worldwide, yet nevertheless, the scale and the cost of humanitarian needs is exceeding available resources. Nearly 6 million children are in grave danger due to malnutrition. The economic costs of natural disasters are a staggering three billion dollars per year and are expected to increase. The impact on already-vulnerable communities is rising as climate change increases humanitarian stress and may cause massive displacement of people in the coming decades. He continued that although natural disasters cause much of the current humanitarian need, armed conflict is by far the greatest driver of instability. The human cost is staggering with more than 60 million people forced to abandon their homes due to armed conflict. Just three conflicts—Syria, Iraq and Yemen—account for more than a quarter of worldwide displacement and some 13 per cent of global GDP is lost due to armed conflicts. Mr. O'Brien asked the participants to observe a minute of silence to honour those who had died in conflict, including humanitarian workers, and those displaced by armed conflict. Continuing, Mr. O'Brien reminded delegates that regional consultations leading up to the World Humanitarian Summit had been held in recent months, plus on-line consultations and consultations with the private sector. More than 23,000 stakeholders had taken part in those consultations. The conclusions are presented in the Synthesis Report, coalesced into five action areas: dignity, safety, resilience, partnerships and finance. He noted that he counted on the participants to translate those conclusions into actions. Mr. O'Brien thanked Dr. Jemilah Mahmood for her work as the Chief of the World Humanitarian Summit as she steps down from the position and announced Mr. Antoine Gerard as her successor. He called on the participants of the Global Consultation to make the World Humanitarian Summit a success.





**MANUEL BESSLER, Head of Swiss Humanitarian Aid, Federal Department of Foreign Affairs of Switzerland,** thanked Mr. O'Brien and Dr. Mahmood for bringing all participants to this point, declaring that the Synthesis Report truly reflected the concerns and aspirations of all participants in the WHS consultation process. He also recognized Turkey's leadership, and shared thoughts and prayers with the victims of the recent terrorist attack. He said that the Synthesis Report is remarkable in its scale and in how it is put together; that it is everyone's report; and that it should be translated into concrete proposals, ideas, and initiatives so that people at risk can live in safety and dignity. The Secretary-General had been right to call for a World Humanitarian Summit, as there is a need to rethink humanitarian aid. Very often, humanitarian action is used as a substitute for political action, and the underlying causes are not treated. Collectively the enormous needs of people in distress are not met. Ambassador Bessler said that examples of human suffering and displacement are numerous and highlighted that the 25th anniversary of the Dadaab refugee camp in Kenya, the largest in the world, will soon be marked. Some refugees who live there had been born and raised there and know no other life. This camp faces the same challenges seen in humanitarian contexts around the world: lack of access, lack of funding and durable solutions, lack of respect for international humanitarian law, lack of protection, and lack of security. These are the challenges the World Humanitarian Summit has to address. The WHS should advocate more principled humanitarian action in conflict situations while also recalling the primary responsibility of States to protect their own populations. The consultations had called to put affected people at the heart of humanitarian action and Ambassador Bessler reminded delegates that these are not victims, they are survivors and they are the central actors in their own survival and recovery. Putting people at the heart of humanitarian action requires a mind shift in how protection and humanitarian assistance are addressed. People have to be empowered, and they have to have voices and choices. This is what is meant by dignity: putting these people at the fore of humanitarian action. The Summit will be the stepping stone to reaffirm responsibility and to better deliver action to people in distress but this will only happen if support gathered so far continues. Mr. Bessler shared that Switzerland was proud to host the Global Consultation and said that the conference offered a platform for all to review, prioritize and decide which of the many good ideas, proposals and recommendations would truly transform humanitarian action. He called for a shift in how business is done, as this is owed to the people who need assistance.

## Keynote Addresses

**DIDIER BURKHALTER, Minister of Foreign Affairs of the Swiss Confederation**, welcomed the participants of the Global Consultation in Geneva. Participants came to Geneva to respond to one question: how to alleviate the suffering of people affected by conflicts and natural disasters around the world. There is always a crisis somewhere and not a single day passes without reminder of the consequences of conflicts and other crises worldwide. Since the inception of the World Humanitarian Summit process, Switzerland has strongly supported its preparations. Mr. Burkhalter said humanitarian challenges abound, ranging from armed conflicts that have forced the displacement of 60 million people to new dangers that are looming such as rising sea levels, torrential rains and more. The World Humanitarian Summit presents an opportunity to step up collective action to save lives, and prevent and reduce suffering. He said that Switzerland was proud to host the Global Consultation and that Geneva, as the cradle of the International Red Cross and Red Crescent Movement and the world's humanitarian capital, was the right place to renew the call for a more humane world and to sharpen the vision for a humanitarian reform agenda. If the world wants to respond adequately to current and future humanitarian crises, he said, it is necessary (i) to demonstrate clear political will to respect international humanitarian law, human rights and refugee law; (ii) to put people and their dignity at the heart of humanitarian action and (iii) to give people a better future by tackling the root causes of conflicts and disasters.



Mr. Burkhalter reviewed how seventy years ago the United Nations was founded in an effort to prevent large-scale armed conflicts. However, the reality shows that humanity has not managed to eliminate war and the majority of victims of armed conflicts are often civilians, including children. Mr. Burkhalter underlined that respect for international humanitarian law is insufficient and needs to be improved. He recalled that, despite an evident need, there is today no specific institutional

forum for States to regularly discuss how the application of international humanitarian law could be strengthened. He proposed that the next International Conference of the Red Cross and Red Crescent in December 2015 will provide a unique opportunity to pave the way for the establishment of a platform for regular and non-politicized dialogue and cooperation on that matter. He also said that the international community cannot wait until the Summit to take action, reminding the audience that winter is approaching in the Middle East, droughts are looming in Africa, and the United Nations' humanitarian appeals are not even half covered for the current year. To take immediate action, Switzerland is doing its share to support humanitarian action, and has increased its humanitarian budget to the equivalent of over 500 million US dollars. Mr. Burkhalter also shared that a few weeks before, the Swiss Government decided to provide an additional 72 million US dollars to help people affected by the Syria and Iraq crises and people in need in the greater Horn of Africa.

Minister Burkhalter stressed that people and their dignity have to be placed at the heart of humanitarian action because victims, including refugees and displaced people, are people like anyone else with their own individual needs and dreams. This sounded very obvious but in reality is not, because humanitarian organizations often patronize beneficiaries. Humanitarian organizations should give people both voice and choice, meaning that they have to become more responsive and accountable to affected populations. He highlighted that gender equality in humanitarian action is not only a matter of principle, but also of saving lives. While fully supporting the shift of responsibility to local and national actors in disaster situations, Mr. Burkhalter emphasized that in times of conflict, local actors may have less autonomy to protect people as they may themselves be implicated in the conflict or seen as partisans. In such circumstances, impartial humanitarian action is necessary.

The Minister concluded by calling for the Summit in Istanbul to create the political will to tackle the root causes of humanitarian emergencies, such as sustainable development, the eradication of poverty, climate change and urgent political solutions to conflict to stop suffering and fleeing. Even if it is well-intended, humanitarian action cannot be the long-term solution for people in need and there are no humanitarian answers to political problems.

**JAN ELIASSON, Deputy Secretary-General of the United Nations**, reminded the audience that 100 million people currently need humanitarian assistance and 60 million had been forced to flee from their homes and countries, a situation that requires a global response and solidarity. He conveyed two messages from the UN Secretary-General: firstly, to prove to affected people that the leaders at the Global Consultation heard their voices and are responding with compassion and resolve; and secondly to engage in committed preparations for the World Humanitarian Summit in order to ensure that it is a truly relevant step for the humanitarian world. Stating that humanitarian action will never replace political solutions, Mr. Eliasson highlighted that humanitarian actors are dealing with symptoms and not causes, as is particularly seen in Syria, because they have no choice.

Mr. Eliasson argued that the world has to look at communications as a way to spur compassionate action. The international community must not become numb; they need to connect to human suffering. New communications methods would play a role in this regard, for example through social media. The numbers of affected people are extraordinary, but they are not just numbers, they are men, women and children, he said, and all people had responsibility individually, as well as collectively, to act and not to fall in passivity. Mr. Eliasson said it is alarming that humanitarian workers often lose their lives and have to work under incredible conditions with lack of access, security, and resources; but even more alarming is the growing lack of respect for international humanitarian law. Particularly glaring are the situations in Syria, Yemen, South Sudan and Afghanistan. This lack of respect is not only on the part of armed groups but also governments. Accordingly, he pointed to a need for an information campaign to remind everyone of the importance and meaning of international humanitarian law and human rights.

Mr. Eliasson remarked that everyone knows that the humanitarian system is stretched and struggling. Demands are growing faster than capacity and resources and the international community needs to deal with this now. This is why the Summit is so important, to prepare for the 21st century



and the changing global landscape. With demands today that reach 20 billion dollars, six times the level of a decade ago, the international community has to be innovative and adaptive. New partnerships have to be forged, there is need to capitalize on technology, and vulnerable groups have to be made part of the solution. Local actors have to be empowered, as do civil society, the private sector and the academic community. The potential of new social and information media has to be grasped, and the general public has to be mobilized.



The Summit in Istanbul will be an extraordinary opportunity to create political will and innovative partnerships, the Deputy Secretary-General said. The link between humanitarian action and prevention, resilience and development is clear. The international community has to build on the momentum of the Sustainable Development Goals and the Sendai Framework. Mr. Eliasson stressed the importance of the transition from relief to development, and of the humanitarian-development continuum. There are several areas where he said humanitarian and development actors can act together. First, they have to plan jointly to prevent emergencies. Second, they have to identify countries where development assistance could complement humanitarian assistance. Third, they have to support vulnerable groups. Approaches that contribute to lasting dependence have to be abolished. Development actors have to play a proactive role, bearing in mind the link between humanitarian action, peace and security, and development.

Mr. Eliasson underlined that all institutions in the United Nations system have to work together more closely and be more innovative. He called on Member States and all stakeholders to heed the Secretary-General's call to assist those most in need around the world. This is a call for international society to mobilize together. Early next year the Secretary-General will issue his Report on the World Humanitarian Summit, and spell out the actions and commitments needed. The challenges are transnational, inter-connected and go well beyond the needs of humanitarian agencies. Mr. Eliasson declared that the year 2015 could be an important year in the history of development and humanitarian action. Needs and tasks are enormous and the responsibility is heavy, but also inspiring. The Summit will be seen as an opportunity to prove that the ambition of a life of dignity for all is achievable, because it is to the people that the international community is ultimately responsible and accountable.

## The Road to Geneva

**JEMILAH MAHMOOD, World Humanitarian Summit Secretariat Chief**, said that it was with incredible humility that she stood before the participants. It had been eighteen months since the World Humanitarian Summit process started, and back then there had been many doubts that it would make a difference. However, she said, doubt is not an option for those affected by disaster or conflict. Eight regional consultations have been conducted throughout the world, with a total of 23,000 participants in 151 countries. All stakeholders had been involved, and thousands more had been reached through the power of digital communication; and Dr. Mahmood thanked all who had participated for their instrumental role. The Synthesis Report had been translated in six languages, she said, and although it is not perfect it represents the best attempt to reflect the ideas gathered. Many of the issues raised are the same issues that had been highlighted time and time again. The consultation process validated these issues and concerns and highlighted why answers had not been found. It galvanized new partnerships and initiatives. It had not always found consensus, but it reaffirmed the hunger for change.



The outcomes and aspirations emerging from the consultation process had been consolidated into five key areas which are inter-dependent and overlapping. Dr. Mahmood highlighted these action areas as seeds for real transformational change. First, the consultations had called for a radical change in how the world thinks about accountability, particularly accountability for people's dignity and safety. Accountability mechanisms have to be developed because currently none exist for humanitarian action. Second, the consultations had called for greater humanity. In particular greater respect for international humanitarian law in conflict is needed. Time and time again the international community had reiterated that humanitarian action has to stop being used as a political tool. The focus has to be on addressing violence and root causes. The current flows of refugees are clear demonstrations of the consequences of political deadlock. Third, the consultation process had called for a recalibration of the roles and responsibilities of international actors, namely the leadership roles of Governments, regional organisations, first responders, community leaders and mayors. Aid delivered by local actors is often faster, more appropriate and culturally sensitive; and local partners have to be involved in responsible decision-making. Dr. Mahmood explained the consultations had made abundantly clear that first responders must have a leadership role wherever possible and so it is time to reorient the way international actors work. International, regional and national coordination have to be improved to create certainty by agreeing on arrangements in advance. Fourth, she

underlined that business as usual is no longer possible, especially in protracted conflicts. A new commitment for refugees is needed to uphold their rights and keep them safe for the future. The consultation process had raised the need to develop financing packages and livelihood opportunities. A radical redesign is needed and artificial barriers have to be broken down, because people do not see the difference between development and humanitarian action. They just want to see jobs, opportunities and education. New actors have to be involved, including diaspora networks and the private sector. The consultations had called for reinforcing shared standards and the humanitarian principles, namely humanity, neutrality, impartiality and independence, as a foundation for everything that is done and these are not negotiable, Dr. Mahmood said. Fifth, the consultations had called for innovation and efficiency in finance, because humanitarian actors could do amazing things—deliver food, shelter, and water when needed the most; reunite families; give children places to play; keep people safe from harm—but they cannot not do this without funding. People called for greater innovation, efficiency and accountability in turning dollars into results for affected people. Dr. Mahmood looked forward to the recommendations of the UN Secretary-General's High-Level Panel on Humanitarian Financing.

Dr. Mahmood explained that over the coming days, participants would discuss, improve and define those ideas they will take to Istanbul and beyond. She urged them to overcome differences, as success relies on participation, and what is really needed is commitment at the highest level. When people cannot not be protected in their time of need, it is not just a humanitarian crisis; it is a great crisis of global leadership, morality and values, because leaders must not put lives ahead of their interests and of military spending. A radical recalibration is required as to what is considered politically important. Dr. Mahmood asked where the morals that underpin society are, and stressed that these were not just her words, but words echoed by thousands of people in recent years. She said the World Humanitarian Summit brings an opportunity to restore a commitment to every life being valued equally and to ensuring that no one is left behind.

In concluding, Dr. Mahmood thanked her team for their work and underlined that this work had been a team effort. She called on all participants not turn their backs on this opportunity to create a better world, and promised to continue to be a champion of the humanitarian cause.

## DIGNITY: Put People First

### Part 1: Sharing the Experiences of Communities Affected by Crises

#### Moderator:

- Ms. Leila Buck, writer, performer and educator

#### Panellists:

- Mr. Azwar Hasan, Community Representative, Aceh, Indonesia
- Mr. Ragavanda Alphonsus, Community Representative, ZOA, Sri Lanka

To begin the session, **LEILA BUCK, Lebanese-American writer, performer and educator**, relayed the story of Hanan, one of the 1.7 million Syrian refugees living in Lebanon. Ms. Buck also shared some of her own experiences as a refugee in Lebanon, reflecting on the very short distance between safety and danger. After her presentation, she introduced the panellists and invited them to share some key lessons they had learned throughout their work at a community level.



**AZWAR HASAN, Community Representative, Aceh, Indonesia**, shared five lessons learned from his experience supporting relief efforts in Aceh. The first is that providing humanitarian assistance requires speaking the local language. He warned that humanitarian workers should not simply come up with their own programmes; they should be open to understanding local cultures and communities in order to efficiently serve their needs. The second lesson is the importance of delivering aid fast in order to save lives. To that end humanitarian workers should involve local people and make important documents available in local languages. Third, it is important to use local people as leaders and decision-makers. It is not advisable to use many international workers, unless they know the local culture and languages. Fourth, it is necessary to build partnerships with local aid agencies, as they can provide assistance faster but often lack resources to do so. Fifth, many organizations, both international and local, often leave the job half done because after they finish the big projects that had received funding, they move on to another disaster.

**RAGAVANDA ALPHONSUS, Community Representative, ZOA, Sri Lanka**, noted that loss of dignity is something all affected people had experienced and the core business of humanitarians is to restore dignity. He explained humanitarians often go into a situation with a solution or prior model based on their specialities and which they think can be simply exported elsewhere, yet prescriptive solutions only contribute to further loss of dignity. Communities know best how to cope in their context and it is thus crucial to include local communities in humanitarian decision-making and enable them to find their own solutions. Humanitarian workers tend to measure their success against deliverables, and they are focused on serving political masters rather than affected communities. A way needs



to be found to measure performance based on outcomes and not just on outputs. From a community perspective, it seems that for the aid industry glossy documents and high-level statements are enough to claim success, and this shows the industry is not accountable to its clients—the affected people. Mr. Alphonsus proposed establishing an independent monitoring and reporting mechanism, which would function outside the humanitarian community and through which local and international experts together could ensure accountability for dignity by monitoring the performance of agencies.



Ms. Buck asked about the ‘who and how’ of the proposed independent mechanism for monitoring and accountability of humanitarian assistance and how trust could be established between outside observers and local organizations with the required depth and perspective. Mr. Alphonsus responded that the international humanitarian community have to be prepared to make investments to preserve the dignity of victims. He said that in cases of disaster people from all over the world jump in to help without any knowledge of the local context, and donors often fund agencies that have no understanding of the local context. There is a need to ensure that interested agencies make investments in communities and build up relationships and trust in those communities prone to disasters in order to become better prepared for future disasters.

Asked about how to navigate situations of corruption or compromise on the ground, Mr. Hasan responded that there should not be a separate humanitarian aid community living in compounds. Locals should work and mingle with humanitarians, which would in turn increase transparency and accountability. Mr. Alphonsus underlined that the only way to improve delivery of humanitarian aid is to empower local communities. When communities are knowledgeable, it is easier to counter corruption; and he argued that without being closer to affected communities a lot of information would be missed by humanitarians. There indeed are security concerns that sometimes force humanitarian workers to live in compounds, but they still have to find a way to get closer to local communities.

Ms. Buck asked the discussants about their opinion on cash-based assistance to affected communities. Mr. Hasan said that cash is very helpful in the immediate aftermath of disasters: it could help people buy water and food, and perhaps repair houses. However, it is useful as a short-term rather than long-term solution. Mr. Alphonsus noted that a one-size-fits-all approach should not be applied

in the matter of cash-based assistance, which can be useful in some contexts and in others not. He recommended a case-by-case approach rather than universal application.

In terms of whether international donors would listen to local communities regarding how to manage the funds they provided, Mr. Alphonsus observed that the humanitarian community is used to complying with expectations of its hierarchy, which causes inefficiency and diminishes the dignity of affected people. Greater space at the country- and field-office level needs to be opened up for local input in decision-making. Mr. Hasan voiced concern that the humanitarian situation on the ground would not change unless the donor community opens up to input from the ground and humanitarian organizations radically change the way they delivered aid. He advised donors to sit and discuss with local people. Mr. Alphonsus reinforced the point that humanitarian workers should not become just a group of bureaucrats and need to be more attentive to local communities' needs.

## Part 2: PRESERVING DIGNITY IN CRISIS

### Moderator:

- Ms. Heba Aly, Managing Editor, IRIN.

### Panellists:

- Mr. Pekka Haavisto, Member of the Finnish Parliament for Helsinki, Finland
- Ms. Ulrika Modeer, State Secretary for International Development Cooperation, Sweden
- Ms. Afshan Khan, Director of Emergency Programmes, UNICEF

### **Amb. Mahboub Maalim, Executive Secretary, Intergovernmental Authority on Development (IGAD)**

**HEBA ALY, Managing Editor, IRIN**, opened the session by stating she was pleased that the word dignity is being used because if the humanitarian sector needs to be reminded to treat people as humans, then it has lost its basics. Dignity is at the core of all the reform and review processes. She acknowledged the need for the panel to try to build consensus on this issue and how to move forward because dignity is not only about changing mind-sets, but also about changing systems so that empowerment and dignity are built in.

**Ms. Aly asked AFSHAN KHAN, Director of Emergency Programmes at UNICEF**, to discuss how the way United Nations agencies work could be shifted so that they play a supporting rather than leading role in building local systems. Ms. Khan responded that a lot can be done in working with local communities before a crisis starts. That is why local community engagement from the planning level is so important before, during and after the crisis, and why much more effort is needed to engage with communities meaningfully. Ms. Khan highlighted a gap between how young people see their future and how they see the work of humanitarian organizations. The “no lost generation” agenda is about listening to the key issues of people, which are education and protection. Education is not part of frontline humanitarian response but it is pivotal to people on the ground, thus there is a need for change in this respect; and she emphasized that technology offers new opportunities to do this. An effective response based on local community needs and capacity is necessary. This means humanitarian workers have to be held accountable, which means listening more effectively to local communities about how things can be changed to adequately address their needs.

**Ms. Aly asked MAHBOUB MAALIM, Executive Secretary of the Intergovernmental Authority on Development**, to comment on the role of regional organisations and how local governments could be at the fore in coordination and capacity-building roles. Ambassador Maalim said that it is Member States that have to lead the process, because politics is to governance structures what oil is to an engine. Policy development is also important as policies are not effective if they don't find their ways into budget, legislative and operational systems. Coordination, information-sharing, response, appropriateness, and timeliness all need to be available so there can be talk about human dignity. Those who bear the brunt of the effort and who prepare appeals for people also have to care for dignity.

**ULRIKA MODEER, State Secretary for International Development Cooperation, Sweden**, was asked how to ensure that the humanitarian response takes into account the different needs and contributions of different groups, with the example given of how in some crises up to 70% of women are affected by gender-based violence, yet gender issues are often not funded and incorporated into humanitarian programming. Ms. Modeer responded that women are not only victims but are survivors and rights holders and it is overdue time to look at their role in humanitarian assistance. There is a need to look at the linkages between humanitarian assistance and long-term development cooperation, a point which the Sendai Conference had brought forward. Ms. Modeer acknowledged that capacity has improved and the world is responding in a better way, citing work in Nepal and the Philippines as examples. She urged that the structures and capacities in local communities and authorities have to be consulted.



Describing the practical ways had Finland has tried to empower people with disabilities, particularly in refugee camps, PEKKA HAAVISTO, Member of the Finnish Parliament for Helsinki, Finland, said the “no lost generation” issues are crucial and some of the stories of activities with refugee children and refugee teachers from Syria demonstrate that refugees are not only victims, but could develop from their situation. From his experience in Jordan, people have started speaking in terms of the professions and capabilities of refugees in camps. Regarding people with disabilities who are marginalized by their own communities, it is also important to reflect on how these people’s resources could be used and whether they have access to basic needs. The way Finland had been doing this is by bringing up issues related to people with disabilities in all bilateral programmes and providing funding to address the needs of people with disabilities in camps.

A question from the floor asked how international organisations can identify local partners that are credible and legitimate in terms of their own people rather than in terms of responding to international requirements. Ms. Aly said one idea she had heard is to create a database of local non-governmental organizations and questioned whether this is feasible, does it already exist and if it does, could it be scaled up? Another idea had been to dissolve international NGOs and United Nations organisations and replace these with smaller organisations that know the circumstances on the ground.

Ms. Khan said that creating a database is feasible and this is a model that can actively be pursued. In most crises, local communities are the first responders before any internationals go in. When

there are protracted crises, in particular displacement, a whole host of skillsets and capacities exist within communities that can help serve their needs. There are tools that can be built to empower that engagement from the start. In terms of dissolving INGOs and UN organisations, it is important to consider that the number and scale of crises is far beyond the capacity of either international or local communities alone. Thus partnerships are needed to engage effectively. She said there is also much more to be done with the local business sector. It is a question of how to adapt to needs; and the Summit will provide an opportunity to create ideas around how different groups could work together. For example, many young people want to be engaged not only as participants, but also as employees so they could earn, drive, and shape the agenda.

In response to the question on how to recognize legitimate local non-governmental organisations, Mr. Haavisto cited his experience in Mogadishu, where local organisations had complained that international humanitarian actors usually forget that locals are dealing and working with crises already on a daily basis. He spoke of a local initiative by a women's NGO which had the idea of paying boys to give up their Kalashnikovs. Local activities are taking place, but the international community has to find them.

Ms. Aly highlighted that one challenge is that donors can only fund big organisations and cannot support micro-initiatives. Ms. Modeer replied that in Sweden they have discussed micro-budgets, but there is dependence on international partners and how they relate to the local systems. It is about systems, not only about local partners. Some crises have been going on for decades, lengthy development cooperation has produced many lessons learned, and she suggested there is a need to get back to these in terms of linking development cooperation with humanitarian support.

Ms. Aly turned the conversation to highlight the core problem of incentive structures, because accountability is upward to the donor and not downwards to the people. There are proposed ways to resolve this, such as an independent mechanism that would monitor humanitarian assistance, or a process for agencies to be rated by the public and by donors to help donors make decisions. She wondered if these are feasible ways power could come to those people most affected. Ms. Modeer replied that Sweden has a system called "open aid" where figures are published on the internet, and that different standards such as the Sphere standard have been tried. Thus it is worthwhile to try out the idea of an independent mechanism; however most important is to build capacity among people, who could then hold local authorities, governments and international actors accountable. Mr. Haavisto continued that unfortunately most kinds of feedback mechanisms are not used by people on the ground. Even when internet and phone mechanisms are there, there is often not the right feedback to steer activities easily.

Ms. Khan said the role of education is crucial. Part of the challenge in many societies is there had been such a rupture of trust. Education is an opportunity to build it back, she explained, and it is generally underestimated what education could do to rebuild hope and society, especially when the only opportunity that some young people have is to pick up a gun. There is a need to focus on evaluating what works and bringing it back to community discussions. Ms. Khan described that when asked why they left Syria, many people said it is for the future of their children. Thus it is a question of not just looking at mechanisms and processes, but asking the communities themselves what is important. Cash-based approaches are not one-size-fits-all, but where markets thrive and they could create opportunities for women and youth, these are one way to rebuild societies. To her the question is: do programs have their intended impact, and if not, how they can prioritize what local communities needed.

Ms. Aly read a comment from the floor that proposed that localization is desirable but has to be balanced with professionalization. She asked what could be done to support local actors, being conscious of politicization, corruption, capacity and other issues they deal with. Ambassador Maalim responded that projects have to be delivered in appropriate places. Community-driven development implies that communities are at the forefront, but the problem is that however successful on the ground, some NGOs cannot pass the test. However if international actors work with them, they will



get there. IGAD has created a common programming framework, which brings together several clusters, and this process has forced international institutions to change. His organisation has a common steering system where heads of regional organisations and international organisations conduct planning together. Four years ago, the World Bank would not deal with regional organisations, but these practical steps have compelled them to do so.

Ms. Aly asked all participants to conclude by suggesting one concrete way for people to have dignified lives. Mr. Haavisto said that there is a need to see a stronger link between environmental and humanitarian crises. Ms. Khan said that there is a need for more community-based action and to effectively use existing tools to engage young people in understanding and defining what future humanitarian assistance should look like. Ambassador Maalim said that partnerships at all levels are crucial. Ms. Modeer concluded that participants need to be bold and try out new solutions for how resilience and capacities can be built.

## SAFETY: Protect Everyone from Harm

### Moderator:

- Ms. Nima Elbagir, Senior International Correspondent, CNN

### Panellists:

- Dr. Chaloka Beyani, Special Rapporteur on the Human Rights of Internally Displaced People
- Ms. Julienne Lusenge, Director, Congolese Women's Fund
- Mr. Yves Daccord, Director-General, ICRC
- Amb. Hesham Youssef, Assistant Secretary General for Humanitarian Affairs, Organization of Islamic Cooperation (OIC)



**NIMA ELBAGIR, Senior International Correspondent, CNN**, opened the panel by noting that affected communities have said that they want safety, dignity and hope above all and the discussion would focus on how to overcome obstacles to those goals. She began by asking what needs to be done to encourage more respect for international humanitarian frameworks. **CHALOKA BEYANI**, Special Rapporteur on the Human Rights of Internally Displaced Persons, said that the common message from refugee camps is that people enjoy no safety, have no dignity, and feel nobody is listening to them. The World Humanitarian Summit is a timely opportunity to reaffirm faith in the United Nations Charter and its principles and values. Respect for international humanitarian law needs to be ensured because it would protect civilians. More accountability is needed in individual criminal responsibility, as the fight against impunity has become an overriding problem. Dr. Beyani reminded participants that international human rights law is about the responsibility of States to protect civilians and prosecute perpetrators of human rights violations. He highlighted that internally displaced people and refugees often complain about discrimination and the aspects of international human rights law that address this issue have to be reinforced.

Ms. Elbagir continued by highlighting how risk is outsourced by international actors whereas local actors are at the forefront of disasters and conflicts, asking what can be done by international actors

to work more efficiently with local actors and resources. JULIENNE LUSENGE, Director, Congolese Women's Fund, responded that the Security Council has to reflect and review its strategies and approaches in order to properly implement United Nations resolutions. Women still have not achieved full security, and dignity is impossible to achieve unless local groups are given due attention. She highlighted that local groups are the real experts in the field and make the initial steps of relief by organizing the limited resources they have, so they are the ones who should be consulted before international experts with more resources at their disposal are sent into the field. Ms. Lusenge argued that humanitarian rights and human rights cannot be separated and that humanitarian relief is impossible to achieve without prior work on achieving stability. Dealing with impunity is critical. Finally, constant empowering through workshops and trainings is needed to strengthen the relationship between international and local humanitarian actors. Any programme that the international humanitarian community launches should at some point be implemented and furthered by local humanitarian actors.



Responding to a question regarding what is needed to ensure safe humanitarian access to vulnerable communities, YVES DACCORD, Director-General, International Committee of the Red Cross, underlined the importance of close physical proximity of humanitarian workers to affected communities. Even though the world is very connected, the human factor remains a critical one in order to build trust with affected communities and understand their needs. Trust also comes through proximity to national and local governments. Mr. Daccord emphasized the importance of risk-taking in humanitarian work, because having a local presence facilitates this work. Finally, he valued humility and stubbornness as important elements of humanitarian assistance. The responsibility of humanitarian actors is not to find political solutions to conflicts, but to stubbornly find ways to provide humanitarian assistance.

If part of being radically principled is being neutral, Ms. Elbagir asked in which ways the politicization of humanitarian assistance could be avoided. HESHAM YOUSSEF, Assistant Secretary General for Humanitarian Affairs, OIC, noted that people in refugee camps had said their priorities are safety, dignity and hope and that nobody could be convinced that they are safe if they feel they are not. The WHS is thus crucial in addressing those issues and how they can be translated into concrete reality

on the ground. Too many actors have all kinds of priorities, but they do not put people first and it is important to agree on steps to achieve this. People had said that the international humanitarian community is not listening to those who are suffering and so it should listen more. Ambassador Youssef described how politicization has different levels and natures. It is a problem that has been on the rise over the past several years and has to be addressed. The main way to address it is to ensure that the core humanitarian principles and international humanitarian law are respected. However he felt that unfortunately, international humanitarian law does not have teeth.

Discussing how to seek accountability without politicization, Ms. Elbagir asked if the United Nations Security Council needs to be reformed in order to take meaningful action on the ground. Mr. Daccord said that the United Nations Security Council would not be relevant without reform, and because the notion of absolute veto power is untenable, over time reform is inevitable. He also underlined that along with the Security Council, other mechanisms can be examined to provide an institutional space for non-politicized debate on how respect for international humanitarian law can be strengthened. He pointed out that the quadrennial International Conference of the Red Cross and Red Crescent serves as an important forum to regularly examine humanitarian matters of common concern. He underlined that the next International Conference in Geneva (December 2015) should permit the emergence of a consensus on how to “give teeth” to international humanitarian law, notably by establishing a regular forum for States to discuss and cooperate on ways to improve compliance with this body of law.

Asked what would be the framework to end the impunity of political actors, Dr. Beyani reminded participants that de-politicization of crimes has been part of the global agenda for guiding the conduct and accountability of individuals in conflict, and the International Criminal Court is a major organ for fighting impunity. But, there are problems in the implementation of its mandate, notably the pushback by States. The very entities that are supposed to regulate conduct in conflict have become complicit in impunity. The international community and States have become very distant from the United Nations’ ideals and the means of overcoming the power of veto in the United Nations Security Council have to be found.

Ms. Elbagir asked if it could be said that many communities in conflict are beyond reach, and if yes, then could an argument be made for community-based self-protection. Ambassador Youssef responded that in recent months many Syrian refugees have come knocking on European doors, however that is a very small portion of those who are suffering inside Syria. There are millions who have no chance to reach Europe and are living under much worse circumstances. Those living in Turkey, Lebanon and Jordan number four million and the situation is getting out of hand. Yet those who try to access vulnerable groups could be accused of cooperating with terrorist groups and so the question is quite complicated. The reason for the current humanitarian problem can be found in the lack of political will and leadership to resolve crises.

In addressing how justice mechanisms can be strengthened in order to prevent sexual and gender-based violence, Ms. Lusenge responded that the question has to be solved at the level of the Security Council and not be left in the hands of national governments. Crises should not be allowed to continue and impunity has to be fought at both the national and international level. Member States that finance the International Criminal Court have to help address the issue at the local level and those responsible have to know that they will be punished for their crimes.

Ms. Elbagir asked how international humanitarian law can prosecute cases such as the recent attack on the hospital in Kunduz. Mr. Daccord noted that over time health care workers and personnel have been under increasing pressure and danger. The international community needs to mobilize in order to address the worrying trend where clinics and hospitals are the first targets of attacks by armed forces. It is the responsibility of humanitarian workers to ensure this issue is at the centre of the humanitarian agenda. National legislation should prosecute such attacks and armed forces, both state and non-state, need to be engaged in discussion about the safety of humanitarian workers. Dr. Beyani highlighted the centrality of international rule of law and the need to comply



with it, especially in regions without frameworks for internally displaced people. He noted that in the fight against impunity, the International Criminal Court is complementary to national legal systems. Mr. Yousef underlined the importance of legal frameworks both at the international and national levels, of making financing sources available for protection, of training the media on what is happening in term of IHL violations, and of the role of religious leaders in protection. Mr. Daccord stressed the need to strive for close physical proximity with affected communities, ensuring collaboration with local communities and rethinking balancing the risks for humanitarian workers because a principled approach is measured by the people on the ground. Ms. Lusenge concluded by underlining the importance of listening to local groups and helping them carry out their work by providing them meaningful aid and resources.

## RESILIENCE: Build Hope through New Solutions

### Moderator:

- Prof. T. Alexander Aleinikoff, Special Advisor to the UN System's Chief Executive Board

### Panellists:

- Ms. Chandni Joshi, Chair of Women's Charter of Demand Forum, Nepal
- Mr. Colin Bruce, Senior Adviser to the World Bank Group President and Designated IASC Principal
- Ms. Izumi Nakamitsu, Assistant Secretary-General and Director of the UNDP Crisis and Recovery Unit
- Dr. Asha Kambon, International Expert in Disaster Risk Reduction & Gender and Development
- Ms. Ertharin Cousin, Executive Director, World Food Programme



**ALEXANDER ALEINIKOFF, Special Advisor to the UN System's Chief Executive Board**, opened by saying that the Synthesis Report put forward a number of proposals on the topic of solutions, such as a new cooperation framework for humanitarian, development, climate change and peacebuilding communities; preparedness and response at national and international levels; scaling up social protection measures including development goals; developing a comprehensive refugee management plan; and managing crises better through building a global crisis alliance. He noted the calls for stronger links between humanitarian and development communities and asked what that would really mean in practice.

**ERTHARIN COUSIN, Executive Director of the World Food Programme**, replied that the need to bring humanitarian and development actors together is a misnomer. The challenge is to bring together the activities of what is traditionally defined as the work of each group, and to ensure the adaptability of response in order to meet immediate life- and livelihood-saving needs in the aftermath of disasters. The tool available to bring these communities together is data, which supports prevention work and can be used to build the resilience of affected communities and help them build back better. The challenge she highlighted was finance: ensuring that there is necessary data to prepare, respond and build the resilience of affected communities requires more funds for a longer period. Additional funding would facilitate the cooperation of humanitarian and development communities working with governments and with affected communities at all stages.

**IZUMI NAKAMITSU, Assistant Secretary-General and Director of the UNDP Crisis and Recovery Unit**, explained that the notion of a “continuum” from humanitarian to development is inaccurate and that the new SDGs will enable the international community to work together in a much more integrated manner. She raised three necessary changes. First, it is necessary to invest more in prevention and risk reduction to address the underlying causes of humanitarian needs. Particularly in armed conflicts, conflict prevention and addressing root causes also have to be prioritized. Second, there must be concrete mechanisms for working together in crisis response. That means jointly understanding the risks, jointly planning the response, and jointly planning the financing of response programmes. Thirdly, a new sustainable model is needed to address protracted crises and displacement. It is necessary to address the needs of host communities, using the required level of political decision-making, and to adopt a more localized approach to caring for the needs of refugees.

Prof. Aleinikoff next asked how the international humanitarian community could boost local capacity for disaster response, with a focus on gender equality. **CHANDNI JOSHI**, Chair of Women’s Charter of Demand Forum, Nepal, stressed the centrality of people in humanitarian response and highlighted that when referring to ‘people’ this has to be broken down further to see the specific needs of women. Because the principle of gender equality is not reflected on the ground, women and girls are more severely affected by crises for a longer time. More women die in natural disasters and their leadership roles in post-disaster rehabilitation are often not recognized. Women’s contributions to the local or national economy are forgotten, as they are primarily seen in their caregiver or reproductive roles. Ms. Joshi argued that the cost of gender-based violence for the local economy needs to be calculated, because for example in Nepal, there is never a safe space for women; they suffer from sexual assaults and are trafficked. Humanitarian assistance thus has to be gender-sensitive, and planned with an understanding for women’s needs and their capacities in disaster response and management.



In response to a question on the role development actors have in humanitarian situations, and what incentives they could be given to be involved in humanitarian situations, **ASHA KAMBON**, International Expert in Disaster Risk Reduction and Gender and Development, said she did not feel integration of humanitarian and development actors has happened and there is a long way to go. Development

actors are not being engaged enough, but there is a role for them; they can grapple with the data and help understand root causes. The international community has to come to terms with root causes, understand them deeply, and apply policy recommendations to this understanding. Addressing the major challenge of the 21st Century—the mass movements of people resulting from conflict- or climate-related crises—is in her opinion all the incentive development actors need. Another incentive is the closeness of humanitarian actors to beneficiaries on the ground because such a direct relationship is not always the case for development actors. She advised that development actors should direct resources towards risk reduction, livelihood analysis, new livelihood opportunities, and access for people.

Professor Aleinikoff said that the Synthesis Report talked about the need for more support from the development community. He asked about roles and incentives for the larger development institutions such as the World Bank in the humanitarian field. COLIN BRUCE, Senior Adviser to the World Bank Group President and Designated IASC Principal, said that the World Bank accepted that there is a legitimate and underserved role for development actors in the field. Data, particularly on protracted displacement, speaks for itself. The corporate objective of the World Bank is to eliminate poverty in a generation and although poverty had fallen for the first time to under 10 per cent globally, it is now concentrated in areas affected by conflict and susceptible to forced displacement. When it comes to the issue of hosting refugees, a distinction between three situations is needed. First, 50 per cent of refugees are hosted by neighbouring countries, many of which are middle-income countries. Second, there are many low-income countries hosting large numbers of refugees. Finally, there are many developed countries that although distant from conflict have become magnets to refugees. Mr. Bruce acknowledged that with regards to low- and middle-income countries, it is known that displacement has substantial costs. This is particularly obvious in the Middle East, namely in Jordan, Lebanon and Turkey where the costs exceed 1 per cent of GDP. There is also a social cost which exacerbates tensions between refugees and locals. Thus the cost associated with hosting refugees demands that these countries be compensated. This is particularly true for middle-income countries, which often do not have access to concessional resources. The World Bank is mindful that displacement and refugees can have a positive economic impact over the long term, and a focus is on advising governments on what types of policies would generate dividends in this area.

Prof. Aleinikoff asked how other major development donors could be involved, to which Ms. Cousin responded that the challenge is in establishing a legal environment that would allow refugees to support their own livelihoods. A legal agreement is needed that would allow business development and employment of refugees. Actors have to meet the needs of the displaced population, and provide the tools and agreements to support people's ability to work in longer-term situations to ensure that they can meet their own economic needs. Thus, the question is how to incentivize governments to allow not just the presence of refugees but for them to support their own livelihoods. Dr. Kambon said that it is critical to have the technical support to look at policy recommendations to empower people, allow for social protection measures and provide education. She stressed the need for education of populations to combat xenophobia at the national level, because an atmosphere of xenophobia makes it difficult to pass the necessary legislation.

Ms. Nakamitsu contended that the focus on local capacities has to go beyond the current model, where humanitarian workers look after the displaced and development workers look at communities because during emergencies development organizations do not get much funding. A new business model is needed to tackle such a massive scale of displacement, one that builds upon political agreements and legal actions by these countries. Opening the labour market in host countries is good for the dignity of displaced people so that they don't depend on humanitarian handouts. It is also good for the economy, so that the host government would not have to spend its resources. The displacement situation will not be resolved any time soon and therefore there will have to be better coordination among the political, humanitarian and development fields. Ms. Joshi elaborated that cost has to be looked at as a contribution. Nepal has hosted refugees for a long time, and these are now the best carpet producers. Thus, a niche is created where women and men can contribute.



Mr. Bruce talked about the findings of a World Bank joint report that looked at broad demographic trends across the world; namely, the aging global North on one hand, and the young global South on the other. The title of the document spoke to the findings: “Want a growth strategy? Take in migrants.” If the right policies are adopted by host countries, this could be a stimulus for growth. Refugees are often in geographical spaces that are neglected anyway, so they are not really competing with local populations. Thus a significant change is being seen by governments in trying to address this problem, because it helps them deal with their domestic problems of marginalization.

Asked how the World Humanitarian Summit can take on board the conclusions of major international endeavours, including the Sustainable Development Goals, Ms. Cousin noted that the SDGs set 17 goals in order to build peace and prosperity for humanity. Putting those furthest behind first is the main aim. The most vulnerable populations, including women and children, have priority in humanitarian assistance. It is necessary to ensure that what is done in humanitarian action makes it possible for everyone to live together with more peace and prosperity. She said the greatest challenge is how to ensure that after immediate needs have been addressed, affected people will continue to prosper and progress.

Each panellist concluded by sharing the commitments they would like to see if a statement by the humanitarian and development communities were to be made in the Summit outcomes. Dr. Kambon underlined that those commitments have to address inequality, which is the one of the root causes of displacement and conflict; and agreements have to be pinned to the SDGs. To that end it is necessary to reduce the difficulties faced by migrant populations in returning remittances, because many countries and families depend on these. Ms. Joshi quoted Dr. Mahmood, that the Summit should not pay lip service to gender equality. Many lessons have been learned this year and one of the most important is that the Millennium Development Goal for gender equality was not achieved and it is shameful that not even one country has achieved the aims and goals set in the Beijing Platform for Action or Declaration. This is a wake-up call, particularly for Member States. She also highlighted that funding should not be piecemeal for one or two years, but part of integrated development scenarios. Ms. Cousin noted that the use of data would ensure that those most vulnerable would be given priority. Recovery and resilience would ensure that the world would meet the SDGs universally. That requires collective effort. She stressed the key issue is working together with partners, including governments, and ensuring that innovative finance is a true opportunity for developing new funding mechanisms, ensuring real resilience for future challenges. Ms. Nakamitsu noted that protracted displacement is a great concern. Achieving better predictability in development assistance is required, as well as including displaced populations in national development plans that better reflects their concerns. The UN needs to commit to leadership in humanitarian assistance and act as a catalyst in bringing a whole range of actors together to be part of the solution. Mr. Bruce underlined the need to highlight conflict-driven crises in any agreement. These crises represent the failure of the current political system and therefore the peace architecture, including peace operations, needs to be revisited. He also said that better data and analysis of those to be targeted is needed, both at the diagnostic and outcome stages.

## PARTNERSHIPS: Create Modern Reliable Response Arrangements

### Moderator:

- Mr. John Mitchell, Director, ALNAP

### Panellists:

- Amb. Dr. Badre Eddine Allali, League of Arab States Secretary-General and Head of the Social Affairs Sector
- Mr. Manu Gupta, Chairperson, Asian Disaster Reduction & Response Network
- Mr. Reto Schnarwiler, Head of Americas and EMEA Global Partnerships, Swiss Re
- Her Royal Highness Princess Sarah Zeid of Jordan, Global Maternal and Newborn Health Advocate



**JOHN MITCHELL, Director of ALNAP**, began by summarizing a recent ALNAP report that suggested that the humanitarian system is not broken, because humanitarian agencies still manage to provide assistance to millions of people around the world and that incremental improvements have been happening. However the system is very overstretched, underfunded, and is not able to adapt to different contexts, particularly as larger numbers of people are affected for longer periods and required protection as well as assistance. The bulk of resources are controlled by the United Nations and dominated by six big international NGOs, while local civil society is missing out. He asked panellists to discuss how to adapt to different contexts and deal with protracted crises, particularly by involving a wider range of stakeholders.

**AMBASSADOR BADRE EDDINE ALLALI, League of Arab States Secretary-General and Head of the Social Affairs Sector**, gave examples of the work of the League of Arab States in Darfur, Lebanon and Jordan. In most cases, the League coordinates its action with local governments; in other cases, it coordinates and delivers aid in cooperation with local actors. The League is also cooperating with several United Nations agencies, in particular with OCHA. Ambassador Allali highlighted that no country alone can manage humanitarian aid and that humanitarian action should have the right mix of regional and international actors, depending on the context. Local actors can be pivotal, but

the umbrella of international organizations remains important to the credible and safe delivery of humanitarian assistance. There has to be a flexible distribution of roles depending on the situation, which is why the League is setting up a coordination mechanism. Mr. Mitchell asked why such coordination is necessary, to which Ambassador Allali responded that given the escalation of crises in the Arab region there is a need for a mechanism that will coordinate all the assistance in the region. The aim is to improve the flow of assistance and to ensure that affected people will indeed benefit from that assistance.

**Her Royal Highness Princess SARAH ZEID of Jordan** noted that despite pronouncements that all individual needs should be met and all rights upheld, the reality has shown failure. In every sector and sphere there is a need to redefine what has to be achieved and how. The international humanitarian community needs to act as agents of change. Princess Zeid stressed the importance of meeting the needs of girls and women, in particular with respect to their sexual and reproductive health, because women need adequate services if their children are to survive. Multiple international standards define their rights, and yet those are the most poorly funded ones. She highlighted that women play key, but often invisible, roles as first responders to crises and are core partners in building resilience and delivering assistance. Under their leadership local communities can survive and rebuild and therefore to ignore their contributions would be short-sighted. In tearing down the schism between humanitarian and development goals, she stated it is necessary to centre efforts on building partnerships with local communities, with a particular focus on women and youth. The new SDGs emphasized that fragile areas should be the priority of the new humanitarian strategy and Princess Zeid expressed hope that more and better funding for sexual and reproductive health services for girls and women will become a reality.

Mr. Mitchell remarked that there is a huge gap between humanitarian and development communities and asked about the role of the corporate sector in closing that gap. In response, RETO SCHNARWILER, Head of Americas and EMEA Global Partnerships at Swiss Re, made the case for collaboration with the private sector, in particular with the insurance sector, in responding to natural disasters. Trillions of dollars of damage are incurred due to natural disasters, but only 30 per cent or less of that sum is insured; so governments, donors and individuals have to pick up that cost. Swiss Re has been working with insurance companies across the globe in order to provide immediate financing after natural disasters, and has accumulated a lot of information and knowledge about natural disasters and pandemics. He gave examples, including how the Mexican Government now uses a tool called parametric insurance to finance their relief efforts or how in the Caribbean region, a number of payouts have helped participating governments to finance some of their relief efforts after storms and earthquakes. In Africa, a very successful facility had been used to finance addressing the consequences of droughts in the Sahel region, with the payment made even before a United Nations appeal is launched. Swiss Re has also worked with civil society, for example in Bangladesh on the issue of flooding, and in a ground-breaking effort has worked with the World Bank to create a new facility to address the risk of pandemics. Mr. Schnarwiler urged participants to consider insurance as a useful tool in humanitarian assistance. Mr. Mitchell asked why it has taken so long to apply insurance in humanitarian action, to which Mr. Schnarwiler responded that for many in the room it is a new concept and that although at the macro level it can succeed, it is very complex to apply in humanitarian assistance. He urged the humanitarian community to partner with leading providers to bring their skills on board.

**MANU GUPTA, Chair of the Asian Disaster Reduction and Response Network**, explained that his organization realized long ago that success is about partnering, not just about giving. Their focus is now on facilitating relief and reconstruction among the most affected communities. Their outreach has increased several-fold and partnerships are central to their work, moving beyond funding to mutual learning and leveraging each other's strengths. Many local organizations in the Asia region and the global South form part of the ADRRN network. They learn from each other and provide valuable leadership roles. Highlighting that it is important to work on building trust on the ground, Mr. Gupta explained that partnerships cannot be based on risk aversion but have to be more positive and forward-looking. There is a huge trust deficit between international and local actors, so that divide must be bridged. He stressed the need for decentralization of the IASC system, to look for partners

at regional and national levels, and to create pooled funding for the global South managed by national and local organizations. In order to work in partnership and learn from each other, Mr. Gupta proposed it is necessary to drop the approach of domination based on who has the most money. He highlighted that the Synthesis Report addressed some of those issues, for example through the Charter for Change. Partnership across sectors, and between governments, private sector and civil society, is also necessary because local communities do not view these in a compartmentalized way.

In response to Mr. Gupta's comments on partnership between the private sector and humanitarian community, Mr. Schnarwiler explained that this has to begin with having a clear understanding of the roles and expectations of all parties involved. In terms of breaking down barriers, he felt that sharing a common vision is a starting point. The private sector is open to working with the humanitarian sector; it is all about starting the dialogue, clarifying roles and defining clear expectations on what is to be accomplished by the various partners involved in humanitarian assistance. When asked whether there is any clash between the principles upheld by the humanitarian community and those upheld by the private sector, Mr. Schnarwiler replied that he did not see any conflict between those values, adding that organizations such as Swiss Re maintain very strong principles and therefore there should be no clash.



Turning the discussion to conflict settings, Mr. Mitchell inquired whether the idea of localization in such settings is always a good idea. Mr. Gupta confirmed that it is a good idea to partner with local organizations, however in a conflict context more work is necessary to identify real local leaders or local actors that communities related to. Sometimes it is just presumed that the existing institutions enjoy trust, but there could be many who are excluded and there also could be local teachers, midwives and other local leaders who are trusted more than institutions. Ambassador Allali explained that the experience of the League of Arab States had showed that every situation is specific. Partnerships with both governments and other local actors could work well. It is good to have localization if possible, but the context is not always favourable so there is need for adaptation.

Mr. Mitchell asked how the League of Arab States plans to involve youth in the coordination of humanitarian assistance. Mr. Allali responded that it is necessary to focus on their needs, such as education,



employment and hope, prepare them for the future and make sure that they do not fall under the influence of extremist movements. To that end for example the League is providing scholarships to Syrian students studying abroad because these youth would play leadership roles in the future. Princess Zeid added that youth in the Arab States and North Africa constitute a very high percentage of those societies and unless they are empowered and their rights are considered, there will be many problems in the future. Underemployment is a great issue for youth and addressing livelihoods after conflict is equally important as providing immediate help. Girls are particularly vulnerable because their entire reproductive cycle could be spent during and after conflict.

Mr. Mitchell asked the speakers to conclude by reflecting on how partnerships could be built and improved through practical steps. Mr. Schnarwiler noted that sharing experiences would be the first practical step. Princess Zeid highlighted the need for better communication across sectors and specializations, and between the private and public sectors, along with the need to better explain to the world at large why it is necessary to care and to sustain attention on issues and to continue investing. Mr. Gupta underlined solutions will come from continuing the multi-stakeholder, open process and that the most difficult problems could be solved by building partnerships from the bottom up. Ambassador Allali said the key words are coordination and cooperation among international organizations, regional organizations and local actors. It is important to ensure that the needs of local actors for capacity-building are met and equally important to enlarge and expand cooperation and coordination among regional organizations with similar missions, through exchange of best practices and lessons learned.

## FINANCE: Guarantee Minimum Requirements for Life and Dignity

### Moderator:

- Ms. Judith Randel, Founder and Strategic Advisor, Development Initiatives

### Panellists:

- Commissioner Kristalina Georgieva, European Commission Vice-President for Budget and Human Resources and Co-Chair of the High-Level Panel on Humanitarian Financing
- Dr. Abdullah Al-Matouq, UN Secretary-General's Humanitarian Envoy
- Ms. Degan Ali, Executive Director, African Development Solutions (ADESO)
- Ms. Tara Nathan, Executive Director of International Development, MasterCard



**JUDITH RANDEL, Founder and Strategic Advisor, Development Initiatives** opened the panel by stating the importance of issues of finance and that these issues had been reiterated year after year and had proved intractable. In framing the discussion, she put forward that when discussing how to guarantee minimum requirements for life and dignity, there is the need to look beyond humanitarian sources of finance. Finance is about much more than money; it is about who is empowered or disempowered, who sits around the table, and what information is given to signal approval or disapproval. The world needs to look at the architecture of institutions and incentives for a new, changed way of looking at financing.

**KRISTALINA GEORGIEVA, European Commission Vice-President for Budget and Human Resources and Co-Chair of the High-Level Panel on Humanitarian Financing**, said that the Secretary-General had appointed the High-Level Panel charging them with three tasks: first, how to raise more money; second, how to make financing more predictable; and third, how to make contributions more efficient. Regarding raising more money, there is a funding gap that is likely to increase, so the world has to look at untapped sources as a priority. She highlighted that these sources are particularly in the private sector and that the issues are private funding being only seen as philanthropy and a lack of clarity in the frameworks. There is need to change the narrative from raising money to impact

financing. One key source raised is Islamic funding, because if only 1% of Islamic zakat finance had been captured last year, it would have closed the funding gap of six billion USD. The High-Level Panel on Humanitarian Financing has made recommendations on how to make insurance more assertive in terms of risk, how to ensure that money goes straight from the donor to the hands of beneficiaries, and how to make it possible for locals to be beneficiaries, rather than ending up with funding only if they are being trusted. The Panel recognizes that in protracted settings the traditional delivery of humanitarian financing is impossible. Thus the Panel would make structured and systematic recommendations on a 'grand bargain' to donors, implementing agencies, businesses, and civil society on how to work together to be more predictable with less money in protracted situations. Agencies would be required to be more transparent in cost structure, to accept functional reviews as a normal business model, focus on priorities, stop competing and fighting for resources, work collaboratively, and be able to demonstrate and measure results. Ms. Georgieva expressed hope that the Summit will be a magnet to drive the world to leap forward towards systemic change.

Ms. Randel said that institutional arrangements exist that will enable all this to happen. She asked **ABDULLAH AL-MATOUQ, the United Nations Secretary-General's Humanitarian Envoy**, to comment on the mobilization and sustaining of financing in the Middle East, and to highlight issues that prevented it from being effective. Dr. Al-Matouq replied that financing is a very complex idea and the most important element of fundraising is trust, which has to be based on transparency. Sources of finance are plentiful until trust is broken and if there is a lack of transparency, it is impossible to raise the funds needed. Many people question where their money went and these are legitimate questions. There are many sources of Islamic funding, such as zakat, sadaqa and waqf, and there are people who donated millions of their personal funds. The problem is that some modes of funding are not well known and had not been marketed well enough. He also felt that these amounts are not being invested properly. The final key challenge for fundraising Dr. Al-Matouq raised was terrorism. The world has to put an end to terrorism and must have rules that will deter funding of terrorism; however there is lack of consensus on defining terrorism and therefore it is difficult to make rules to help those working in the humanitarian sector.

Asked to comment on Southern NGO funding, DEGAN ALI, Executive Director, African Development Solutions (ADESO), stressed that financing is indeed a critical issue. It is difficult to influence power and have architectural and systemic change without resources. If no money is available for Southern NGOs to fly to these forums and pay for their plane tickets and hotels, they cannot influence these panels. In the current aid architecture there is a disincentive for funding overheads and institutional capacity, a very important problem that has to be addressed. Southern NGOs have agreed on a recommendation that by 2020, 20 per cent of direct funding through humanitarian and development appeals should go directly to Southern NGOs (those who have headquarters in the South and are not affiliates of Western NGOs). They had also proposed the establishment of a pooled-funding mechanism, managed by and for southern NGOs and not by INGOs or a UN agency. Ms. Ali highlighted that the question of trust is linked to the question of efficiency. The global South operates around parameters very much based on trust. To release funds, there is a need to track each dollar from taxpayers in the South or North, but the question is how to account for it. There is a need for real transparent and factual financing if the international community wants to unlock the potential of Islamic social financing, because there are very strict rules around overheads. Finally, she agreed that it would be impossible to unlock billions of dollars of Islamic social financing if Muslim people are banned from sending money due to anti-terror regulations. These limitations are seen in both non-Western and Western countries where banks are not willing to work with faith-based originations. Thus the application of strong counter-terrorism legislation has to be addressed.

**TARA NATHAN, Executive Director of International Development, MasterCard**, was asked to comment on the use of cash and how to scale this up. She said that the overwhelming majority of capital in the developing world is private, constituting 70-80 per cent of all capital flows. The question is how to engage the private sector. She said that asking for philanthropic dollars from the private sector is a limited game, and getting the private sector to play a critical role is about tapping into the expertise of each individual private sector actor. Regarding how digital payments could provide efficiency in international aid, Ms. Nathan said that payments through cards and mobile phones enable the

empowerment of beneficiaries, give them the dignity of choice and create transparency. One of the things MasterCard is looking into this year is digitizing payment flows, creating products that enable cash delivery to happen on-line or biometrically, so that they can ensure that when money is sent to a beneficiary, particularly a woman, she will actually receive it. More importantly, the ability to track the funds flowing from donors to the very last beneficiaries is possible with digital payments and this is a means to ensure that a greater percentage of every dollar of aid actually reaches the beneficiary.



Speaking to innovation from a technology perspective, Ms. Nathan said this could unleash many solutions. MasterCard has built a platform through which a set percentage of every transaction could go towards a humanitarian programme. She reiterated that the technology is easy; the hard part is trust. If the private sector is engaged, an environment has to be created that trusts that the private sector is giving as much as it is getting. If sustainable engagement from the private sector is wanted, the humanitarian world has to get comfortable with the concept of profit and that it creates accountability, transparency and a currency of exchange. Ms. Georgieva said that the issue of trust would remain deeply with them. This is trust between the North and the South, between new and the old dollars, between development, humanitarian, peacebuilding and security communities. It would not be easy, she advised, because trust is very difficult to build and very easy to lose. The question is how to set benchmarks for trust-building and this also applies to the private sector. The private sector has to help the international community understand they are there for profit but also want the public good.

Ms. Randel asked panellists about what institutional changes are necessary and how much transparency is a precondition to achieve efficiency, because people have to know where their money has gone. Dr. Al-Matouq stressed that participants in the room has to establish partnerships based on trust. He called for active and genuine partnerships between those engaged in humanitarian work that increase sources of finance. Ms. Nathan said that digitizing is the answer to transparency and that the best way to achieve greater efficiency and dignity is to give people cash and do it digitally. The private sector looks for efficiency, but in the private sector it is a code-word for firing people. As they are looking to streamline and create efficiency, there are actors in between that may have to shift and actors that may have to retool, creating new opportunities. Ms. Ali said that institutional changes are about risk management being looked at in a different light, and starting from a position of trust, rather than an assumption that there would be corruption and lack of due diligence. In the



South they understand that they have to have standards of due diligence, and that taxpayers will hold them accountable. Institutional payments are probably more valuable for them than others, because corruption issues could blacklist them. Thus starting a conversation that is more balanced, rather than assuming Southern NGOs are corrupted, and giving them more space is crucial. The question is how to apply transparency standards through the tracking of payments, so that the humanitarian sector will have to enforce them. Ms. Georgieva said local people need to become first responders, as equipping them with the ability to act is both the fastest and most cost-effective way of delivering aid. Regarding responsibility, in today's inter-connected and inter-dependent world no longer could anyone turn to the other and say "your end of the boat is sinking" because they are all in the same boat. She concluded that humanitarian action is not charity; it is a responsibility that everyone bears and is in the self-interest of business.

## What to Expect in the Future

### Moderator:

- Ms. Karen Allen, Southern African Correspondent, BBC News

### Panellists:

- Dr. Maarten van Aalst, Director, Red Cross and Red Crescent Climate Centre
- Dr. Aisa Kacyira, Deputy Executive Director, UN Habitat and former Mayor of Kigali
- Mr. Majid Shangab, Policy Adviser, Youth Beyond Disasters
- Ms. Anja Kaspersen, Senior Director and Head of Geopolitics and International Security, World Economic Forum



**KAREN ALLEN, Southern African Correspondent of BBC News**, reminded participants that the goal of the World Humanitarian Summit is to predict as best as possible the humanitarian challenges of the future. Those challenges include climate change, scarce resources, rapid urbanization, global security and displacement, as well as challenges faced by aid workers. The aim is to get various stakeholders to sit down and listen. Some 200 million people each year are affected by disasters, which cost billions of dollars.

She asked **MAARTEN VAN AALST, Director of the Red Cross and Red Crescent Climate Centre**, to discuss how good the international humanitarian community is at being able to predict future crises. Mr. Van Aalst replied that there are big increases in risks and it is clear both that risks would change in the future but also that they are changing today, even though planning is still based on average historical records. Not everything can be predicted, but more could be than currently is. There is clearly a gap between science and the humanitarian community and between science and affected people. In terms of what is causing such resistance, he explained that firstly, while simple on-the-ground actions could be taken to address crises, scientists do not talk the language of ordinary people. Secondly, a response-oriented culture is still dominant in the humanitarian community which does not enable effective early action.

Ms. Allen said that modern technological changes are incredible and are being used to gather information from people on the ground. However, she noted politicians do not necessarily want to share relevant data with the public and asked in what ways could the collection and sharing of valuable data be encouraged. **AISA KACYIRA**, Deputy Executive Director of UN Habitat and Former Mayor of Kigali, explained that recognizing the value of local government agencies and building a positive relationship

and attitude between governments and other actors would enable easier access to data. In some cases however, governments do not possess the relevant data but often other organizations and institutions do. Coordination of data is an issue, because today the humanitarian world is much larger and more complex. Access to data needs to be quick, particularly in places that are urbanizing fast, but in such fragile areas consideration needs to be given to the needs and capacities of the local government.

Ms. Allen suggested that harnessing the power of technology could empower youth and asked if there is a role for youth as an agent between those who support technology and those fear it. MAJID SHANGAB, Policy Adviser at Youth Beyond Disasters, reminded participants that youth are leaders in the use of technology and social media and gave the example that a lot of the local response during the Nepal earthquake took place through the use of new technologies. Youth have a role to play and whereas governments may be scared to share data because it might expose them, youth are not scared of data and are more interested in using data to help others.

When asked how all stakeholders could help youth to best face future challenges, ANJA KASPERSEN, Senior Director and Head of Geopolitics and International Security at the World Economic Forum, explained that at the World Economic Forum there is a platform for young leaders because the ability to think ahead is one of the greatest assets of youth. They think with strategic foresight due to their exposure to new technologies whereas many people got caught up in what is happening now and it is difficult for them to see beyond the present and plan for the future.



Ms. Allen commented that there are frequent calls for equal partnerships, including between the humanitarian community and the private sector. She asked what anticipatory role the private sector could play, to which Ms. Kacyira responded that even in the middle of a crisis people need to think about the future. This is particularly true in urban settings where it is necessary to help businesses build the future through the use of existing indigenous capacities. In Iraq, for example, displaced people have no access to shelter and UN Habitat works with its sister agencies to establish camps and improve existing structures. At the same time, private sector companies use construction materials to build houses, provide jobs and fulfil the requirements of technical expertise. Ms. Kacyira suggested that partnerships be strengthened from a broader perspective, while being mindful of governance and organizational aspects.

Because the private sector often engages in political risk analysis, Ms. Allen asked what more could be done to break down suspicions about the private sector. Ms. Kaspersen noted that among the World Economic Forum constituents are some of the biggest global companies. They are trying to use available platforms and make responses more efficient, and to collect intelligence and best practices across sectors. However the biggest issue is translation, because everyone speaks about the same issues but uses different language. She also flagged that the private sector needs to improve its understanding about how intricate the United Nations system is to help optimize these relationships.

Ms. Allen turned discussion to the military, saying they have many commonalities with the humanitarian community and there have been calls for closer partnerships between them. She asked if there is greater scope for working with the military, to which Mr. Van Aalst replied that in the climate change world the military is increasingly engaged in addressing changing risks. In the context of long-term risks, their engagement could be used for the purpose of early warning signs. Responding to a question from the floor, he noted that there is no plan B for a country like Vanuatu in the context of multiplying threats because there is no planet B. A lot of effort is needed to manage risks and he highlighted that much could be done to better address the consequences of severe natural disasters, particularly climate-related.

Mr. Shangab said there is definitely a place for young people to act as agents of change in humanitarian response, because their focus is not only on making policy but on taking action. As an example he spoke of Uganda, where young people have taken into account climate change issues and changed their fish production techniques in order to respond to these. He underlined that youth are part of all stakeholder communities and therefore need to be involved in policy and decision-making processes. Youth make up more than 50 per cent of the population and localizing response will not happen without their support.

Ms. Allen noted that the delivery of humanitarian aid is also undertaken by Governments, which requires work with the local authorities, and asked if that does not run contrary to efforts to localize humanitarian response. Ms. Kacyira said that it works differently in different contexts. Local leaders indeed are the focal point, but it is also necessary to engage with broader authorities, such as sub-national authorities, national authorities and the military where possible. Across the board, women and youth are key elements in supporting and addressing humanitarian needs at the local level and thus it is necessary to invest in them. Youth are willing to learn and take risks so they will play an important role in the long-term planning, and not just in the short term. She contended that it would be helpful to demystify the military and unleash their potential for humanitarian work, including mentoring them on softer aspects of humanitarian response. They are technically equipped and take risks, and at the end of the day their involvement builds resilience.

Ms. Allen highlighted concerns within the humanitarian community around the involvement of the military and the issue of corruption. She asked whether, in light of increased engagement with the private sector, there are any provisions to prevent abuse and increase cooperation with the military. Ms. Kaspersen agreed that the issue of demystification of the military is an important one. As for the issues of trust, transparency and corruption, the reluctance of the political establishment to allow youth in politics poses a great challenge. She noted that political complacency is on the rise and trust and integrity can be built only through transparency. Asked whether there is a role for youth in building some of that trust, Mr. Shangab explained that for a long time many governments had seen youth as a threat rather than an opportunity. Youth have thus been developing independently and have been working on the issues that concerned them. For example, in Kenya where armed groups can easily recruit youth thanks to unemployment and the lack of socio-economic perspectives, youth are developing projects on creative alternative choices.

Ms. Allen flagged that it is becoming increasingly dangerous for aid workers in the field and asked about ways to ensure that people who are eager to deliver aid are not lost. Ms. Kaspersen emphasized the need for using an integrated planning process within a mission planning framework. Better intelligence and planning of field objectives would enable better assessment of risks. Ms. Kacyira said there is a commonness of purpose across the humanitarian community and a key area that



needs to be strengthened is leadership, which also has to be clearly defined as experts are quite often ignorant about the situations in which they are supposed to act. It is therefore necessary to unleash the potential of local leaders, including youth leaders. When the private sector, the military and youth are involved, they all have a sense of ownership.

To a final question around how early-warning systems could be used to protect those who deliver aid, Mr. Van Aalst said that there are unprecedented pressures on the humanitarian community. It is important to keep unpacking resilience and make sure that the discussion is very concrete. There are issues with incentives and financing, because it is necessary to leverage financing from elsewhere, and incentives do not always focus on the most vulnerable. The key is working in partnership, for example with sub-national leaders, youth and the military, and to have them join debates on partnerships. He concluded that the international community needs to look for large rather than small solutions.

## People on the Move: Forced Displacement and Migration

### Opening Remarks

- Prof. Walter Kaelin, Envoy of the Chairmanship, Nansen Initiative

### Moderator:

- Mr. Elhadj As Sy, Secretary-General, IFRC

### Panellists:

- Mr. Antonio Guterres, UN High Commissioner for Refugees
- Ms. Nasima Razmyar, 2010 Refugee Woman of the Year & Member of Parliament, Finland
- Ms. Monique Pariat, Director General, DG ECHO
- Mr. Jérôme Oberreit, Secretary General, MSF International
- Dr. Fuat Oktay, President of Disaster and Emergency Management Authority, Prime Ministry of Turkey



**WALTER KAELIN, Envoy of the Chairmanship of the Nansen Initiative**, opened the panel by citing the different categories of the millions of displaced people throughout the world. The world is facing one of the worst humanitarian crises of the decade, he said, and displaced people have specific needs that others do not, such as finding shelter and durable solutions to rebuild lives. National authorities need guidance and the question is how to ensure accountability in carrying out this national responsibility. There are international normative guidelines, national strategies and laws, and regional conventions. However these are exceptions. Too many regions and states do not have a normative framework that provides a basis for action and accountability. The international community needs to address crises not only at the humanitarian emergency phase but also in protracted situations, and the current financing crisis has to do with the fact that too many people are still unable to rebuild their lives. Participants have to discuss responsibility, empowering internally displaced people themselves, as well as civil society, local authorities, national human rights institutions, domestic courts and effective regional human rights mechanisms. All these have a big role to play and their responsibilities could be expanded. The United Nations' institutional capacity also needs to be enhanced because currently only a Special Rapporteur, supported by one staff member, is working on this on a voluntary basis.

Mr. Kaelin went on to say that in 2011 the Nansen Initiative took on the task of addressing the challenges faced by people in disaster-induced cross-border displacement. He added that one hour before, the Nansen Initiative consultation had adopted a document that embraced most of the recommendations put forward. This document highlighted many existing practices used by States, and provided a toolbox on how to prepare for disaster-related displacement which is a reality. While in the past most people remained internally displaced in their own countries, the dynamics now are mainly regional. The Nansen Initiative group had identified 53 States which had either received people, or refrained from returning citizens to disaster-affected countries. This amounts to one out of every four States in the world. The 114 States endorsing the agenda said more needs to be done and protection mechanisms needs to be strengthened, highlighting that temporary protection, humanitarian visas and other good practices can be used. Migration plans have to be integrated into resilience-building measures, climate plans and so forth; people need to be assisted to move out of areas at risk; and the protection of internally displaced people has to be enhanced in both conflict and disaster situations.

**ELHADJ AS SY, Secretary-General of the International Federation of Red Cross and Red Crescent Societies (IFRC)**, opened the panel by saying that internally displaced people and refugees are people in situations they want to get out of, people yearning for things that they have lost. One of the most important things they have lost is human dignity. This is historically not new. Different societies have had different responses to people on the move and it is unacceptable that tens of millions of people are forced to live in limbo for decades. He asked the panel what is needed to make the response better.

**ANTONIO GUTERRES, United Nations High Commissioner for Refugees**, said that there are three things that are crucial and require fundamental change. The first is respect for international humanitarian law, as national sovereignty has to be limited by the need to make human rights accepted. Second, the refugee problem draws a clear link between humanitarian needs and the development challenges of hosting communities. There is also a clear link between humanitarian needs and future solutions for refugees in terms of their integration or reintegration and the problem is not just to bridge the gap but to ensure that the two fields work together from the start. He highlighted that without a fundamental redesign of development funding, there will be no change and that development priorities have to be redefined because most refugee communities are in middle-income countries and these countries are not included in the development cooperation policies of major donors. He concluded by saying that while the multilateral humanitarian system is still essentially a Western-designed one, two-thirds of refugees and two-thirds of internally displaced people in the world are Muslim. It is essential that everyone on the ground be able to work together and plan together, on an equal footing, regardless of cultural differences and the truth is that this has not yet happened. It is essential that different voices from different cultural backgrounds come together and redesign the system with the same priorities, instead of in silos of mistrust.

Mr. Sy said being a refugee is neither an identity nor a permanent state, and asked what needs to be done to better support people on the move. **NASIMA RAZMYAR**, 2010 Refugee Woman of the Year and Member of Parliament of Finland, said that she had heard people saying that coming to Europe is like winning the lottery, but this is not true. People are fleeing from crises and they do not want to be in this situation. In order to ensure an adequate integration of refugees into societies, language skills are very important. She said that in Finland, language courses are provided for immigrants but that there are gaps, adding that it is also important to talk about how to combine language courses with working life and training. It is important to understand different cultures and there are other small things that mattered to ensure integration into society and less tension, such as how to sort garbage. Family reunification is extremely important as it is difficult to integrate into society if a child does not have their mother with them. Finally, the role of civil society is crucial as it gives support that is different to that of local authorities. Civil society has special knowledge, such as providing for women who have been victims of violence and the world needs to recognize and give credit to the work that non-governmental organisations are doing.

**JEROME OBERREIT, Secretary-General, Medecins Sans Frontieres International**, said that the current tragedy is about survival, and that survival has to be put back into the discourse. Rejecting the

survival discourse would make displaced people and refugees invisible and this will lead to other problems. The international community has to look at the political realities causing displacement and recognize that driving people further underground will only complicate the situation. It is important to recognize that aid actors are not the main actors; rather the main providers of assistance are civil society groups, individuals and, most often, displaced people themselves and there is need for these actors to come together on an equal footing. The current refugee situation is the result of a political response dominated by the security agenda and protecting borders and is not caused by individuals, so humanitarians have a direct responsibility towards the individuals. The refugee conventions and the convention for the displaced provide a minimum of humanity and respect for international humanitarian law and Mr. Oberreit emphasized that each group has the right to seek assistance; that individuals have to be given a face; and that stigmatization and labelling must be rejected. Institutions that are not providing or facilitating protection to those in need have to be held accountable and the international community has to be aware of double standards. He gave the example that it is unfair to lecture the Kenyan government, the host one of the largest refugee camps in the world, on the need to open its borders when those giving the lecture are closing their borders.

Mr. Sy asked what adjustments are needed from the donor community perspective to prepare for future migration. **MONIQUE PARIAT, Director-General, European Commission Humanitarian Aid and Civil Protection Department (ECHO)**, responded that reforms in three areas are required. First, reform is needed on the use of the right language and narrative. Second, there is a need to develop innovative approaches to aid dependence; and third, additional support to local communities and countries is needed. She asserted that all people on the move, whether refugees, asylum seekers, irregular migrants, or people fleeing climate change are entitled to protection. All forcibly displaced people are protected under international humanitarian law and entitled to economic and social rights and the international community has to show its respect for humanity and dignity. Alongside traditional durable solutions, an innovative approach to aid dependence is needed and so suitable conditions for self-reliance and self-generating activities have to be created. Cash-based assistance help self-sufficiency and provide a positive example of empowering individuals that has made tremendous changes in Iraq, Jordan, the Democratic Republic of Congo and other places. She highlighted that systematic support for host countries and local communities is crucial because local communities are the real first responders and the European Union is now engaged in a programme to do this. Ms. Pariat stressed that all this would be possible only if a genuine global partnership is created. Humanitarian aid is part of the solution, but it does not resolve conflict or address development issues and the international community needs to work with political actors to change this. She drew attention to the Synthesis Report which stressed the compelling need for a humanitarian-development partnership, where needs and capacity assessments are made jointly, as well as strategic and annual planning activities.

Asked about Turkey's expectations of and recommendations to the Summit, FUAT OKTAY, President, Disaster and Emergency Management Authority, Prime Ministry of Turkey, said that Turkey provides assistance on behalf of humanity. What host countries need to do, as Turkey had done, is to establish a very sound and effective response system and build capacity at local, regional and national levels. Systematising and standardizing services, not only policies and procedures, for refugees is also important. This means developing systems that others can replicate throughout the world; creating transparent and accountable aid distribution systems for donors, refugees and host communities; and capturing lessons learned and sharing them with the rest of the world. It also means providing access to labour markets; channelling funds locally to create jobs; enabling a cultural and social environment that ensure both local communities and refugees understand each other; granting dignity through empowerment; ensuring safety for refugees; building resilience and hope through long-term solutions; linking refugee to development issues; and promoting diverse financial responses to grant sustainable solutions. Dr. Oktay highlighted that Turkey hosted and provided for more than 2.1 million biometrically-registered Syrian refugees. But as far as partnership is concerned, either Turkey or the international community has not done a good job in recognizing and sharing the burden and responsibility. These are things that are discussed at the conceptual level, but when it comes to turning them into plans and projects, unfortunately the entire international community has failed to respond. Turkey expects the international community to share the burden and become part of the solution to help ease people's suffering.



Mr. Sy went on to read questions from the floor. He asked Mr. Guterres to suggest recommendations on what the Summit can do to influence Member States to protect the right of displaced people. Mr. Guterres responded that two issues are important. First, the national sovereignty agenda has been gaining ground in relation to the human rights agenda, and this is something that has to be reversed. The guiding principles are very important, but when it comes to internal displacement national sovereignty is treated as paramount and therefore enormous difficulties are faced in providing basic support. The fundamental question is how to rebalance the discussion between national sovereignty and human rights; and the Summit has to address this. The other issue is the question of prevention: the international community has lost its capacity to prevent crises. This is due to the fact that power relations have become unclear and impunity has increased among political actors. This is a discussion to be had at the political level as political leadership is required for countries to influence situations of conflict.

Asked to comment on the issue of displaced families fleeing from wars, Ms. Razmyar said that because numbers are increasing, the political discourse is changing. This has made it harder for families in Finland to reunite, for example. The problem in the European Union is that they concentrate on one crisis at a time. They have to look at crises worldwide and focus on those that are getting worse. The attitudes in host countries have to be changed, so displaced people are not looked at as poor people, or as people taking the jobs of locals. Ms. Pariat said that the European Union is focused on Syria but continues to support other crises everywhere in the world. It is true that there is a limit to its capacity to be present everywhere and this is why the link between the humanitarian and development agendas has been discussed. Additional development support is needed for situations where people are displaced for long periods of time because there should be no such crisis as a forgotten crisis.

Addressing the issue of protection, Mr. Oberreit said it is unacceptable that refugees are being told that asylum has to be sought elsewhere and this is a major issue due to the political realities. He called on countries not to incarcerate people seeking help. Humanitarian aid is meant for individuals themselves and not the countries hosting them. He reiterated the need for balance, as otherwise people will continue crossing borders in inhumane ways.

Mr. Guterres said that what is needed are more legal ways to help people come to Europe. Family reunification and the management of visas are key. Brazil had issued 20,000 visas and is a positive example in this respect. Smuggling and trafficking could not be fought effectively if the legal dimension is not addressed. Mr. Sy agreed the best way to eliminate smuggling and trafficking is to legalise the influx of migrants. Mr. Oktay said there are ways for host communities to build capacity and ways in which the international community could cooperate. He felt the resettlement issue is critical as no single country could provide a global solution by itself and the open door policy should be valid for all countries. Finding ways to host refugees and internally displaced people where they live, specifically in their countries, is also crucial. In order to do this, safe havens are needed in conflict zones. Turkey could provide strong suggestions on how to ensure liveable conditions in those places. Another solution is providing jobs, which is the best way to build resilience. Providing jobs requires creating jobs, creating jobs requires investment and investment requires either the public or private sector to come to the field and provide funding. This is a win-win situation where opportunities can be created for both local and refugee communities to preclude tension between them.

Mr. Sy asked Ms. Razmyar what can be done to transform political debate, because this could enable more compassionate policies. Ms. Razmyar said when people are given, on a daily basis, the wrong facts about immigrants, such as migrants getting much more than locals, this affects their thinking. Politicians have to bring the right facts to the table.

Mr. Sy asked why Medecins Sans Frontieres seems to be the only actor in the Mediterranean, to which Mr. Oberreit replied that the best thing to do for someone coming off the boat is to provide dignity, not to spray them with disinfecting chemicals out of fear of disease. Not letting people die at sea is the duty of States and assistance is a right of all. The programme of Medecins Sans Frontieres has not been created to duplicate, but rather to fill a gap until others are ready to fill it.



Ms. PARIAT said that the European Union is blamed for many things but a global response is needed. The European Union can do its share, but it cannot be a safe haven for all the problems of the world. Migrants have to be accepted as human beings and they have a right to dignity, but the fact that host countries are democracies and they have voters has to be taken into account. These voters are faced with situations such as joblessness and they are worried about the arrival of migrants. The burden needs to be shared globally, and adopting a partnership approach and finding innovative solutions for displaced populations is needed.

## Stakeholder Feedback Session

### Presenters:

- Mr. Ehab Badwi, United Nations Major Group for Children and Youth
- Ms. Degan Ali, Executive Director, ADESO
- Mr. Ian Ridley, Senior Director, World Vision
- Dr. Urvashi Aneja, Director, Center for Global Governance, Jindal University, India,
- Mr. Ade Daramy, Chair, Sierra Leone Diaspora Ebola Response Task Force
- Mr. Rene “Butch” Meily, President, Philippines Disaster Recovery Foundation
- Amb. Hesham Youssef, Assistant Secretary General for Humanitarian Affairs, Organization of Islamic Cooperation

**EHAB BADWI, United Nations Major Group for Children and Youth**, said that as a Syrian he has looked for a safe place in the world. He explained that his group is trying to remain in contact with youth in all situations, and to hold consultations with them. There are many young people in difficult positions just like those in Syria, for example in Iraq, Afghanistan, Yemen and the Central African Republic. He noted that young people are supposed to pursue education in order to achieve a sustainable future. Sharing stories of young people working in the humanitarian sector would demonstrate that they are an important force. Addressing how to include young people in the global alliance, he proposed they could educate their peers through awareness-raising campaigns, because youth are among the first responders to humanitarian crises and take that knowledge wherever they go. Youth are the future and they are the solution for building peace.



**DEGAN ALI, Executive Director, ADESO**, reminded participants that over 23,000 people had been consulted during the WHS regional consultation process. The key is to empower local actors to ensure dignity and respect for local communities. She wanted to give voice to the pain and frustration of affected people and if the international community wants to hear those voices, it has to be prepared to be uncomfortable. She highlighted that the Global Consultation had come up with some very concrete proposals for change, such as the Southern-managed pool fund and addressing the root causes of conflict. Because those directly affected by crises want more control over their own immediate situations and destinies, international partners should accompany them on the road toward self-reliance. Regional and local actors demand accompaniment rather than direction and this will require

a change in the current humanitarian architecture that will not be easy, but is necessary. She called on participants to use the next seven months in the run-up to the Istanbul Summit to turn recommendations into action.



**IAN RIDLEY, Senior Director, World Vision**, said that international NGOs have been working in humanitarian response for about 100 years. They partner with governments, civil society, community leaders, the United Nations and donors; partnerships resonate throughout all of their relationships. An opportunity for change is through engaging affected people and the best way to meet their needs is to empower them. International NGOs are ready to be part of the change, however he clarified that there is no single NGO voice and that in this diversity is strength. The needs of people affected by crises are best met through predictable response and capacity investments at all levels. However, humanitarian response alone is not sufficient and determined political will on the part of States is essential in solving crises. Mr. Ridley concluded by stressing the need for establishing clear priorities for the United Nations Secretary-General's report.







**URVASHI ANEJA, Director, Center for Global Governance at Jindal University, India,** noted that it is difficult to speak on behalf of the academic community, which tends to have a lot of disagreements. Nevertheless, academia should be used more in the redefining of the humanitarian structure. The growing decentralization of humanitarian governance is an area where academia could contribute. To that end it is necessary to expand the circle of academia and to include academics from the developing world, particularly those from where disasters are happening. A shift in knowledge production is a prerequisite for a power shift and therefore the production of knowledge systems needs to be redefined. Ms. Aneja argued that national governments have the responsibility to fund important research. Academia could help in creating a framework for evaluating partnerships in the humanitarian community, provide expertise in evaluating the conclusions that would emerge from the World Humanitarian Summit and play a role in capturing dissenting voices.



**ADE DARAMY, Chair, Sierra Leone Diaspora Ebola Response Task Force,** explained that diaspora needs to be included in humanitarian response because as their networks are already there before the crisis they are uniquely positioned to receive information from the ground and are thus knowledgeable actors. In particular, diasporas are in a unique position to advise international actors on

cultural sensitization. Their mechanisms are cost-effective, rapid and efficient, as resources are directly sent to affected communities. (He described how Sierra Leonean diasporas in the UK organized themselves in the 2014 Ebola epidemic and identified a culturally-specific need—protection for scooter drivers and passengers, because passengers must wrap their arms around drivers but this puts either at risk of contagion. The diasporas' solution: procure and ship thousands of cheap disposable raincoats which suffice as an anti-virus barrier.) He observed that diasporas are too often seen as just a 'wallet' and argued that in fact remittances could become a bridge between the local community and the humanitarian community. Mr. Daremy explained the unique position of diasporas makes them key players in resilience, restructuring and regrowth, and proposed that a networked platform of diaspora organizations should be created to help them become effective co-funding partners and act as advisers in humanitarian assistance. Humanitarian actors also need to learn how to work with diaspora partners. He ended with a proposal to use the WHS process to formalize the role of diasporas because it is already present in reality and diasporas are not competing to replace the current structure but to become part of it.

**RENE "BUTCH" MEILY, President, Philippines Disaster Recovery Foundation**, recalled the Sendai Framework's call for more involvement of the private sector in humanitarian response, particularly in economic relief, investment and job creation. The private sector is facing the challenge to come up with a new regional collaboration framework. In the Philippines, clusters of companies have been created on the basis of life-long needs. These clusters will be enlarged to involve partners including United Nations agencies, civil society and the military, helping to exchange best practices in order not to leave anyone behind. Mr. Meily shared that despite different backgrounds, cultures and religions, what binds actors together is stronger than what separates them, if they agreed on the common goal—a better life for everyone.



**AMBASSADOR HESHAM YOUSSEF, Assistant Secretary General for Humanitarian Affairs, Organization of Islamic Cooperation**, noted that there is determination that Istanbul will be a huge success from the perspective of all stakeholders. Ambitions are high and participants will not lower the level of their expectations. There is no time to waste in following up on the intensive phase of consultations: the roadmap to Istanbul is in the making and it is urgent to finish it. He proposed that the first track would be a stakeholder track, where recommendations could be distributed to governments, businesses, civil society, and academia, followed up by the formulation of actions that would then be adopted in Istanbul. He noted that there will be no inter-governmental negotiations at this stage. The

second track would focus on specific issues of localization, reform, resources, protracted conflicts and forgotten crises, refugees, international humanitarian law and protection. The third track would be devoted to regional steering groups and their expertise. Mr. Youssef expressed hope that a draft document on the outcomes of the Summit would be issued soon.



## Closing remarks

**LEVENT MURAT BURHAN, Ambassador, Deputy Undersecretary of the Ministry of Foreign Affairs of the Republic of Turkey**, noted that Turkey is strongly engaged in humanitarian efforts to respond in all types of crises, including epidemics, natural crises, protracted situations, and others. Turkey has provided the equivalent of 3.5 billion US dollars of official aid and 1.6 billion US dollars in overseas aid, and has become a leading actor in this field. That challenging experience makes Turkey see this situation from a larger perspective. The need for partnerships to make the global humanitarian system more effective and inclusive is crucial. The global system today can no longer adequately address increasing humanitarian challenges. Humanitarian crises inevitably cause economic, social and political spillover effects, which in turn affect global security. Ambassador Burhan highlighted that the number of internally displaced people and refugees has reached the highest levels since the end of the Second World War. Representatives of the global humanitarian community do not need dramatic images to realize the seriousness of the threat, and it is high time that the international community act effectively in a holistic and innovative manner. Innovative ideas are needed to respond better and to save lives, and there is a need to move forward with comprehensive, inclusive and wide-ranging solutions. The multi-stakeholder nature of the Summit will enable the international community to create a unique platform to join and coordinate the efforts of the humanitarian community. Turkey is fully committed to make the Summit a successful event. To that end it is crucial to have joint endorsement of the most important recommendations and Ambassador Burhan expressed hope that the significant participation of global leaders would mark commitments for the future. Turkey welcomes the five action areas outlined in the Synthesis Report because all carry a people-centred approach.



Ambassador Burhan reiterated that the humanitarian-development nexus has to be strengthened, as this has proven successful in the Turkish strategy in Sub-Saharan Africa where humanitarian needs have been aggravated by lack of infrastructure. Furthermore, the world faces a humanitarian catastrophe in terms of massive movements of people globally. Turkey currently hosts the largest refugee population in the world—over two million people—as the Syrian conflict reaches its fifth year. Turkish expenditures now amount to 8 billion USD, with little contribution from the international community, although the Ambassador acknowledged that the European Union has pledged more funds, which is a positive step. In terms of how to best use these limited resources, well-defined models are needed to ensure better coordination. Ensuring financial support is equally crucial. Research has



to be taken into account and innovative programmes, such as the cash based e-voucher assistance programme implemented since 2012 in Turkey, should be modelled as ways forward. The protection and empowerment of boys and girls is mandatory. Concluding that prevention, resilience and development are three crucial areas to focus on, Ambassador Burhan invited all stakeholders to support this historic process and to participate at the Istanbul Summit with high-level delegations.

**MANUEL BESSLER, Head of Swiss Humanitarian Aid at the Federal Department of Foreign Affairs,** thanked all participants for their active contributions to the debate and said that these aspirations and concerns now have to be taken home. The Synthesis Report is the thematic basis for the World Humanitarian Summit and the Global Consultation has enabled an important and valid discussion. Everyone present has experienced how animated the discussions were and joined the exchange of opinions. However, that discussion has to translate into reality. Some themes dominated, particularly putting people at the heart of humanitarian action. They need to be empowered because they are the primary actors in humanitarian action. In order to achieve that goal there is a need for proximity to populations and to localize humanitarian assistance. Recognition of the common values of humanity and respect for international humanitarian law and human rights is another key theme. The principles of neutrality and impartiality are the basis of humanitarian action and are not up for negotiation. The centrality of protection has been discussed and a broad agreement on the need for prevention and tackling of the root causes of crises is also one of the outcomes of the Global Consultation. Ambassador Bessler continued that the Global Consultation has paved the way for the United Nations Secretary-General's report. However, participants cannot sit and wait for that report. They have to build momentum and mobilize political will by engaging with States and organizations at all levels, and continuing discussions with all stakeholders. Follow-up discussions in Geneva will continue in that direction. Participants need to look at actors in the private sector and influence discussions there. In order not to leave anyone behind, sustainable development goals have to be transformed into reality and people need to be provided with resources so they can achieve the future they deserve. The World Humanitarian Summit has to renew commitments to a more humane world, he concluded, and this is a shared responsibility.

**STEPHEN O'BRIEN, United Nations Under-Secretary-General for Humanitarian Affairs and Emergency Relief Coordinator,** noted that World Humanitarian Summit is a truly remarkable process. He expressed appreciation for all the contributions to the interactive sessions where new ideas had emerged and everyone had learned from each other. Political momentum is developing around ideas that were previously unimaginable. The landmark Synthesis Report demonstrated support for change and placed people at the heart of humanitarian action. Recommendations focused on women and girls and their leadership role, called for respect of international humanitarian law and accountability of violators, and for secure financing for refugees. The Global Consultation also voiced the need to support people in a holistic way and with predictable resources. Without sufficient resources lives can not be saved. There is a need to increase capacity and give support to first responders to crises. The collective job is to transform expectations and recommendations into reality. Mr. O'Brien said the journey to Istanbul is gathering tremendous momentum. In Istanbul it will be important to rally around specific recommendations and to ensure that they become part of the humanitarian toolbox of the future. It is important to collaborate with all stakeholders and engage in global processes that will feed in the Secretary-General's report.

USG O'Brien stated that the World Humanitarian Summit should be included in the broader political and development agenda. The Summit will be the first opportunity to demonstrate that those furthest behind would be put first. He called on all stakeholders to reach out and make partnerships in order to materialize a new humanitarian vision, because acting on shared humanity is in the common interest. Leadership of the highest level is expected to participate in the Istanbul Summit, which will confirm the importance of humanity in decision-making. The Summit is this generation's opportunity to give voice to the voiceless, and to re-inspire the best of humanity in all. He concluded that the world is full of possibilities for creating a more stable and sustainable future for everyone.

## PARALLEL SESSIONS

### Focus on: Islamic Social Finance

#### Moderator:

- Mr. Lance Croffoot-Suede, Partner, Linklaters

#### Panellists:

- Prof. Mohamed Azmi Omar, Director-General, Islamic Research and Training Institute
- Ms. Sharifah Sarah Syed Mohamed Tahir, Head of Strategic Management, Maybank Islamic Banking Group
- Ms. Gabriella Waaijman, Regional Director, Norwegian Refugee Council



**LANCE CROFFOOT-SUEDE, Partner, Linklaters**, opened that the purpose of the session was to draw on the interest of participants in Islamic social finance, and on how it can be used to ameliorate hardship. He invited panellists to give their comments and feedback.

**MOHAMED AZMI OMAR, Director-General, Islamic Research and Training Institute**, explained that the aim of his institute is to perform research on finance. He noted that more than one billion people live on less than a dollar per day and some 805 million routinely go hungry, and asked whether Islamic social finance could be used to plug the humanitarian funding gap. He explained that zakat is a mandatory religious tax, mandated by Sharia and paid by individuals, which could be used for eligible purposes. The first report on its use was launched in 2014 and the second will be launched next year. Islamic social finance has a huge potential role to play in humanitarian assistance, as 5.7 billion dollars are collected in zakat funds annually and accessing only one per cent would have been sufficient to close the humanitarian resource gap for last year. The actual zakat collected still falls well short of its potential in most countries and there is an increased trend in zakat collection. Waqf,

or endowed property, also can be used towards humanitarian needs by generating cash flows. In order to increase their use, Mr. Azmi Omar proposed that international governance standards and a legal definition of waqf and zakat be introduced.

Mr. Croffoot-Suede said that governance, transparency and trust are the key elements for building confidence in Islamic social finance. He highlighted that Islamic finance is compatible with Western finance and many law firms, banks, investment, equity and hedge funds have already incorporated Islamic finance practices. SHARIFAH SARAH SYED MOHAMED TAHIR, Head of Strategic Management at Maybank Islamic Banking Group, explained that Islamic bonds are known as sukuk. She noted that Islamic finance could be relevant in the global banking space and have the same applicability in the humanitarian space as mainstream banking. Maybank Islamic Banking Group is in the business of bond issuing, and she proposed to marry the sukuk structure with humanitarian needs to increase diversity of investors. Sukuk is already an acceptable financial instrument; the aim is to bring something familiar to an unfamiliar space. Zakat is a sustainable structure and could generate billions of dollars to help communities in need. It would be a tool for affected communities because Islamic finance brings to the table an ethical dimension.

Mr. Croffoot-Suede explained that the Islamic system of finance is used by one-third of the world's population and could therefore widen the base from which the international community finances humanitarian assistance. Given this potential to bridge the humanitarian assistance gap, he asked how more such finance can be encouraged when counter-terrorism legislation is restricting its use for humanitarian purposes in non-Muslim countries.

**GABRIELLA WAAIJMAN, Regional Director at the Norwegian Refugee Council**, said that for years the humanitarian community had tried to find ways to link humanitarian and Islamic responses. For the first time a leap forward can be made. The Norwegian Refugee Council is exploring the potential of Islamic social finance and has found compatibilities with some of the key outcomes of the Synthesis Report, such as the issue of dignity. Affected people say that they want support for their dreams, rather than just to receive humanitarian assistance. Programmes aimed at such requests will fit the principles of waqf. As for the call for resilience, one of the issues that affected communities had highlighted is to make sure that while addressing life-saving efforts, underlying causes of crises should not be forgotten. Programmes compatible with waqf principles allow their aims and goals to be redirected when necessary. Such programmes also allow investment in life-long learning and promotion of education.



Mr. Croffoot-Suede noted that Sharia-compliant finance had already become the norm worldwide and asked what could be done outside the Muslim world to get good use of Islamic social finance. Mr. Azmi Omar remarked that Islamic banking had started in the mid-1970s and had not become popular. There is a lot of skepticism about Islamic financing after the attacks of 11 September 2001. Today, Arabic terms are commonly used and sukuk had become an English term. It is necessary to popularize those terms and use them for humanitarian purposes and cross-border means of finance. What is left to see is how to proceed with implementation. Ms. Tahir agreed that the idea of using Islamic social finance for humanitarian purposes is not a new one as the financial tools had been in existence for centuries. Today it is important to educate donors to think about alternative solutions and consider Islamic finance a legitimate financial instrument. A pilot project is necessary to build donors' confidence and awareness. In implementing pilot projects it is important to respect the law of the country and make the project implementable. It is lawyers and banks that have to make Islamic finance instruments implementable through a process of education.

Mr. Croffoot-Suede noted that the Summit stands for and is associated with many ground-breaking ideas on how humanitarianism should work in the 21st century, and pilot projects are perfect for that purpose and should not bring about the old divide between humanitarianism and economic development projects. He explained that discussions are underway to create a Sharia-compliant fund to finance humanitarian needs. In the first phase, it would focus on the Islamic world. Every person would be able to place their zakat or sadaqah in a fund for that purpose. Commented from the floor said that countries with an established Islamic social finance system are not those with high levels of poverty and misery, so it could be the fault is in the system that distributes the collected zakat because if there were more transparency, it would be clear who collects and distributes the zakat funds, so that the collection and distribution system could be assessed and evaluated.

Mr. Azmi Omar explained that a number of studies about the distribution of zakat and sadaqah found that distribution is problematic due to lack of trust. Hence, internationally accepted zakat standards and parameters need to be introduced and there should be transparency in collection and distribution. It was also highlighted that the goal is both to ask that funds from Muslim countries be transferred to non-governmental organizations and local communities, and to ask Governments to make zakat accessible to the United Nations or other international organizations. This prompted the further question of where the money would go and how to ensure it is representative and accountable. Mr. Croffoot-Suede explained that the discussion had focused on resources additional to humanitarian funds. The idea is that putting together pilot projects would create sufficient momentum to tackle those issues. Mr. Azmi Omar added that the same questions had already been raised in Muslim countries, but they could be addressed with the introduction of proper governance and transparency. There is no short-term solution to all those issues, but the potential for additional resources for humanitarian assistance is vast.



## Manage Risks Together - 2015 and Beyond

### Moderator:

- Ms. Kyung-wha Kang, Assistant Secretary-General, United Nations Office for the Coordination of Humanitarian Affairs

### Panellists:

- Amb. Misako Kaji, Deputy Permanent Representative of the Permanent Mission of Japan to the United Nations Office and other International Organisations in Geneva
- Mr. Pedro Conceicao, Director of Strategic Policy, United Nations Development Programme (UNDP) Bureau for Policy and Programme Support
- Ms. Olga Pilifosova, Manager, United Nations Framework Convention on Climate Change (UNFCCC) Adaptation Programme
- Dr. Sima Samar, Chairwoman, Independent Afghanistan Human Rights Commission



**KYUNG-WHA KANG, Assistant Secretary-General, United Nations Office for the Coordination of Humanitarian Affairs**, opened the panel by saying that 2015 had begun with an important discussion in Sendai, where the global community adopted the Disaster Risk Reduction Framework. This was followed by the World Conference on Financing for Development in Addis Ababa. A new set of development goals were adopted in New York in September and there is an upcoming United Nations Conference on Climate Change in Paris. These are all major intergovernmental processes. In addition there is the Peace Missions Review as well as the fifteen-year review of the Women, Peace and Security Agenda. Finally there is the Secretary-General's High-Level Panel on Financing for Humanitarian Action and the Secretary-General's High-Level Panel on Global Response to Health Crises. This is a period packed with discussions that will help shape the way the global community is governed. The World Humanitarian Summit discussions are placed in that larger global context and she hoped that discussions would find commonalities and bring these processes together, in order to increase the impact of humanitarian work.

Ms. Kang asked **PEDRO CONCEICAO, Director of Strategic Policy, United Nations Development Programme Bureau for Policy and Programme Support**, to comment on the sustainable development goals and dealing with underdevelopment and protracted crises. Mr. Conceicao said the 2030 Development Agenda and the Sustainable Development Goals (SDGs) were approved by the United Nations and Member States. This is an agenda owned by Member States and they need to be more effective in supporting its implementation. The new agenda is people-centred in a radical and far-reaching way, as it calls for a dual aspiration. First, it calls for leaving no one behind, and second it is universal—applicable to all countries and all peoples. This is a dramatically different approach to the Millennium Development Goals which called for the reduction of poverty only in some countries, an approach that did not recognize the importance of volatility and instability. He spoke of how in the last fifteen years, the international community has learned that volatility and shocks are a major threat to development and the way in which these are addressed could no longer be ignored. The new development agenda calls for the international community to work seriously towards an integrated approach to management and for addressing humanitarian crises from a development perspective.

Ms. Kang said people-centred accountability is crucial and the Sendai discussion had focused on the notion of localization. All participants had agreed on the Disaster Risk Reduction Framework, and that preparedness is the key, but what does localization mean in the Sendai context? MISAKO KAJI, Deputy Permanent Representative of the Mission of Japan to the United Nations Office and other International Organizations in Geneva, said that the Sendai Framework goals are not new. The 1990s had already been designated as an International Decade for Natural Disaster Reduction and the Sendai document is a successor to the Hyogo Framework for Disaster Risk Reduction. The primary issue identified in 1994 was that disasters affect the most socially marginalized people, and this mirrored the “leave no one behind” concept spoken of today. Further, disaster mitigation contributes to and depends on sustainable development. The logic is that if there is fair development, disaster can be prevented; and disaster prevention is better than disaster response. Also highlighted in 1994 was that community participation is important and thus, localization is critical.

Ms. Kang said that localization is instrumental, but asked how the international community would make it work on the ground. There has been a great deal of discussion about the impacts of climate change and whether these are exacerbating humanitarian needs, and Ms. Kang asked OLGA PILIFOSOVA, Manager, United Nations Framework Convention on Climate Change Adaptation Programme, to address these questions. Ms. Pilifosova responded that adaptation would be necessary due to the increased impacts of climate change and that climate change is altering disaster risks. The UNFCCC has not yet directly addressed humanitarian issues, but it is through the management of climate risks and adaptation to climate change that countries can deal with associated damages. It is important to know that out of the three frameworks (humanitarian, climate, and development), the salient feature of the UNFCCC is that it produces binding commitments by the 196 parties to the Convention. This is challenging but provides historic opportunities for national commitments and contributions. Another important message is that it offers predictability of funding, in particular for the most vulnerable. The Green Climate Fund is a centrepiece to mobilize 100 million USD by 2020. A key message expected to come out of COP21 in Paris is that all efforts have to go towards decreasing vulnerability. There are countries that already see climate change as a national security issue. Ms. Pilifosova highlighted that the Summit will be a great opportunity to see how to work together to reduce risks in climate change, in the humanitarian agenda, and in the development agenda.

Ms. Kang said that gender dimensions underlay all these issues, but there has been little progress beyond the commitments made and rhetorical statements. The conferences have given the international community a great opportunity to take stock on this issue so she asked what has to be done to really make breakthroughs in integrating gender in the humanitarian, development and peace and security fields. SIMA SAMAR, Chairwoman, Independent Afghanistan Human Rights Commission, said that coming from Afghanistan and living through almost 50 years of conflict and humanitarian crises, she believed that if people are to be put at the centre, people have to be seen as both genders and not only as men. Both genders have to be involved at decision and policy-making levels. If people can take action to reduce conflicts and disasters, then they can take action to prevent them. Dr. Sa-

mar said that although humanitarian action should not be political, it cannot be separated from peace and security. Women are the victims of conflict and suffer more from lack of security and peace. This is why humanitarian assistance cannot be separated from peace and security; when there is no peace and security, there is a humanitarian crisis. Humanitarian aid has to be based on human rights principles, countries have to lobby for a preventive approach, and all interventions need to be gender-sensitized.

Responding to a question on the need for a formal inter-governmental process for the WHS, Ms. Kang said that the Secretary-General's intention has been to create a dialogue that is open and that reaches all corners of the world, in order to listen to as many voices as possible. The spontaneity of the dialogue is reflected in the Synthesis Report. If this had been launched as an intergovernmental process, participants would be in a very different situation today. She expressed the wish that this spontaneity be preserved in Istanbul, although ultimately it will be Governments that would have the responsibility and the resources. The United Nations Economic and Social Council and the General Assembly will follow the Summit, and these will give Member States an opportunity to own the process. The intention of the Summit has been to focus on consultations with multiple stakeholders until the conclusion of the process, namely the Summit, which will actually be the start of the process for Member States.

Discussing how medical students and young doctors could shape the implementation of post-2015 health-related goals, Dr. Samar said that young doctors could make the provision of health services more gender-sensitive, particularly in humanitarian crises. Policies have to be developed according to the needs of local people. Inclusion of local people and communities in need is key, and these need to be about men and women, and thus gender. Secondly, accountability is very important. The international community has to be held accountable both in terms of providers and receivers. It is well known that there is corruption in humanitarian aid. Impunity has to be stopped, especially in the provision of humanitarian services, because without justice, dignity cannot be respected.

Ms. Kang said that the notion of risk is one that brings all communities together and called for concluding comments of the panellists on this issue. Mr. Conceicao called on all to work together, to come up with joint diagnostics and joint plans of action and assign responsibilities as to what each could do. His main message was to take the 2030 Agenda as a broader framework, to support people with implementation, and to come together with a financing partnership plan. Ms. Kaji said that one cannot reduce disaster without reducing risk. Ms. Pilifisova said that managing risk is a multidimensional concept, and it has to be addressed comprehensively. Risk has to be managed through the global framework, through the work of global institutions, and through national actions and it is very important that they all speak the same language. Dr. Samar said that citizens and governments have to be responsible and keep their promises. Ms. Kang concluded that the idea of "leaving no one behind" means reaching those that are the furthest, first.

## Focus on: Ethics in Humanitarian Action

### Moderator:

- Ms. Angharad Laing, Executive Director of Professionals in Humanitarian Assistance and Protection (PHAP)

### Panellists:

- Prof. Jean-Francois Mattei, President, French Red Cross Fund
- Prof. Alexander Betts, Director, Refugee Studies Centre, University of Oxford
- Mr. Zeid Ra'ad Al-Hussein, United Nations High Commissioner for Human Rights.



**ANGHARAD LAING**, Executive Director of PHAP, asked the panellists why ethics is becoming more and more important in numerous areas, and to elaborate on the confusion between ethics and morals. **JEAN-FRANCOIS MATTEI**, President of the French Red Cross Fund, noted that ethics became very important in public debate after the Second World War, in an attempt to reflect the terrible crimes that had been committed during the war. Ethics is often confused with morality, but while morality is unconditional, ethics require responding to new questions that arose. Often, he said, there is confusion of ethics with codes of conduct. Today professional codes of conduct are challenged by situations, such as doping in sports and regulating in finance. A code is a set of rules, whereas ethics supplement the absence of rules. Ethics is about questioning, it is not a science, and nobody needs to be an expert to discuss ethics. Although the field of medicine has shown that ethics could not resolve all new problems that arose, in humanitarian action ethics have to be taken into account as well, and the right questions have to be asked.

On the topic of the role of ethics in humanitarian action and what ethical principles could be applied, Professor Mattei noted that in the ongoing humanitarian transition, drawing from ethics is necessary. Those countries benefiting from assistance want to be able to make decisions and protect their populations. There is an asymmetrical relationship between aid providers and beneficiaries. Humanitarian principles exist and need to be staunchly defended. But today, in order to ensure that victims are on the same footing with the donors, they need to be at the heart of humanitarian principles. Freedom is probably the best guarantee against any abuses of humanitarian assistance.

Ms. Laing observed that the context and environment in which humanitarian action is taking place is changing and asked what new and different challenges are emerging. **ALEXANDER BETTS**, Director, Refugee Studies Centre, University of Oxford, drew attention to the values that inform humanitarian



ethics, such as the principles enshrined in international humanitarian law and human rights law, among others. All of these principles need to be interpreted based on a particular context and they have to be understood and applied to specific challenges at particular historical junctures. Today the humanitarian system has expanded greatly and a diffusion of authority across the humanitarian system can be observed. A range of ethical challenges has emerged due to the increased number of stakeholders and actors; and those challenges have to be reconciled with humanitarian principles.

Discussing the interface between humanitarianism and human rights, **ZEID RA'AD AL-HUSSEIN, United Nations High Commissioner for Human Rights**, said that perspectives are conditioned by how the actors involved are perceived. The neutrality principle does not work for human rights workers. While humanitarian action stands in for collapsed services, human rights workers stand up for the rights of those most violated; and if respect of various parties is not enjoyed, there is a risk of complicity. He said a common-sense approach has to guide work in the field because life is complex and the international community has to understand that each actor has his or her own guiding principles.

Ms. Laing asked whether there is realistic potential for improvement on how ethical considerations are included in humanitarian work. Professor Betts underlined that new areas of humanitarian work require ethical guidance. For example, principles for humanitarian innovation have been part of the World Humanitarian Summit consultations, and this has raised a number of ethical dilemmas. To be ethical, humanitarian innovation has to be for a humanitarian purpose and strengthen the primary relationship in humanitarian response between provider and beneficiaries, without any intermediary. The profit motive cannot trump the needs of the affected population.



Mr. Al-Husseini continued that there is a need for States to influence each other in order to mitigate the risks of disasters and pandemics. Donors should do as little earmarking as possible, and recipients should have a great say in the process. There is a need for long-term funding due to protracted crises.

Discussing the humanitarian principles and the specific challenge of providing humanitarian assistance in the face of massive human rights violations, Mr. Al-Husseini said there is a fundamental difference in the way human rights practitioners apply their framework. From the human rights perspective, it is important not to be seen as silent accomplices in human rights violations. From the

United Nations side, there is a much deeper understanding of the coordination between humanitarian and human rights community than before, so there has been an evolution in that respect. Professor Mattei said that the humanitarian principles are absolutely vital for humanitarian action and they make humanitarian work legitimate. There is a responsibility to look at the human dignity of every person and to treat every person equally. Those principles are the basic principles of humanitarian work, but a new balance needs to be found in order to place affected people at the heart of humanitarian action. Professor Betts noted that one of the biggest challenges is the ambiguous relationship between humanitarian work and politics. Very often humanitarian action is understood as non-political in character, but that is often confused with the idea that humanitarian workers should shy away from political analysis of the context in which they work. Very often the challenging consequences of the misuse of neutrality emerge in peace-keeping. Some of this is avoidable by becoming aware of the political environment that limits humanitarian work and by improving political analysis.

Asked whether ethics are part of religion and there is a need to learn from religious teachings, Professor Mattei said that the question of religion and ethics is a difficult one and that he was not sure that only religious believers ask questions about solidarity, charity and compassion. Non-believers can show the same interest in charity and compassion and although those values are stressed in religion, many non-believers show the same values. Professor Betts explained that ethics stem from communal values, which in turn come from different sources. In today's humanitarian work it is the values of international humanitarian law that need to be upheld. As the international community has shifted from a predominantly Western-centric system of values, a wider set of values has appeared and this calls for the renegotiation of ethical frameworks. Mr. Al-Hussein noted that the world is experiencing a moment of acute anxiety, adding that the volume of crises is unprecedented. He stressed that it is important to deliberate on how to create long-lasting stability and balance out of the incredible situation in which capital markets disposed of billions and billions of dollars on the one hand, and on the other hand there is not enough to meet humanitarian needs. Prof. Betts noted that humanitarian principles are not being applied as they should be and need to be reaffirmed. Sometimes actors hide in ambiguity, so developing standards and clarity for humanitarian organizations would help greatly.

In his closing remarks, Professor Mattei reminded participants that ethics is not a science. Everyone can understand ethics and everyone makes ethical choices without being aware of it. He recommended there should be discussion of an ethical charter for international humanitarian action. Professor Betts underlined that ethics is about interpreting and applying principles and that what is often missing in the discussion in the humanitarian community is the idea of virtue. He stressed the importance of knowing from experience rather than from theoretical training what ethics means and how to apply ethical principles in the field. It is necessary to think collectively on how to develop a professional structure that would enable an ethical humanitarian worker who could respond to ethical principles that are dynamic and subject to evolution. Mr. Al-Hussein closed by saying there is no doubt that in order to be effective, humanitarian principles have to be adhered to. Where the guidance is not clearly focused, ethics can be used. He argued that there is not enough of a human rights approach in humanitarian action, and that the humanitarian and human rights communities need to work more closely together.

## BREAKOUT SESSIONS

During the afternoon of the second day of the Global Consultation, a series of breakout sessions are held over a pair of two-hour blocks (block A including 15 parallel breakout sessions and block B consisting of 14 parallel sessions). The aim of these sessions was to discuss topics related to each of the five action areas presented in the Synthesis Report. Breakout sessions operated as either panel discussions or roundtable workshops. Each delegate was able to attend two sessions during the afternoon dedicated to breakout group discussions.

The focus of the breakout sessions was to interactively share feedback on the emerging proposals within the action areas, prioritize them, highlight relevant initiatives already in motion, and envision pathways to making them a reality. These initiatives and proposals were put forward to form the fibre of what the Summit in 2016 would achieve.

There was no plenary feedback session for breakout groups; instead the workshop facilitators and rapporteurs prepared session summary notes that were made available for participants' viewing on the final day of the consultation. They are reproduced here.

### A1: Making Humanitarian Action Work for Women and Girls

**Moderator:**

- Mr. Nigel Fisher, Special Advisor to WHS

**Panellists:**

- Ms. Julienne Lusenge, Director, Congolese Women's Fund
- Ms. Ulrika Modeer, Secretary of State for International Development, Sweden
- Ms. Kyung-wha Kang, Assistant Secretary-General, UN OCHA

#### Summary of the discussion:

It is expected that the WHS will address and contribute to ending the lack of accountability towards the implementation of gender equality programming. A cultural and mind-shift change rooted in human rights must occur. Women must be part of all decision-making processes and funding should address the humanitarian needs of all, while simultaneously supporting women's agency, voice, and representation. Significantly increased flexible, longitudinal, and core funding for local women's groups accompanied by political commitment will stabilize and enable them to become leaders in their own communities. In addition to this specific package of commitments, the WHS should integrate women and girls into all its areas of work. The WHS should advance the empowerment of all women and girls—not just pursue gender equality. We need to foster mechanisms that ensure women are in the lead in program design and decision-making as well as benefit from innovative ways of work. Programming should use local expertise and privilege South-South knowledge sharing between women's groups. The voices of women exercising leadership amidst crises should be well represented at the Summit in Istanbul.

#### Key proposals or recommendations:

There was unanimous support for these three proposals:

- Donors make a two-part pledge to increase funds to women's groups and end funding of programs that cannot demonstrate that they are meeting the needs of women and girls, at all stages of humanitarian programming.
- Implement a coordinated global approach to prevent and respond to gender-based violence through the Call to Action on Protection from Gender-based Violence and corresponding

roadmap by increasing stakeholders beyond a small group of governments and INGOs, to a much wider coalition of governments, UN entities, NNGOs/CSOs and other actors, with a particular emphasis on actors from the Global South.

- Create an independent, international panel of women leaders, with significant membership from the Global South, to monitor women and girls' access to protection, services, and participation.

## A2: Lift Children out of Crisis

### Moderator:

- Ms. Jules Frost, World Vision

### Panellists:

- Ms. Polline Akello, Ugandan Youth Advisor (War on Child)
- Mr. Sikander Khan, Deputy Director of Emergency Programmes, UNICEF
- Mr. Michael Von Bertele, Humanitarian Director, Save the Children
- Mr. Andreas Papp, SOS Children's Villages International, Director of Emergency Response
- Mr. Roger Yates, Director of Disaster Risk Management, Plan International

### Summary of the discussion:

The panellists remarked that children face a unique set of threats in an emergency and their specific needs must be addressed; their education and protection must be guaranteed; and children are agents of change who have an important role to play in the design, delivery and assessment of humanitarian response. In order to put children at the heart of humanitarian action, and to make the system work for children, panellists suggested that child participation and accountability needs to be central to humanitarian action; children want to be viewed as agents of change who can articulate their needs and shape how these needs are responded to. Humanitarian actors should recognize the life-saving role of child protection, and commitment to prioritize and suitably fund child protection in the first phase of a humanitarian response and throughout emergency response, recovery and reconstruction. A whole-of-system child marker for humanitarian programming, similar to the gender marker already in place, needs to be put in place to track whether response programming is assessing and addressing the particular needs of children, including their protection and education. It was also emphasized that humanitarian partners must commit to bringing an end to violence against children, by supporting the establishment of the Global Partnership to End Violence against Children and associated fund.

The importance of continued education is also a strong call during the discussion. All children in crises should be learning; children affected by crisis consistently rate education as among their top priorities. The WHS outcomes should include commitments to ensure all children access to a safe and quality education from the outset of a crisis by prioritizing, funding and delivering education in humanitarian responses as soon as possible. There should be full support, in line with the work of the Champions Group on Education in Emergencies and Protracted Crises, for the establishment of a new global financing mechanism for education in emergencies and protracted crises to ensure timely, predictable, flexible funding to deliver high-quality education and learning opportunities for children in crisis. Finally, panellists also remarked that we must work to ensure that schools and learning spaces are safe spaces for all children by ensuring that they are protected from attack and military use—in line with the Safe Schools Declaration and the Guidelines for Protecting Schools and Universities from Military Use during Armed Conflict—and from the impacts of epidemics and disasters.

### Key proposals or recommendations:

- Commitments to ensure that all children have access to a safe and quality education from the outset of a crisis.
- Recognize the life-saving role of child protection.



## A3: Complementarity between Principled Humanitarian Action and Peace

### Moderator:

- Mr. Amjad Saleem, Independent Consultant

### Panellists:

- Sara Sekkenes, Conflict Prevention and Recovery Adviser, UNDP
- Mr. Matt Scott, Peace-Building Director, World Vision International
- Mr. Achim Wennmann, Graduate Institute Geneva and Co-ordinator of the Geneva Peace-Building Platform (GPP)

### Summary of the discussion:

The session highlighted the key intersections of humanitarian, peace and development actors emphasizing the role of integrated approaches with clear roles and responsibilities of various actors. Panellists noted the importance of understanding the context and recognizing, and leveraging, the different skill sets of each actor. Humanitarians often cite limitations of time, capacity, and security for not conducting in-depth participatory conflict analysis. However panellists stressed the importance of seeing conflict analysis as a risk mitigation tool, with potential to save lives, by integrating an understanding of local conflict dynamics into delivery of aid. Examples included practical ways for humanitarians to improve programming when time is limited such as using the “Good Enough Conflict Analysis for Rapid Response (GECARR)” tool to build trust with local religious and community leaders and plan successful food distribution without incidents of violence. While “Good enough” conflict analysis is a start, longer-term investment in institutional capacity development to analyse conflict and translate the analysis into conflict-sensitive programming is required. The session noted that conflict analysis is not a one-off event as conflict dynamics change rapidly which requires continual analysis through regular engagement with community and local actors, as well as organizational investment in skills and capacities to translate analysis into conflict-sensitive programming. Such investments ensure implementation of Do No Harm and leverage opportunities to positively contribute to peacebuilding and social cohesion at local level, which are consistent with humanitarian principles.

Panellists noted the positive influence of deployable conflict advisors under the joint UNDP/DPA programme to systematically strengthen the use of conflict analysis and conflict-sensitive programming and suggested the expansion of this to humanitarian contexts. Also noted were the importance of drawing closer linkages between ongoing development and humanitarian processes such as SDG Goal 16 and WHS agenda, and implementing New Deal calls for joint fragility assessments including joint conflict analysis across all sectors. Additional points included building linkages with innovation and data platforms for secure sharing of conflict analysis among all actors, enhancing opportunities to engage youth in positive peace efforts such as those reflected in the Amman youth declaration, practical opportunities to bring youth to the table, and opportunities to bring together urban experts and peace-builders at city level.

### Key proposals or recommendations:

- Key sector-specific initiatives for incremental change included:
- Strive to demystify peacebuilding and humanitarian linkages including through collecting lessons learned on where and how successful collaboration between peacebuilding and humanitarian actors is taking place (International Alert, Geneva Peacebuilding Platform)
- World Vision tool: Good Enough Conflict Analysis for Rapid Response (GECARR)
- Explore expansion of the DPA/UNDP joint programme for Deployable Conflict Advisors to humanitarian contexts

- Develop a conflict-sensitive programming tool for humanitarian contexts
- Define parameters for humanitarian engagement in peace work.

## A4: Ensuring Respect for International Humanitarian Law

### Moderator:

- Ambassador Valentin Zellweger, Switzerland

### Panellists:

- Mr. Sandesh Sivakumaran, Professor, University of Nottingham
- Ms. Helen Durham, Director for International Law and Policy, ICRC
- Dr. Khaled Diab, Director of Relief and International Development, Qatar RC

### Summary of the discussion:

The discussion confirmed that international humanitarian law (IHL) remains today as relevant as ever. In order to alleviate the enormous human suffering observed in armed conflicts, also as a result of the changing nature of warfare, including the phenomenon of urban warfare, respect with its norms needs to be improved urgently. The universal validity as well as the universal reach of IHL was underlined. It was suggested that the WHS serve as an opportunity to encourage States to ratify and implement relevant treaties so as to further extend the reach of IHL.

Given the variety of causes of insufficient respect, it was stressed that different measures that complement each other must be envisaged. The importance of dissemination, to both members of the armed forces and the civilian population, in particular young people, was underlined. The group called for creative ways to be developed to render the principles of IHL more accessible, leveraging for instance “multipliers” such as religious or other opinion leaders, as well as the use of apps or video games.

The need to strengthen international cooperation and dialogue on IHL matters was also underlined, in particular the need to exchange best practices in the application of IHL. In this context, the ongoing initiative by Switzerland and the ICRC to initiate regular meetings of States to discuss IHL was mentioned as one of the tools that could lead to better compliance with IHL. States were encouraged to contribute actively. Participants also discussed the question of accountability for violations and endorsed the proposal of the Synthesis Report on the establishment and/or activation of national or international mechanisms, including international courts, notably the International Criminal Court.

### Key proposals or recommendations:

- States need to ratify instruments and implement them in their national legislation, as well as in the doctrine, training and education of their armed and security forces. Training and dissemination need to be stepped up, including through new and creative ways.
- States need to strengthen their dialogue, international cooperation and exchange on best practices and ways to address challenges, including through technical assistance to each other.
- Monitor the application of IHL and hold perpetrators of violations accountable through the establishment or activation of national or international mechanisms.

## A5: Cooperation Framework for Collective Crisis Management

**Moderator:**

- Prof. Mukesh Kapila, Manchester University

**Panellists:**

- Ambassador Hasan Ulusoy, Government of Turkey
- Mr. Alex Aleinikoff, Senior Advisor, SG's Chief Executive Board
- Ms. Izumi Nakamitsu, ASG and Director of Crisis Response Unit, UNDP

### Summary of the discussion:

Protracted crises affecting tens of millions of people are now the norm including population displacements that can last more than 17 years. The usual emergency humanitarian approaches cannot address the structural roots of many such crises. Hence comprehensive strategies that also include development and political actors are essential. In conflict situations, peace-keeping, protection, and human rights would be additionally vital. This needs a change of mindset among all concerned including the governments of countries hosting refugees, donors, and international humanitarian, financial, and development assistance institutions. Specific incentives may be required to trigger necessary behaviour changes. Common needs analysis, joint planning and collective responsibility for shared objectives as well as flexible funding and multi-year horizons are some of the essential ingredients of comprehensive frameworks for collective crisis management. These need to be tailored to specific contexts. Good national and international leadership, as well a sense of global solidarity and sharing, are essential. Part of such a comprehensive deal would be policies by host authorities that allow refugee populations to earn their livelihoods and gain in dignity while reducing their dependence. In the longer term this is also a win-win for host populations and donors. The new SDGs with their intention to leave no one behind provide the stimulus to make this happen. Good-practice examples suggest that where such principles have been applied, progress has been made in preventing or reducing disaster and conflict risks, mitigating their consequences, and building resilience.

### Key proposal or recommendation:

- Comprehensive crisis management frameworks should be put in place for all protracted crisis situations requiring the full co-operation of humanitarian, development, and political actors. This includes setting specific targets for enabling access by crisis-affected populations to the basic elements for dignified living, in line with the SDGs.

## A6: Health in Crises

**Moderator:**

- Dr. Bruce Aylward, Assistant Director-General, WHO

**Panellists:**

- Dr. Ihor Perehinets, Deputy Health Minister, Ukraine
- Dr. Julie Hall, Health Director, IFRC
- Mr. Bruno Jochum, General Director, MSF Switzerland

### Summary of the discussion:

The health and well-being of affected people is the ultimate goal of humanitarian action and percolates through all humanitarian sectors. Regardless of the type of event—natural disaster, conflict or

disease outbreak—there are always risks to health. However health is now under attack: the humanitarian system must wake up to safeguard the health of populations in humanitarian settings, and sustainable solutions must be found to build health systems to prevent and prepare for health crises. The political landscape also needs to evolve: the global agenda is driven by national security and by extension by health security, but the starting point should be health needs. We cannot ignore that humanitarian suffering and needs have political roots. Political accountability needs to be leveraged to safeguard the health of children, women, and men.

The International Health Regulations and IASC L3 responses are built in such a way that they will not be invoked until it is already too late from a public health perspective: too many people will be sick or dead already. Eventually we need political commitment to make humanitarian progress and avoid more health crises. This is especially true in protracted conflict emergency settings, where health requires urgent and concrete political action for health worker to provide care without risking their own lives.

To achieve this basic and fundamental delivery of humanitarian action, the session highlighted the following points on the road to Istanbul, in order for the WHS to make a concrete difference for people on the ground:

1. **There is no health care in crises if there is no respect for health workers.** Member States must recommit to the protection of healthcare.
2. **There are lessons to be learned from the response to rapid-onset emergencies,** where health support is provided rapidly from international players: this should be applied to transnational health threats due to diseases, and there is good hope that the Ebola lessons-learned will move the system positively for this. But the situation is much bleaker in conflict settings, where there is increasing demobilization of health-care providers.
3. **Change is required in our approaches to protracted conflict situations** where we see a severe and irreversible erosion of all health infrastructures and a smaller number of players. Longer-term solutions must be found with stronger involvement of local actors and the private sector, direct service provision by more international players and better use of modern technologies. Health can and should also be used in these contexts as a fundamental and acceptable right by all parties and a negotiation space should be open at all times between all warring parties on health. This negotiation space should aim at enabling and securing the work of health workers, and can eventually lead to creating bridges and finding larger political solutions to conflicts.
4. **Coordination mechanisms need to evolve and be more localized** to contexts. Visualization of who is operating where and transparency to all health actors must be the rule and we should leverage partnerships with a broad range of local and international actors. Local action should not, however, be an alibi for more disengagement by international actors in conflict settings, but capacity-building, facilitation of voluntarism by young doctors and medical students, and transfer of modern technologies should be stronger.
5. **Preparedness needs to step up,** and investments in health systems need to increase in peacetime: Nigeria, Senegal and Mali have shown that investments in preparedness have really paid during the Ebola response. The role of humanitarians should be increased alongside development actors in health systems analysis, and in building and improving health structures and infrastructures that can be leveraged efficiently in times of crises. This is also true in the recovery phase, where specific health needs such as mental health must be taken care of.

## Key proposals or recommendations:

- Engage a political process to formally re-commit governments to the protection of healthcare, including the securing of a permanent health negotiation space with all armed groups in situations of conflict.



- Develop a new approach to health in protracted emergencies with longer-term vision, increased engagement by international and private actors, and better leveraging of local action and technologies.
- Step up global health preparedness efforts as learning from Ebola and health failures in conflict situations, and re-think the health imperative in terms of needs, on top of the current health security and national security focus.

## A7: Reshaping the current international humanitarian system

### Moderator:

- Oliver Lacey-Hall, Head of Office, OCHA-Indonesia

### Panelists:

- Mr. Jesus (Gary) Domingo, Assistant Secretary, Department of Foreign Affairs, Philippines
- Mr. Manu Gupta, Chair, Asian Disaster Reduction and Response Network (ADRRN)
- Ms. Kate Halff, Executive Secretary, Steering Committee for Humanitarian Response (SCHR)

### Summary of the discussion:

The current international humanitarian system needs to move away from a top-down, one-size-fits-all approach in order to better respond to humanitarian crises more predictably and effectively; and it needs to put affected people at the centre. It is critical to break down analysis of how to prepare for and respond to disasters and crises according to type and to design systems that respond to these realities. Different actors—local, national, regional and international—have a role to play and this role must be based on comparative advantages, with an emphasis on complementarity rather than competition among actors. Funding and involvement in decision-making should change to reflect and promote this shift, with more direct funding to those organisations that actually respond, cutting down on the number of pass-through organisations between donor and implementer. Current coordination mechanisms must be simplified as they have become too focused on process rather than output.

### Key proposals or recommendations:

- The group identified different ways to address the above challenges which could be considered:
- A common “transparency charter” which would provide a common language and agreement around key notions of accountability, transparency and partnership, building on or using the Core Humanitarian Standard and with a particular focus on ensuring that humanitarian action places affected people truly at the centre.
- An agreement to make current international coordination tools and services more flexible, with an emphasis on putting regional, national and local actors in the driving seat, with the UN and its partners playing a complementary role—shifting the balance of power.
- Ensuring that strategic planning and needs assessment start from the reality of affected people as opposed to institutional priorities.
- Ensuring that platforms at national, regional and global levels promote long-term cooperation and strengthen trust between stakeholders, with emphasis on finding the right partners to engage within governments, which often are the Foreign Affairs Ministries.
- A rating system for humanitarian organisations that would allow and enable affected people to review their experience of the services rendered by these organisations.
- The group concluded that for these changes to happen, the existing incentive structures needs to be analyzed and appropriate action be taken to ensure their revision. Blockages also need to be identified, analysed and addressed, with a recognition that there are actions that

stakeholders can and must take to get this process started before the Summit in May next year, and actions that require further analysis but still need to be addressed.

- The meeting concluded with the affirmation that stakeholders would take ownership of not only the ongoing process but the changes emanating from the Synthesis Report. However, also emphasised is the need for leadership and direction by OCHA and the WHS Secretariat to provide a clear forward path.

## A8: Localizing Disaster Preparedness and Response

### Moderator:

- Ms. Anne Mitaru, International Humanitarian Policy Manager, Action Aid International

### Panellists:

- Ms. Adelina Kamal, ASEAN Director of Humanitarian Division
- Ms. Laura Jump, Head of Business Development, Humanitarian Leadership Academy
- Ms. Eltje Aderhold, Head of the Division for Humanitarian Assistance and Demining, Federal Foreign Office, Germany
- Dr. Rashid Murphy, School of International Affairs and member of WHS Thematic Team
- Mr. Mamadou Ndiaye, Executive Director, Office Africain pour le Développement et la Coopération (OFADEC), Senegal
- Dr. Urvashi Aneja, Director of the Centre for Global Governance, Jindal University

### Summary of the discussion:

This session emphasized the importance of localizing response in order to improve humanitarian effectiveness and to enable and harness people's agency. There is a need for greater recognition of national expertise and local capacity, and for moving from subcontracting arrangements towards true partnership between national actors and international humanitarian actors and donors that is based on respect and trust. True partnership involves action on all sides. For the donor side, suggestions were given on having budget lines for empowering local actors, on supporting multi-year funding and country-based pooled funds, on addressing counter-terrorism legislation and on improving accessibility of funding to local actors. For local actors' side, suggestions were made to address organizational development, better governance and transparency and for creating an enabling environment for local organizations and volunteers. All actors should place more value on local actors and expertise and on improving knowledge-sharing from southern actors, including civil society and academia. Finally, the importance of a contextual approach was emphasized, that there is no 'one size fits all' approach.

### Key proposals or recommendations:

- Appreciating the diversity of local actors, including community groups, local organizations and governments, we call for increased financing to be made available to the full range of local actors for resilience-building and response to emergencies.
- Recognizing the urgency and demand to make localization the default response, we encourage the implementation of the Charter for Change.
- Recognizing that local actors do have capacity, we call on the international humanitarian system and national governments to build and fortify these capacities through the deliberate and sustainable building of institutions and advancement of leadership, including knowledge leadership.
- Reaffirming the importance of the humanitarian principles and recognizing the value of international standards, we reiterate the need to equally recognize the value of contextualizing such standards as well as the existence and creation of regional and national standards,

consistent with international law. We further recognize the importance of codifying different responsibilities during disasters and conflict, bearing in mind different skillsets and needs, and making use of existing international and regional guidelines, as appropriate.

## A9: Collaborating with the Private Sector: Towards a Global Network

### Moderator:

- Mr. Marcos Neto, Director, Private Sector and Foundations Team, Bureau for Policy and Program Support, UNDP

### Panellists:

- Mr. René Butch Meily, President, Philippines Disaster Recovery Foundation,
- Ms. Claire Esbenschade, Corporate Responsibility Specialist, ArcelorMittal
- Dr. Sally Stansfield, Director, Social Impact Consulting Practice, Deloitte
- Mr. Ian Ridley, Senior Director, Humanitarian Operations, World Vision International
- Mr. Kimmo Laukkanen, Counsellor, Unit for Humanitarian Assistance and Policy, Ministry for Foreign Affairs, Finland
- Ms. Gwi-Yeop Son, Director, Corporate Programmes Division, OCHA
- Mr. Stefano Bertasi, Executive Director, Department of Policy and Business Practices, International Chamber of Commerce

### Summary of the discussion:

The session secured commitment for a global coordination architecture that will scale, replicate and ensure the coherence of private sector engagement in emergency preparedness and response. The session featured keynote presentations from two private sector networks (the Philippine Disaster Recovery Foundation / PDRF, and the Ebola Private Sector Mobilization Group / EPSMG) outlining the rationale for creating private sector networks and their visions for a global net of networks. The other panellists (including Deloitte, the International Chamber of Commerce / ICC, World Vision, and the Finnish Ministry of Foreign Affairs) also provided experiences, insights and recommendations for national, regional and global networks. OCHA, UNDP and ISDR committed to working on a light global portal structure to connect private sector networks. Deloitte and World Vision offered their support to the initiative. PDRF agreed to take leadership in leveraging their experience in building capacity for creating similar initiatives. ICC agreed to collaborate in key messages to advocate with business in events such as Davos and G20.

### Key proposals or recommendations:

- Acknowledge and support existing local, national and regional private sector networks.
- Establish private sector networks to incorporate local level partners and micro, small and medium-sized enterprises, especially in crisis-prone areas.
- Connect new and existing private sector networks to enable higher level collaboration and sharing of best practices.
- Work towards a launch of the global coordination architecture in Istanbul in 2016.

## A10: Regional and national frameworks for the protection and assistance of displaced people in conflict and disaster situations

### Moderator:

- Mr. Nuur Sheekh, Senior Political Officer, Inter-Governmental Authority on Development

### Panellists:

- Dr. Chaloka Beyani, Special Rapporteur on IDPs
- Prof. Walter Kaelin, Envoy of the Chairmanship, Nansen Initiative
- Ms. Cecilia Jimenez, Philippines Commission of Human Rights

### Summary of the discussion:

The protection of IDPs requires an approach at different levels in parallel. These different layers complement to fill the gaps in operationalizing the protection of IDPs. First, it must be recognized that different actors have different roles to play: for instance, the displaced themselves are claimants of rights, states are ultimately responsible for the protection of IDPs, and the international community supports the Guiding Principles on Internal Displacement.

At regional and international level, regional frameworks such as the Kampala Convention contextualize the Principles into different regional realities. Their regional character is a condition to provide good links between states on the issue.

At local and national level, domestic laws and policies, including national IDP policies and IDP laws, are fundamental, including to operationalize regional frameworks. The same is true of human rights mechanisms such as Human Rights courts and local courts. Political will is key and needs to be built through the influence of the IDPs, not as victims, but as actors of their own destiny, of civil society and of national authorities themselves, especially through the legislative and judiciary systems. Regional frameworks also help to create this political will.

At global level, the mandate of the Special Rapporteur must be strengthened, as it currently does not provide enough of the support, access to the UN system, or political weight necessary to deal with the huge IDP challenge facing us today. The protection agenda defined by the Nansen Initiative has now been accepted by 114 states; even if it is not binding, it is an important step forward for people displaced outside of their country by natural disasters.

### Key proposals or recommendations:

- Regional conventions for the protection and assistance of IDPs addressing conflict as well as disasters to be established in regions where they do not exist.
- National legal frameworks such as IDP policies and IDP laws, to complement and implement these international frameworks.
- The mandate of the Special Rapporteur must be strengthened, at the very least to the former level of Special Representative.



## A11: Enhancing Humanitarian Operations in Armed Conflict

### Moderator:

- Ms. Sara Pantuliano, Director of Humanitarian Programmes, ODI

### Panellists:

- Dr. Hany El Banna, President, The Humanitarian Forum
- Dr. Kamel Mohanna, Founder, Amel
- Mr. Gerhard McHugh, President, Conflict Dynamics International
- Mr. Pascal Bongard, Director of Policy, Geneva Call

### Summary of the discussion:

The session endorsed the recommendations emerging from the Synthesis Report, and the panellists agreed on measures and actions to enhance the capacity of humanitarian organizations working in armed conflict. These include:

- The need to engage with all parties to the conflict;
- The need to invest from the top in developing an organizational culture around engaging with armed groups and to strengthen the capacity and skills of 'front-line' staff (including drivers, logisticians, etc.), including training in humanitarian negotiations and IHL;
- The need for organizations to provide institutional backing to their staff involved in negotiations with (state and non-state) armed actors;
- The need to develop better analysis of the context, including through modern information technology tools;
- The need to act with transparency and in a principled manner, being mindful of the importance of perceptions among armed groups and communities. This is critical to minimize risks to the safety of staff, partners and affected people.
- The ability to withstand donor government conditions, linked to counter-terrorism measures, in accepting grant contracts by negotiating specific clauses that allow sustained engagement with armed groups;
- The need to have in place toolkits for dialogue, diplomacy, and advocacy;
- The need to ensure continuity in relationships with the parties to conflict by hand-overs that include overlap in staff assignments as well as an understanding of the changes in representatives on the part of the interlocutors;
- The importance of staying the course in volatile situations showing commitment to the people affected by crisis, managing and mitigating risks for staff without excessive risk aversion; and
- The acceptance of the notion that a number of organisations may be specialized to work in armed conflict including the specific skillsets and capacities to negotiate with all relevant parties.

### Key proposals or recommendations:

- Humanitarian organizations need to develop clearly defined policies and institutional strategies regarding the goals and modalities of their interaction with parties to conflict, so as to strengthen the capacity of their staff in this regard, especially through training in negotiations and IHL.
- Special emphasis needs to be put on the systematic training and backing of staff operating in the field, including national staff and partners of international organizations, starting with frontline staff (drivers, logisticians, etc.).

## A12: Building Resilience in Protracted Conflict-Related Crises

**Moderator:**

- Ms. Rachel Scott, Team Leader for Conflict and Fragility, OECD

**Panellists:**

- Mr. Colin Bruce, Senior Adviser, Office of the World Bank Group President and Designated IASC Principal
- Mr. Amir Abdulla, Deputy Executive Director of WFP
- Dr. Garry Conille, Under-Secretary-General, Programme and Operations, IFRC

### Summary of the discussion:

Participants agreed that successful resilience programming requires political will, a clear strategy, effective tools and procedures and the right incentives for partners. The recently approved SDGs could serve as a useful framework and provide the required political will. In situations of protracted displacement, humanitarians struggle to move beyond care and maintenance and programmes supporting self-reliance remain weak. Programming should also aim to empower populations and allow them to make decisions for themselves, for example through increased use of cash vouchers. Resilience must be context-specific and tailored to the different local realities and livelihoods i.e. pastoralists versus farmers or urban populations. Data is therefore critical – and greater investments are required to collect data on threats, vulnerabilities and coping capacities. Humanitarians should move beyond crisis response and include community resilience as a measure of success. In addition to the humanitarian-development link, there is a need to look at the nexus between humanitarian action and peace-building. Resilience programming requires joint planning integrating humanitarian and development interventions. It also requires multi-year planning and predictable multi-annual funding. However, multi-year plans should move beyond the activity level and look at results.

### Key proposals or recommendations:

- Strengthen data collection on threats, vulnerabilities and coping capacities at the local level;
- Use the SDGs to marshal political commitment and operational engagement towards resilience; and
- Promote multi-year planning for results so as to enable more multi-annual funding.

## A13: Strengthening the Humanitarian Innovation Eco-system: A Global Alliance for Humanitarian Innovation

**Moderator:**

- Mr. Alexander Betts, Director of the Refugee Studies Centre, University of Oxford

**Panellists:**

- Ms. Katy Hartley, Head, The Philips Foundation
- Ms. Joanna Macrae, Head of Humanitarian Policy Team, DFID
- Mr. Mike Penrose, CEO / Director-General, Action Contre La Faim
- Mr. Kim Scriven, Manager, Humanitarian Innovation Fund
- Mr. Jelte van Wieren, Director of the Stability and Humanitarian Aid Department, Dutch Ministry of Foreign Affairs

## Summary of the discussion:

Humanitarian innovation is part of a larger conversation about change and improvement; however current incentives are poorly aligned to support innovation in the humanitarian system. Barriers continue to exist due to rigid funding requirements by donors, greater aversion to risk, the ways in which political economy and interests inhibit scaling of proven ideas (like cash programming), and the absence of a consolidated evidence and knowledge base.

There was strong agreement on the need to create a dynamic network within which cross-fertilization of ideas, mutual learning and co-creation can take place in humanitarian action. The panel highlighted a range of examples of good practices and collaboration across sectors leading to disruptive change. However, these were considered the exception rather than the rule.

The panellists highlighted the need to understand the comparative advantages and roles of various actors in the humanitarian innovation eco-system. The importance of the private sector was emphasized in helping strengthen the eco-system through expertise, strategic alliances, joint ventures, adapting existing business models and innovation management. The panel further stressed the importance of investing in innovation early to better save lives in the future and to perceive innovation as an investment to achieve better humanitarian action.

A network or alliance of public-private actors is needed to support innovation across the system. Some participants emphasized the need for flexibility and informality and others emphasized the need for systematic organizational support to develop greater innovation capacities across the system. There was agreement on the need for the alliance to convene different actors and functions across the system, accelerate public-private partnerships for humanitarian innovations, disseminate standards and good practices around innovation, create a better understanding of risk and managing portfolios, and the strategic prioritization of humanitarian challenges.

## Sample quotes:

"If we want to save lives better in the future, we need to increase investment in humanitarian innovation now."

"A significant way in which innovations can reach better results is by giving more dignity and choice to crisis-affected populations."

## Key proposals or recommendations:

- Develop a global alliance for humanitarian innovation—a platform for accelerating public-private partnerships for innovations in humanitarian action.
- Establish a core group of experts (within the framework of the WHS processes) to advance the development of the alliance or network from now until the summit and beyond. This core group should be made of influential individuals from across sectors, with the decision-making power to bring the necessary buy-in from their respective organizations.

## A14: Scaling Up Cash Transfers

### Moderator:

- Mr. James Kisia, Deputy Secretary General, Kenya Red Cross

### Panellists:

- Mr. Jan Egeland, Secretary General, Norwegian Refugee Council and Member, High-Level Panel on Humanitarian Cash Transfers
- Ms. Tara Nathan, Executive Director for International Development, MasterCard Worldwide and Member of the High-Level Panel on Humanitarian Cash Transfers
- Dr. Jodi Nelson, Senior Vice President, International Rescue Committee

### Summary of the discussion:

Cash transfers are increasing in scale across the humanitarian sector. However the recent High-Level Panel on Humanitarian Cash Transfers highlights that unconditional cash transfers still only constitute 6% of overall flows. The key question is how to get to 50%.

The discussion was wide-ranging and lively, touching on issues of transparency and efficacy, data protection and privacy, regulatory environments, and additional benefits such as digital identity and savings. There was also a good discussion about how the architecture of the humanitarian system might be configured in the future for cash transfers. Creating sensible operational process was seen as key to attracting the private sector; working out roles and responsibilities in advance is equally important, as is country-based leadership and preparedness.

### Key proposals or recommendations:

- Put in place two new processes to engage the private sector. Contracting, regulatory forum, market assessments in advance, and streamlining RFP process could all be candidates.
- Proposed roles and responsibilities to create a new architecture for humanitarian cash transfers. Who does what – UN, NGOs, and private sector.
- Each UN Humanitarian Country Team under leadership of the Humanitarian Coordinator should provide leadership for cash transfers.
- Systematic preparedness to “build the pipe” in advance, region by region.

## A15: Closing the finance gap

### Moderator:

- Ms. Judith Randel, Founder & Strategic Adviser, Development Initiatives

### Panellists:

- Ms. Hadeel Ibrahim, Co-Chair, the Africa Center and Member of the High-Level Panel for Humanitarian Financing
- Ms. Lindy Cameron, Director, Middle East, Humanitarian, Conflict & Stabilization, UK Department for International Development
- Mr. Raúl Heredia Acosta, Ambassador and Deputy Permanent Representative of Mexico to the UN in Geneva
- Mr. Richard Wilcox, former Director-General of the African Union’s African Risk Capacity Agency



## Summary of the discussion:

There is a need to generate sufficient finance to guarantee the essential requirements to preserve life and dignity, but also build resilience. This requires smarter finance geared to the different types of situation currently described as humanitarian; a one-size-fits-all financing model is no longer appropriate. Building on the emerging thinking of the High-Level Panel on Humanitarian Financing, a 'grand bargain' could set out what each group of stakeholders (Member States, UN organizations, multilateral development banks, NGOs, private sector and others) should do to build greater trust and co-operation to deliver this, recognizing that there is not just a financing gap but a responsibility gap, with a lack of clarity about who should be responsible for mobilizing finance to achieve the goal. There are a number of potential components to this:

- Use the optimum blend of finance instruments for different contexts. For disasters, increase the use of risk financing and social protection. For protracted displacement, generate a finance package for refugee-hosting countries providing long-term investment in infrastructure, services and livelihoods. Sustaining finance for long-term, protracted, conflict-related crises is the most challenging, requiring a shift to long-term planning and financing.
- Remove the internal institutional barriers between humanitarian and development finance within donor organizations, both in capitals and at country level, in order to mobilize the mix of finance.
- Sustain and scale up finance to local organizations and address the procedures that can prevent their access to finance, including the application of counter-terrorism regulations and due diligence requirements.
- Recognize that transparency is a precondition for leveraging diverse funding sources, hence a need to commit and set a timetable to publish data, where security permits, on all resources relevant to each crisis situation in a common format, and the capacity to monitor and use this. (The process and technology for achieving this exists in the International Aid Transparency Initiative.)
- Respond to the demands for greater efficiency, by increasing discipline and transparency in the cost of operations and value for money, including by reviewing the humanitarian appeal system so it provides a more transparent calculation of these costs both within and between crises.
- Assess the value and options for creating an independent capacity (made up of leading finance, economic and actuarial expertise) to track and analyze diverse finance flows, assess cost-effectiveness and efficiency of different response options, and advise on options for filling resourcing gaps and the requirements for contingent finance. This could be at the country, regional and global levels.
- Significantly scale up cash assistance.
- Recognize that in many countries, responsibility for humanitarian response is taken by the national government and that this trend is likely to continue. Domestic capacity for humanitarian response, crisis prevention and DRR should be supported at national and subnational levels, recognizing the important role that civil society has to play.
- Prioritize the use of international humanitarian assistance for situations that are not addressed by domestic governments or agencies, and its development or other partners.
- Tackle corruption.

## B1: Reaffirming the core humanitarian principles

### Moderator:

- Prof. Doris Schopper, Director, Centre for Education and Research in Humanitarian Action, University of Geneva

### Panellists:

- Mr. Ed Schenkenberg, Executive Director, HERE-Geneva
- Dr. Khaled Diab, Director of Relief and International Development, Qatar Red Crescent
- Mr. Mamadou Ndiaye, Executive Director, Office Africain pour le Développement et la Coopération (OFADEC), Sénégal

### Summary of the discussion:

While endorsing the universal applicability of the humanitarian principles, the discussion highlighted that they must be applied according to the specificities of particular contexts and humanitarian workers have to be trained in how to tackle the complex “realities” that they face. Transparency, trust, and consistent behaviour by humanitarians are the most important ingredients in fostering respect for compliance. This must be underpinned by accountability at all levels. This includes donors whose financing practices must promote and not undermine principled behaviour, and governments who must be mindful that they not permit humanitarian principles to be abused for wider political or other goals. A broader public culture of respect for principles needs to be inculcated through education throughout society, starting with schools and colleges, and permeating all of society in every country and culture.

### Key proposals or recommendations:

- Promote wider public humanitarian education programmes in schools, colleges and wider society, accompanied by expanded volunteering schemes along with training for humanitarian workers, to promote practical implementation of principles with consistency.
- Peer-to-peer lesson-learning, independent monitoring and third-party verification should be part of new accountability mechanisms to encourage compliance; and evaluations of humanitarian activities should also specifically assess how principled they are.

## B2: Transforming how humanitarian agencies engage with affected people

### Moderator:

- Mr. Alex Jacobs, Director of Programme Quality, Plan International

### Panellists:

- Prof. Thea Hilhorst, Professor of Humanitarian Aid and Reconstruction, Institute of Social Studies, Erasmus University Rotterdam
- Ms. Vicky Arnaiz Lanting, Volunteer, Philippines Red Cross
- Ms. Sema Genel, Executive Director, Support to Life, Turkey
- Mr. Rupert Simons, CEO, Publish What you Found

### Summary of the discussion:

Participants identified significant actions to change the balance of power between humanitarian agencies and affected people.

The discussion drew on emerging recommendations from the Synthesis Report and analysis from the Briefing Paper prepared by ALNAP for the Global Forum. Significant previous commitments have been made in this area. But progress has been limited, for the following reasons:

1. Powerful agencies have a high-level orientation towards acting independently and supplying what they are set up to give.
2. The dominant 'contract culture' of winning and delivering grants actively dis-incentivises community engagement, and shapes so much work on the ground.
3. It takes time and skills to build up honest dialogue, particularly with marginalised groups, and to work effectively with existing institutions and communications mechanisms.
4. Affected people do not have the information they need to make informed choices or hold agencies to account.
5. Humanitarian actors are not properly held accountable for their work and seldom 'pay the price' for poor programming.

There was consensus that agencies should be much more transparent about their plans and actions, to drive empowerment, influence staff behaviours, and tackle corruption. Agencies must understand formal and informal representative institutions among affected people, and engage with government bodies, as well as others, in order to enable effective co-ordination, support effective leadership and improve engagement. Using shared mechanisms for two-way communication can make it easier for affected people and their institutions to engage with agencies. Incentives could be changed by assessing outcomes (rather than activities) and agencies should collect feedback on the quality of their work from affected people.

Agencies need to change what they do in the light of what people say. Participants also discussed the role of diasporas in bridging affected people and agencies, the special approaches needed to engage with children, the need for staff training, the importance of integrating gender considerations, and the potential for independent monitoring of agencies' work. A substantial consensus was achieved on the importance of adopting the Core Humanitarian Standard, as an established tool developed by many agencies in the South and North that covers many of the points mentioned above. Participants emphasized that it will have to be championed by consistent leadership and backed up with resources to enable its implementation.

## Key proposals or recommendations:

- Develop and adopt concrete commitments to radically enhance **transparency** by all humanitarian actors at the operational level (i.e. to communities, local and national government, and other operational actors), in order to drive accountability, co-ordination and empower affected people.
- Adopt the **Core Humanitarian Standard**, by using it at least as a standard basis for all capacity assessments and development; and for monitoring, evaluation and feedback.
- Two enabling factors will be required for these commitments to generate more results than previous commitments:
  - Ensure consistent **leadership and resources** for community engagement in all humanitarian programmes. This includes an individual member of each senior management team dedicated to community engagement.
  - Ensure regular review and revision of all strategic and project plans to ensure their on-going relevance to affected people's realities and changes in the context.

## B3: Youth in the Front of Humanitarian Action

### Moderator:

- Ms. Marie Luise Schwarzenberg, UN Major Group Children and Youth

### Panellists:

- Mr. Berk Baran, Deputy Permanent Representative of Turkey to the UN Office and other International Organizations in Geneva
- Mr. Essa Al Mannai, Executive Director, Reach Out to Asia (ROTA)
- Mr. Sikander Khan, Deputy Director of Emergency Programmes, UNICEF
- Ms. Avin Taher, Youth Representative, Iraq
- Mr. Francois Farah, Deputy Regional Director, UNFPA

### Summary of the discussion:

Panellists emphasized that crises heighten the risks and exacerbate the vulnerabilities of young people, in particular young girls. They remarked that crises do not happen in a vacuum: poverty, unemployment, gender-based violence and other social problems are exacerbated when crisis occurs, worsening the impact on youth, in particular on adolescent girls. Panellists remarked that not every humanitarian situation can be handled with the same approach: generic solutions should be replaced by a more systematic work based on assessments of the local context and empowerment of the local community. The humanitarian system should recognize the human capital of youth and work not only to protect them during crisis but also to actively involve them as actors of positive change. In this sense, a strong call was made to reshape the humanitarian system in order to develop an age-sensitive approach capable to protect the rights and address the specific needs of young people and to engage them as equal partners in humanitarian action. It was strongly emphasized that most of the issues discussed in the WHS could be solved by a more substantive empowerment of the young population, providing them real opportunities to take the lead in humanitarian programming and implementation. Youth groups are already motivated and implementing successful initiatives.

We need to further support them, providing funding and real opportunities that go beyond volunteerism. This also suggests the need of a stronger valorization and certification of volunteer experiences. Various stakeholders in the room emphasized the need for a global partnership that assures the meaningful participation of youth in humanitarian action through concrete and collaborative action or projects, capacity-building activities, enhancing education, employment creation, and increased participation of young people in the design, implementation and assessment of humanitarian action. The Global Youth Consultation held in Doha produced a series of recommendations and we should build on that to further discuss and develop an action plan to empower young people. A Global Alliance to support youth was suggested at the session and some stakeholders manifested that the idea is welcome and should be gradually developed, with a strong focus on actions oriented towards the demands and priorities of young people. Stakeholders should first define the objectives and work together to build the mechanisms to achieve them.

### Key proposals or recommendations:

- Youth empowerment: more substantive engagement of young people in all phases of humanitarian action.
- A Global Partnership should be coordinated to support young people in humanitarian settings: enhancing education, capacity-building and opportunities for the active engagement of youth in humanitarian action.

## B4: Make humanitarian action work for people with disabilities

### Moderator:

- Ms. Catalina Devandes, Special Rapporteur for the Rights of People with Disabilities

### Panellists:

- Mr. Pekka Haavisto, Member of Finnish Parliament
- Ms. Emma Pearce, Women's Refugee Commission
- Ms. Florence Daunis, Handicap International
- Mr. Facundo Chavez, OHCHR and member of the UN Inter-Agency Support Group on the Convention on the Rights of Persons with Disabilities (CRPD)

### Summary of the discussion:

Participants contended that people with disabilities are excluded from humanitarian action, due to a variety of barriers. In this session, participants endorsed calls for all humanitarian actors at all levels to “correct the neglect of people with disabilities; ensure their specific needs are met; and enable them to participate in decision-making”, as detailed in the Synthesis Report. Delegates highlighted leadership by, meaningful participation of and contribution from women, girls, men and boys with disabilities, as one of the key changes to be implemented across all levels / sectors and endorsed by all stakeholders in the humanitarian system.

A high-level political commitment to developing globally endorsed standards and guidelines on disability inclusion in humanitarian action would provide a practical framework for addressing coordination, implementation, accountability and financing, and support States' obligations under the Convention on Rights of People with Disabilities. This would be complemented by establishing a disability area of responsibility in the Global Protection Cluster.

Globally-endorsed guidelines could include practical actions, which, as the breakout session highlighted, are yet to be systematically implemented at field level. These include: the collection of disability-disaggregated data to inform humanitarian action; strengthening the capacity of humanitarian actors, including organizations of people with disabilities, to engage in humanitarian leadership, coordination and response; disability focal points to mainstream and monitor disability inclusion within coordination systems and operational agencies; universal design to ensure infrastructure is accessible throughout preparedness, response and reconstruction phases; and ensuring that disability markers are set up within donors' guidelines.

### Key proposals or recommendations:

- Correct the neglect of people with disabilities in humanitarian action by recognizing their leadership and capacity to meaningfully participate in and actively contribute to the inclusion of all marginalized or at-risk groups, linking with and enhancing existing policies, services and development strategies.
- Develop and endorse global standards and guidelines on disability inclusion in humanitarian action, which will address coordination, implementation and financing; the establishment of a disability area of responsibility in the humanitarian coordination system; and the participation of people with disabilities across all levels and sectors of humanitarian responses.



## B5: A Global Urban Crises Alliance: Managing conflict, disaster and displacement in urban contexts

### Moderator:

- Dr. Aisa Kacyira, Deputy Executive Director, UN-Habitat

### Panellists:

- Ms. Gisele Koula, Chief of Cabinet, Bangui Municipality, Central African Republic
- Dr. Dargham Elias Touma, Mayor of Kab Elias, Lebanon

### Summary of the discussion:

This breakout group discussed the impact of humanitarian emergencies on towns and cities, and the need to improve the way we work to prevent and respond to crises in these contexts. The discussion focused on the crucial role for local authorities. Panellists emphasized the importance of engaging with local municipal structures from the outset, given their knowledge of the urban context and proximity to affected populations. These structures are critical to understanding and identifying needs of both displaced and host communities, and to managing social tensions.

The panellists also highlighted the importance of understanding city systems when planning a response; in particular, the role of different levels of governance, from national to city to neighbourhood. Recognition is needed of pre-crisis levels of services which are often very low. Humanitarian response is an opportunity to invest in service provision to respond to immediate needs while also taking longer-term requirements of the whole community into account.

Finally, the panel reiterated the need to launch a platform to unite local authorities, urban professionals, the private sector, and humanitarian and development actors so as to find more effective ways to work together to prevent, prepare for and respond to urban crises.

### Key proposals or recommendations:

- Local authorities must be engaged from the outset of a crisis response, given their knowledge of the urban context and proximity to affected populations.
- Create a platform to unite local authorities, urban professionals, the private sector, and humanitarian and development actors, to prevent, prepare for and respond better to urban crises.

## B6: New and Colliding Threats

### Moderator:

- Mr. Jan Kellett, Disaster and Climate Partnership Advisor, UNDP

### Panellists:

- Mr. Julian Egan, Head of Advocacy and Policy Dialogue, International Alert.
- Ms. Kate Peters, Research Fellow, ODI.
- Mr. Oliver Lacey-Hall, Head of Office, OCHA-Indonesia.
- Mr. Atle Solberg, Nansen Initiative

### Summary of the discussion:

Sustainably managing current and future humanitarian crisis requires strengthening states' and societies' anticipatory, absorptive and adaptive capacity. Underpinning the effectiveness of current and future humanitarian crises is the ability of the system to understand and act upon 'New and

Colliding Threats' (Synthesis Report Section 5.4); the intersection of conflict, natural hazard-related disasters and climate change. The Synthesis Report rightly and explicitly acknowledges the links between vulnerability and risk, which interconnect disasters, conflict and climate change (section 5.4). This addresses the gaps in existing 2015 international frameworks which do not place enough emphasis on this intersection.

Climate change is expected to increase the frequency and intensity of disasters, raise sea levels, and change rainfall variability, all of which threaten human settlements, infrastructure, natural resources and associated livelihoods. The world's leading scientists make the challenge clear: 'the impact of climate change on human well-being, peace and security will worsen, especially for the poorest members of society. Many of the most affected live in fragile states where under-development is intractable and national capacity to manage climate risks is weak. Disasters and displacement linked to the adverse effects of climate change is a global reality that keeps growing in complexity and proportion. In many countries, as climate change interacts with other features of the social, economic and political landscape, there is a high risk of political instability and violent conflict' (IPCC AR5). This is the so-called 'threat multiplier' effect.

Recognition of the interaction of different types of risk and vulnerability is certainly not new, and a nascent but growing body of evidence helps to provide added weight and incentive to the need to address complexity more systematically, in ways that are lacking from current policy and approaches. More focused attention on the way 'disasters and conflict collide' exposes a collective weakness in current and future crisis management, including severe neglect of disaster risk reduction in fragile and conflict-affected countries.

## Key proposals or recommendations:

- Explicit acknowledgement of 'new and colliding threats' (or 'when disasters and conflict collide') must be in the final proposals/recommendations, accompanied by an urge for action to happen now, to redress this intersection where feasible (e.g. application of conflict-sensitive approaches and Do No Harm to climate change investments in complex contexts, increased investment in disaster risk reduction in fragile and conflict-affected states, the integration of climate science in humanitarian risk assessments, etc.)
- Explicit articulation of the underlying risks that drive humanitarian needs, and of what this means not only for the humanitarian system but more importantly for those actors (international and national, public and private) who need to deliver long-term risk-informed development. The WHS needs to advocate more clearly for long-term solutions, shifting the focus away from the symptoms to the cause.
- An independent advisory group should be established to bring visibility to the neglected topic, and should operate in a way that supports national and regional understanding and action on interconnected risk (as well as international agencies).
- An independent, annual 'Evidence and Learning Report' should be commissioned, to present a rigorous assessment of the latest evidence on the conflict, climate and disaster interface. This will increase quality of understating of so-called 'new and colliding threats' which can then inform national, regional and international decision making on the appropriate next steps in policy and practice.
- Joint diagnostic of risks should be incentivised to move towards a more collective approach to crisis management—ensuring that any process to do so serves to strengthen national as well as international capacity to understand the multifaceted nature of new risks and vulnerability, and the way they intersect.
- A strong message to the parties negotiating a new climate change agreement in Paris on the urgency for strong and effective mitigation and adaptation actions to help overcome the adverse impact of climate change on displacement and other forms of human mobility.

## B7: Ensuring more predictable and effective response capacities

### Moderator:

- Mr Said Faisal, Executive Director, AHA Center, ASEAN

### Panellists:

- Dr. Ian Norton, Project Leader, Foreign Medical Teams, WHO
- Mr. Alexy S. Avdeev, International Cooperation Department of Russia
- Ms. Chen Hong, CISAR, China
- Mr. Gary Conille, Under-Secretary-General, Programme and Operations, IFRC

### Summary of the discussion:

In many contexts, governments have strengthened their disaster preparedness and response capacities and are seeking to play a more prominent role, both domestically and internationally. The growing role of government-to-government cooperation in responses to disaster has grown in recent years. This includes for example the use of USAR (urban search-and-rescue) or Foreign Medical Teams. This move was generally welcomed in the session, as it allows more predictable, effective and timely responses, and also ensures greater knowledge of the context when support comes from neighbouring countries. The role of international humanitarian actors must shift towards supporting those domestic capacities, including supporting national coordination efforts.

It was noted that receiving assistance can be more difficult than providing assistance: affected countries can be overwhelmed with unsolicited, uncoordinated, or inappropriate support. The IFRC's IDRL guidelines can play a role in supporting this. The importance of agreeing on standards is also highlighted as a critical aspect as good intentions are not enough.

The group agreed on the need to scale up existing efforts with a view to having more predictable and effective response capacities.

### Key proposals or recommendations:

- set some global standards and quality assurance mechanisms for deployable capacities;
- change the current system of governments requesting assistance towards a system with pre-agreed triggers for assistance with pre-verified and quality assured teams from neighbouring countries and beyond if necessary; and
- establish a network of crisis management centres.

## B8: Improving the credible and independent use of evidence in humanitarian action

### Moderator:

- Mr. John Mitchell, Executive Director, ALNAP

### Panellists:

- Ms. Jodi Nelsen, Senior Vice President and Director, IRC-UK
- Dr. Urvashi Aneja, Director, Centre for Global Governance, Jindal University
- Mr. Naseer Memon, Chief Executive, Strengthening Partnership Organization, Pakistan
- Summary of the discussion:

Several of the submission papers to the consultation process and the Synthesis Report itself have

made the point that people affected by conflict and natural disaster should be able to expect that decisions are made on the best information and evidence possible. Yet there remain a number of problems with the current availability, quality and use of information and evidence at all levels of humanitarian action. This session discussed the different types of knowledge and different purposes for which knowledge is needed to improve humanitarian action and used this as the basis for identifying improvements to the way evidence and information is produced, made available, and used. From this discussion, we identified three areas of knowledge production that require further action. First, on a basic level there is still a lack of quality information to understand needs and the situation in a particular crisis as it occurs. The second area of knowledge production concerns what kind of knowledge and information we need to understand performance and the needs of decision-makers in humanitarian action. Third, there is a need for significantly more knowledge around what are the best tools/approaches to improving performance.

### Key proposals or recommendations:

- Knowledge area 1: What is the situation on the ground as it happens?
  - Relevant actors working on data, information and evidence will create a consortium for data analysis and information-sharing that would carry out objective research on needs and contextual factors, in an ethical manner and tailored to different types of decision-makers. It would also support or link to a platform for the transparent and responsible sharing of data and evidence by other agencies.
- Knowledge area 2: What are the goals/desired outcomes of humanitarian action?
  - Humanitarian actors should be accountable for establishing closed feedback loops to ensure that programming goals are defined by affected people; donors should incentivize this commitment.
  - Create a common framework of goals and/or decision-making information needs which can be used to guide prioritization in decision-making and achieve results for crisis-affected people.
- Knowledge area 3: 'What works' in humanitarian action?
  - Donors and humanitarian agencies to better invest in understanding the effectiveness of particular interventions in specific contexts and at what cost. This could be supported by a peer-review mechanism that adopts a set of quality criteria for evidence.

## B9: Militaries in Humanitarian Action - How can militaries contribute to the dignity and safety of people affected by crises?

### Moderator:

- Ambassador Toni Frisch, Switzerland

### Panellists:

- Colonel Lim Kwang Tang, Director, Regional Humanitarian Coordination Centre, Singapore Armed Forces
- Ms. Jules Frost, Senior Advisor, Civil-Military Relations, World Vision International
- Mr. Michael Marx, Senior Civil-Military Advisor, OCHA

### Summary of the discussion:

The breakout session explored ways to implement key conclusions and recommendations emerging from the multi-stakeholder roadmap events on humanitarian civil-military coordination in the WHS process. Examples and lessons learned are brought forward from both natural disasters and complex emergencies, touching on preparedness, context-specific coordination structures and strat-

egies, how to leverage specific skill sets such as humanitarian access negotiation, operationalizing the Civil-military Coordination initiatives, capitalizing on available technology, pre-agreed legal frameworks for military support to humanitarian operations, upholding of humanitarian principles in all contexts, and training and exercises. Collective dialogue and engagement in the Consultative Group on Humanitarian Civil-Military Coordination was deemed critical for the shared effort towards increased effectiveness.

### Key proposals or recommendations:

- The participants agreed to the emerging recommendations elaborated in the WHS Synthesis Report, notably:
- In natural disasters and complex emergencies, establish a dedicated platform where humanitarian and military actors can interact to create a common situational awareness, for increased humanitarian effectiveness.
- Introduce universal standards for humanitarians and militaries on the entry, employment and drawing down of foreign military assets in natural disasters.
- Member States, both civilian and military entities, to re-commit to the proper and coherent use, and the effective coordination of foreign military assets in humanitarian action.

## B10: Humanitarian Contributions to the Safety of Affected People

### Moderator:

- Ms. Louise Aubin, Global Protection Cluster Coordinator

### Panellists:

- Mr. Abdul Fatah Mohamed, Independent Consultant and Thematic Team Member
- Ms. Arnhild Spence, Director of Partnership, Policy Coordination and Advocacy, WFP
- Mr. Joshua Tabah, Counsellor, Permanent Mission to the UN of Canada
- Ms. Ingrid McDonald, Director Geneva Office / Humanitarian Policy, NRC

### Summary of the discussion:

Protection, whilst the primary responsibility of the State, is the overarching goal of humanitarian action and must therefore be central to any humanitarian response. Protection is, however, not a one-off event; rather, it is a series of interventions undertaken by a range of protection and non-protection actors. Accordingly, it is necessary to recognize and leverage the diverse expertise and experience of humanitarian, human rights, political and development actors to achieve a protection impact. It is equally important to embed a protection analysis into all sector-level programming, and to engage crisis-affected communities directly in decision-making, as rights-holders and not mere beneficiaries of aid. This in turn requires proximity with crisis-affected communities and a shift away from top-down and pre-determined aid packages.

At the same time, more needs to be done across the humanitarian system to strengthen accountability towards crisis-affected communities and to address their protection risks, especially at the level of leadership. WFP, for example, has adopted a protection policy and invests heavily in protection mainstreaming. At country level, Humanitarian Coordinators and Humanitarian Country Teams can have greater protection impact when they identify priorities together and commit to concrete actions that are captured in overarching strategies. Humanitarian actors must also further their work on professional standards for protection and develop the necessary capacity of their staff and management. Donors, in turn, can enable protection to be more central to the humanitarian response through incentives at the system, organizational, country and individual levels. Joined-up advocacy by donors



can be equally effective in bringing the full spectrum of actors together in achieving protection. With the above-mentioned in mind, the WHS is an opportunity to reinvigorate and achieve more progress on the longstanding commitment to place protection more central to the humanitarian response. It provides a platform to showcase ongoing initiatives, and generate the necessary visibility and synergies for these initiatives to gain momentum and have a wider impact on the performance of the humanitarian system in achieving protection. The session highlighted, for example:

- Ongoing work among humanitarian actors to update and disseminate professional standards for protection work;
- A displacement monitoring tool developed in the Philippines by the National Commission on Human Rights;
- Guidance for Humanitarian Country Team strategies for protection;
- Joined-up protection and innovation work streams to enable more accountability through communication with communities.

## B11: New Deal for Refugees

### **Moderator:**

- Amb. Carsten Stauer, Permanent Representative of Denmark to the UN Office and other International Organizations in Geneva, Solutions Alliance

### **Panellists:**

- Ms. Kelly Clements, Deputy High Commissioner for Refugees
- Mr. Alexander Betts, Director of the Refugees Studies Centre, University of Oxford
- H. E. Saja S. Majali, Permanent Representative of the Kingdom of Jordan to the UN Office and other International Organizations in Geneva
- Dr. Sakena Yacoobi, Executive Director of Afghan Institute of Learning
- Dr. Fuat Oktay, President of AFAD, Turkey

### Summary of the discussion:

Tackle the refugee crisis by creating a 'new deal' for hosting refugees. This 'deal' or arrangement needs to include more equitable burden-sharing, and global solidarity and responsibility. It could include recognizing host countries' contributions and specific requirements; generating new partnerships among host countries, humanitarian and development communities, private sector and civil society to support host communities and refugees to their mutual benefit; committing to longer-term, sustainable financial support for host countries, including for infrastructure and services (with particular attention to the terms and condition of development finance in middle-income countries); giving refugees hope, dignity and self-reliance through freedom of movement, access to education and livelihood opportunities (making greater use of the private sector and markets); and creating more equitable arrangements for their resettlement in third countries, including their safe passage.

## B12: Creating Certainty in Responding to Disasters

### Moderator:

- Mr. Elhadj As Sy, Secretary General of IFRC

### Panellists:

- Ms. Adelina Kamal, Head of Disaster Management and Humanitarian Assistance of ASEAN
- Mr. Richard Wilcox, former Director-General of African Risk Capacity
- Mr. Tadesse Bekele, DRM and Food Security Sector, Ministry of Agriculture, Ethiopia
- Mr. Claus Sorensen, Senior Adviser on Resilience, European Commission

### Summary of the discussion:

Some aspects of disaster risk management are already certain. Disasters are now and will continue to be a major threat to lives and livelihoods around the world. Many big risks that are approaching are already apparent. However, making our response more certain may be more complex. A major challenge is the barrier between humanitarian and development mindsets. Responding to food insecurity only after people have already depleted their resource, for instance, is the least satisfying and most expensive approach. We should be focused on saving livelihoods—and lives tomorrow—not just saving lives today.

One step toward the solution is building predictability at the regional level. ASEAN has shown that a strong regional treaty, pre-identified resources and capacities, joint training and resources can all help make response much quicker and better targeted to different kinds of hazard. Another is to make stronger use of the tools of insurance. The experience of the African Risk Capacity Fund has shown that a sovereign insurance scheme can promote strong contingency planning and ensure, with certainty, that funds will be available immediately—when they are most needed. Another critical step is focusing on resilience. This requires strong consolidation among donors, a joined-up vulnerability analysis among all actors, and donor action that fits into thorough national safety nets, such as the one created in Ethiopia. Social safety nets should be agile—acting both in regular times and able to adjust in situations of crisis. The ASEAN Agreement on Disaster Management and Emergency Response (AADMER) has shown that agreements can be important to promote all this, but you need both legal commitments and to win hearts.

### Key proposals or recommendations:

- We should focus much more on livelihoods, livestock and social safety nets, in addition to saving lives today. We need to reduce the barriers and differences between humanitarian and development approaches in this regard.
- The discussion reaffirmed that a more predictable, inclusive and disciplined approach to disaster response is needed. Preparedness agreements between governments and international community is a way to achieve this and there are existing examples at the regional level. Equally important, though, is strong domestic governance, including strong national legal, institutional and financing frameworks for disaster risk management.
- A frequently forgotten but critical weapon against disasters is social safety nets and basic social services. We should support the “business continuity” and agility of such systems so that they can work well both in normal times and disasters.

## B13: Increasing Direct Finance to Local Actors

### Moderator:

- Ms. Lilianne Fan, Founder, Geutanyoe Foundation for Aceh & Fellow, Overseas Development Institute

### Panellists:

- Ms. Degan Ali, Executive Director, ADESO
- Mr. John Nduna, Vice-Chair of the Steering Committee for Humanitarian Response and Secretary-General of ACT Alliance
- Ms. Lisa Henry, Humanitarian Director, DanChurchAid
- Mr. Danny Sriskandarajah, Secretary General of Civicus and Member of the High-Level Panel for Humanitarian Financing

### Summary of the discussion:

The session discussed how more finance could be directed to local actors, also first-line responders. There are strong calls for 'equal partnerships' rather than subcontracting arrangements. The panelists highlighted that a substantial increase in direct finance to local actors would bring potential gains in effectiveness and efficiencies of humanitarian response: local actors act as first-line responders with rich knowledge of local culture and context. Incentives to encourage a shift in donor behaviour were explored specifically in the context of building trust in the capability of local actors to yield enormous social impact and civic value. There were calls for greater transparency, accountability and good governance. At the same time, streamlined donor reporting requirements and capacity-building of local actors could also lead to optimization in preparedness and response. Funding diversification to include non-traditional donors could also do good to local actors as most funding from traditional sources has reached a ceiling.

### Key proposals or recommendations:

- Review, strengthen and make more inclusive principles of partnership and donorship to ensure equal partnership, complementarity of local and international actors. Expand the Good Humanitarian Donorship, to include non-DAC donors, and local actors, including Southern NGOs.
- Adapt procedures, systems and tools to include local actors: tracking, streamline reporting, measuring cost-effectiveness and value, measure access, social capital, comparative advantage of local actors, social impact, peer review and capacity-building.

## B14: Improving the Flow and Efficiency of Remittances

### Moderator:

- Sandra Aviles, Senior Adviser, Humanitarian Affairs and Program Development, Food & Agriculture Organization of the United Nations (FAO)

### Panellists:

- Mr. Alex Hoffmann, Executive Vice President for Business Development and Product, MoneyGram International
- Mr. Marco Nicoli, Financial Sector Specialist, Finance & Markets Global Practice, World Bank Group
- Dr. Hany El Banna, President, the Humanitarian Forum
- Mr. Hussein Abdi Halane, IGAD's Special Representative of the Executive Secretary on Remittances
- Mr. Abdurahman Sharif, Director, Somalia NGO Consortium

## Summary of the discussion:

Remittances are worth more than official development assistance and foreign direct investment combined. In contexts like Somalia they account for 45% of GDP and 80% of the start-up capital for small business. And yet in many places in the world the increasingly complex market conditions are making remittance harder, despite a reduction in costs over the last decade. In places as diverse as Australia, Mexico and Kenya banks are choosing not to back money transfer organisations in an attempt to avoid – rather than managing – risk. And yet remittance represents even more than the lifeline it gives to millions around the world—it is also the connection between diasporas supporting development in their countries of origin. Measures to ensure that remittances can continue to flow – and do so in increasingly efficient ways – can have a profound effect on communities in crisis, helping them to build economies and services.

## Key proposals or recommendations:

- Encourage more competition, through strong regulation on the ground to prevent monopolies. Helping money transfer organisations to comply and understand risk and engage with banks can also help.
- Between now and Istanbul, forge an alliance with selected diaspora groups to start a dialogue with key global banks.
- Use the WHS to put a set of recommendations to the G20 5% initiative showing that the derisking phenomenon may be having a humanitarian impact.

## INNOVATION MARKETPLACE

“...Innovation must continue to drive humanitarian action so that we can keep pace with our rapidly changing world and meet the needs of millions of people now and in the years to come.”

– Stephen O’Brien

### Introduction

The WHS Innovation Marketplace provided an opportunity within the WHS Global Consultation for participants to interact, share innovations, ideas and best practices with the many actors who participated at the WHS Global Consultation. The marketplace demonstrated and enabled the practical applications of innovations, technologies and processes that amplify new and existing best practices within a highly interactive environment. Highlights during the marketplace included the launch of the Crisis Connectivity Charter, established by the EMEA Satellite Operators Association (ESOA) and the Global VSAT Forum. The charter is a commitment from satellite providers to support humanitarian operations.

Along with the marketplace exhibitions, nine innovation sessions are held, allowing participants to gain a deeper understanding of how these innovations spoke to the World Humanitarian Summit’s future vision of humanitarian action.

### List of Exhibitors:

#VisualizeChange – World Humanitarian Summit Data Visualization Challenge
Better Shelter
CDAC network
DANOFFICE
FONDATION TELMA
GAFI
Hewlett Packard Enterprise
Humanitarian Data Exchange
Humanitarian Innovation Fund
Humanitarian OpenStreetMap
MasterCard
Millson BV, Hospitainer



03B
Open Aerial Map
OpenIDEO
Port Authority
Pragya
Red Rose
Royal Military Academy of Belgium
SpaceTec Partners SPRL
Squid
The Port authority/ CERN hackathon
The portal
U.S. Global Development Lab
UAViators and Humanitarian UAV Network
UNDP Co-designing with citizens: Innovation Camps & Labs
UN Emergency Telecoms Cluster
UNHCR Innovation
UNICEF
United Nation Major Group for Children and Youth (UNMGCY)
UN Mine Action
UNOG
Vantage Partners
Vrse.works - Virtual Reality Exhibit: Clouds over Sidra
Western Union
Wormhole Project - Shared Studios

## Summaries of Innovation Sessions



### I:1 The UAViators Network and the Emergence of Aerial Humanitarian Robotics: How Small UAVs (Drones) are Changing the Ways that Aid is Planned, Monitored and Delivered.

#### Moderator:

- Mr. Joel Kaiser, Emergency Response Officer, Medair

#### Panellists:

- Mr. Sebastian Ancavil, GIS Officer, International Organization for Migration
- Mr. Adam Klapotcz, President and Co-founder, Drone Adventures
- Ms. Sonja Betschart, Member and Drone Adventurer, Drone Adventures

### Summary of the discussions

Discussions focused on the successful use of UAVs in recent disasters and how their continued use for humanitarian aid and data collection is vital. It was highlighted that airspace is becoming very chaotic due to a combination of military aviation, civil aviation and now UAVs. A code of conduct for the use of UAVs enabled their safe, responsible and effective use in a wide range of humanitarian and development settings. UAVs have been used in training and strategic projects, applied research, and media, and their value is shown in the rapid application of the technology in the field.

There was discussion about the difference between the use of UAVs in humanitarian versus military operations, and a fine distinction was seen between their use for peacekeeping and peace surveillance. The difference between surveillance drones and the UAVs used by humanitarian agencies was highlighted. Further discourse is needed regarding the use of drones in conflict situations and how the dynamic changed when these are flown by humanitarian agencies. The need to engage the military is clear, as often the military is in charge of the airspace, and the civil-military route is recommended for most developing countries.

Examples from the field of the value of UAVs were given, including the better image quality and the ability to share data with local governments and communities to help facilitate local preparedness and response initiatives. In discussing how to effectively share and interpret data the main need was considered to be leadership in better coordination with governments, and it was recommended that UN OCHA play a role here. The conversation concluded with a discussion of technology and privacy and that these questions and issues still need to be addressed properly.



### I:2 Emergency Telecommunications Cluster – Today's networks for tomorrow's emergencies

#### Moderator:

- Mr. Gianluca Bruni, Chief, Global Emergency Telecommunications Cluster, WFP

#### Panellists:

- Mr. Brent Carbone, Programme Director, Ericsson Response
- Mr. Oscar Coleman, IT Emergency Preparedness Project Manager, WFP
- Ms. Kyla Reid, Head of Disaster Response, GSMA
- Ms. Aarti Holla-Maini, Secretary General, EMEA Satellite Operators Association

## Summary of the discussions

The session was introduced with the objective to explore two new private sector telecommunications charters intended to respond to today's humanitarian emergencies. These are (i) the new Satellite Connectivity Charter, which brought together for the first time satellite operators from around the world to provide seamless connectivity during a humanitarian emergency, providing immediate communications links that supported supply logistics, urgent medical care and coordination of relief efforts; and (ii) the industry-wide Humanitarian Connectivity Charter launched last March, through which mobile network operators committed to a common set of principles and to working towards the adoption of initiatives focused on creating a more coordinated and predictable response to disasters. The stated goal of both charters is to save lives through improved access to communications services in humanitarian emergencies and to help operators to be better organized and prepared to ensure the sustainability and resilience of their own services.

Recommendations included ensuring that incentives to cooperate are balanced with the flexibility for companies to service their clients, and recognizing the differences between operators in different environments. It was noted that the nature of telecommunications support in emergencies is changing connectivity for humanitarians and the people they serve and this has increasingly become a priority. For instance, telecommunications support during emergencies is usually primarily delivered to aid workers, but this has evolved to support the affected population as well. Preparedness was seen to be vital to building a sound network, so the importance of bringing operators together with humanitarians and national disaster authorities to establish relationships, build trust, and share best practices was highlighted. The recurrent theme of discussions was the need for strong partnerships and years of collaboration between operators and the humanitarian community, given that it takes time to build trust and understand the motivations of various actors. Also considered important was the need to stay the course and remain engaged after the initial phase of response, especially in protracted settings.

Discussion of manmade disasters highlighted that telecommunications risk, and safety and security concerns, are far greater in these settings. Often when telecommunications operators provide support in conflict settings, their support is low-key and not visible.



When asked what role technology could play in terms of engaging long-term refugees and contributing to their development, panellists spoke of the aspiration of giving people connectivity to help build resilience, advance education and give hope. They argued that telecommunications help to provide security and a sense of normality and that connectivity gave people an opportunity to call their loved ones or make calls for help. The broadband explosion, mobile education, banking, and other new tools and services will continue to provide communities with new opportunities. All speakers agreed that their job ultimately is one of enabling but that there are limits, including government regulations and other obstacles which can at times prohibit communications.

### Key proposals or recommendations:

- The two charters should continue to be promoted as industry models to encourage and guide other industries and clusters in emergency preparedness and response.
- The cross-industry partnership between the mobile and satellite industries should be further enhanced through coordination to expedite emergency response and ensure broader communication support to victims of disasters.
- Promote the Emergency Telecommunications Cluster and the Working Group on Emergency Telecommunications as leading examples for integrating the private sector into the clusters' planning and operations. Such platforms will allow different players to communicate lessons and coordinate support to create shared value.
- Replicate GSMA's Nepal example of working with regulators to resolve regulatory impediments by initiating dialogue between governments, regulators and the private sector before and during emergencies to target specific priorities.
- Incorporate adaptability into the disaster response mechanism to allow adjustments.
- Establish clear responsibilities and leadership roles which can then be implemented in emergencies.



## I:3 Interoperability in Cash Transfer Programming: Design challenges and state of play

### Moderator:

- Mr. Andrew Andrea, Head of the Private Sector Section, OCHA

### Panellists:

- Mr. Chris Williamson, Deloitte Telecommunications partner, GSMA
- Mr. Jeremy Cole, Director, Red Rose
- Mr. Svend Janssen, Country Director, Western Union
- Mr. Adam Smith, Chief Executive, Squidcard
- Mr. Paul Musser, Vice President Public Private Partnerships, Master Card

### Summary of the discussions

The discussion is led by the panellists, with contributions from Loretta Hieber-Girardet, Chief of OCHA's Inter-Cluster Coordination Section, Tahir Nour from the World Food Programme, Paul Spiegel of UNHCR, Sahba Sobhani of UNDP and Sara Murray of Mercy Corps / ELAN.

Discussions focused on both the challenges and opportunities in this field as a new area for the private sector and humanitarian actors. It was highlighted that private sector engagement in this area is not just about the short term, it is about developing systems that governments can use over the long term, such as social safety nets. For the private sector, the challenge is to be recognized by the UN and humanitarian community as long-term partners with a long-term investment strategy, particularly for creating services in places where there are no systems currently. Private sector participants emphasised that the private sector is already present and operating in places where

emergencies occur and that, even though the private sector wants to collaborate with humanitarian actors, the private sector will also continue to take action in this area independently.

It was suggested the humanitarian community and the private sector needs to find a model that will enable them to work together as partners and also allow companies to act as commercial service providers. Proposed areas for collaboration included:

- creating a common understanding of cash transfers (including a common vocabulary) which could be done through joint training and capacity-building activities;
- pre-preparing for the use of cash as a response modality, for example by collaborating on identity and data protection issues as well as conducting joint market assessments and regulatory analyses, as a prerequisite to building the humanitarian digital payments ecosystem;
- engaging several companies as commercial digital payments solution providers.

The potential for companies to be engaged as commercial service providers should not prevent the humanitarian community and the private sector from collaborating to create a common understanding and pre-preparing for the use of cash as a response modality. Private sector participants reiterated that companies are driven by a common agenda of implementing digital solutions to humanitarian challenges.

## Key proposals or recommendations

- The humanitarian community should invite the private sector to work collaboratively as partners in building a common digital payments ecosystem.
- GSMA supported the digital payments industry developing a set of voluntary humanitarian principles and guidelines for the industry to adhere to. Private sector participants and representatives of humanitarian agencies noted the need to develop and implement a common set of standards.
- Humanitarian agencies and the payments industry should establish platforms for more formal engagement and dialogue in order to contribute to innovation and knowledge transfer.
- The digital payments industry is heavily dependent on national regulation. Local digital payments service providers should be engaged in preparedness activities and in the process to create a humanitarian digital payments ecosystem.
- Humanitarian actors and the payments industry should work together to create a common understanding of cash transfers (including a common vocabulary). This could be achieved through joint training and capacity-building activities.
- The private sector and humanitarian organisations could work together to undertake market readiness assessments and regulatory analyses to prepare for emergencies in high risk countries. A coordinated process for conducting market assessments in high risk countries is required in order to avoid duplication. The private sector will only participate if such a coordinated process is underway.
- The private sector can work with humanitarian agencies to improve their data privacy standards and data management processes. The private sector can also learn from humanitarian agencies on issues related to affected populations and their sensitivities regarding data protection.
- The payments industry could establish a non-competitive forum for companies to work together to set the industry standards that are a prerequisite to building the humanitarian digital payments ecosystem. The payments industry has experience working in non-competitive standard setting forums. For example, Visa, Mastercard and American Express worked together on building a framework for a new global commercial data protection standard to enhance the security of digital payments.
- United Nations agencies should enter into pre-positioned agreements with payment providers to deliver cash in the event of an emergency. This will mean that a lengthy procurement process does not delay delivery once an emergency has occurred.



- Humanitarian agencies need to get better at working together to deliver cash transfers and jointly engage payment service providers. Increasing the scale of transfers would result in lower transaction costs. This could potentially be done via a payments network. Such a network would connect payment service providers with donors, NGOs and United Nations agencies to pre-position agreements to deploy cash in emergencies.



## I:4 All the World's a Stage: Practical tools for improving communication and conflict resolution in multi-cultural contexts

### Facilitator:

- Ms. Leila Buck, Actress, Playwright and Teaching Artist

The facilitator conducted a number of exercises with participants to examine how they communicated. The focus is to reflect on language, space and physical presence in cross-cultural communication. Discussion took place on how to adapt communications to specific contexts. Self-criticism was seen to be the foundation of honest communication and dignity and is important when working with diverse groups. Participants agreed that both 'what' and 'how' they communicate are important. Consequently, they need to start with the foundations of communication and listening and particularly to pay attention to non-verbal communication on the part of affected people.

When discussing what informed communication and trust, participants highlighted equity, voice and volume, personal and specific follow-up, context, and seeking group opinion or consensus. It was discussed how language could be a barrier to communication, especially in other cultures, but a person's body and tone could be ways to equalize and create empathy. It was seen to be very important to communicate intentions through body language when lacking the capacity to communicate in any other way. However participants were urged to be aware that this may not work in all situations.

Participants discussed communication in challenging and critical situations, such as during the Ebola response when there is both a cultural and language barrier. In convincing a patient to go into quar-

antine the difficulty is not to convince just one person, but the entire community. Finding a balance of openness, awareness, observation and listening was seen as important, so humanitarian must not think that they already know how people would react or behave in different contexts and cultures.

Some participants stressed the need to strengthen local voices, because the international community is not listening to people and instead is approaching them in a superior and authoritarian way. However it was also flagged that it is important for communities to have empathy with the job that humanitarians are trying to do, which in the end is for those affected by the crisis.



## I:5 Humanitarian Data Exchange



### Moderator:

- Mr. Javier Teran, Statistician, Humanitarian Data Exchange, OCHA

### Panellists:

- Mr. John McHarris, Deputy Chief VAM, WFP
- Mr. Philippe Boucher, Global Health Observatory, Department of Information, Evidence and Research, WHO
- Ms. Maeve de France, GIS Officer, CartONG
- Mr. Fritz Scheuren, Professor, University of Chicago

## Summary of the discussions

The main focus of the discussion was on how open data is used in the West African Ebola crisis and the Nepal earthquake response. A number of different data platforms and data-sharing mechanisms were discussed, with a focus on the value of using platforms and information and data management tools. Panellists presented evidence that sharing data, partnerships and the use of every appropriate means for dissemination is having an impact on humanitarian outcomes. Participants heard how sharing detailed daily situational data provides the public with a real-time and consistent view of the

situation. The sharing of data provides context for a situation and the burden on data management and analysis teams is reduced by off-loading requests and re-using vetted data sets for various information products.

Open data was highlighted as the key to success in the Ebola response and in Nepal. It helped pool capacities during crises, avoid duplication of efforts, increase efficiency, and increase the overall data quality from diverse data sources. Making data more immediately accessible removed barriers for small organisations and facilitated self-empowerment for local communities. Key lessons learned are that it is important to use existing mechanisms for data management and collection wherever possible because people are already aware of these tools and how to use them. It is also important for all partners to publish their data and to work together to help disseminate that information. It was highlighted that too much information could kill information, so those posting open data needs to make sure it is relevant and of good quality.

During discussions, the need to recognise the importance of data and information preparedness in pre-crisis time was highlighted as a way to ensure a better, less-reactionary response. Particularly, there is need to establish baselines so that when a crisis hits it is apparent what is normal and what is not. There was discussion around the validity of standards, with panellists disagreeing on whether these help the processing of information or in fact make this process too rigid. This was followed by the point that data is only the means to an end and that rather than simply collecting data, it is most important to know where that data is going.



## I:6 Working with Cities: innovations for urban challenges

### Moderator:

- Ms. Joanna Henderson, Urban Displacement Policy Advisor, IRC-UK

### Panellists:

- Mr. Jay Chaudhuri, Technical Advisor, Concern Worldwide, Kenya
- Mr. Filiep Decorte, Chief Technical Advisor, UN Habitat
- Mr. Patrick Blanchett, Secretary, Banque des Unions Haitiens
- Mr. Linus Bengtsson, Co-founder, Flowminder

## Summary of discussions

Concern Kenya shared their urban early warning indicators developed in Nairobi. These indicators are monitored in vulnerable sections of informal settlements, through household surveys of households and other information. The representative from a local Haitian bank that is a payer for Moneygram discussed the possibility of enriching the indicators and social information collected to include economic and capital flows from remittances. Following similar telecommunications agreement for safe sharing of information, economic information can provide critical flows and patterns of economic activity pre-crisis and post crisis. UN Habitat shared specific profiling methodologies currently being used in urban areas in the Syria crisis and highlighted the need for more diverse and innovative methods. Flowminder rounded out the discussion to show the use of telecoms data to track the displacement movements post crisis in Haiti and other urban areas. Together, the urban early warning indicators, potential data from remittance companies, and existing practices through the use of telecoms information could provide an innovative approach to better managing urban crises.

- Concern Kenya presented early warning indicators for slow-onset crises in urban areas based on their work in Nairobi informal settlements. Regular spot-checking allowed real-time information to be collected to signal potential crises. Highlighted in the discussion was the particularly distinct indicators needed for different urban contexts. Methodologies may be more standard, but actual indicators must be flexible to specific contexts. Key findings included that the poorest sound the alarm first, averages could mask emergencies and

large inequalities are present even in poor settlements. Recommendations included institutionalization and developing coordination structures with partners, particularly around data that they are not currently collecting.

- UN Habitat focused on understanding decision-making of the displaced on where they are settling and why (different understanding of risks and moving often for access to livelihoods or services), and the impact of housing and landlords in creating housing markets. UN Habitat highlighted the highly complex and often volatile nature of cities, and the need to move away from sector-specific approaches and more towards area-based interventions.
- Flowminder demonstrated the ability to track density and movement of people through cooperation with mobile companies. Fundamental to this new information source is the understanding of pre-crisis conditions.
- It was emphasized that cities are open systems—that people are extremely mobile and constantly moving within the city. This is often not shown when data is aggregated and focus is usually put on the outward movement of people.
- The urban scene should be seen as a dynamic animal that is constantly changing and evolving. Constant and consistent reassessments and adaptation are critical.
- Urban areas are rich in information, communication tools, and networks that are under-utilized.



## I:7 Co-designing with Citizens: Innovation camps & labs

### Moderator:

- Mr. Benjamin Kumpf, Policy Specialist, UNDP – Innovation

### Record of the discussions

The discussion focused on how to co-design in partnership with end users, involving those affected by humanitarian challenges in the design process. The highlight was on principles currently being developed for innovation in humanitarian settings, including improving on solutions that already exist within communities and designing with those users who are most remote. It was highlighted that in co-design, regardless of the sector or programme, the important thing is to ask what the user's experience was. There are many toolkits that provide a broad range of methods to apply depending on the specific problem and audience.

The take-away message of this session for participants was to test assumptions early; then test prototypes. A clear distinction was made between ideas and testable hypotheses, so innovators need to be data-driven, look at how people make decisions, and test potential solutions in parallel. This is a good example of embracing behavioral economics to achieve social impact.

In terms of designing programmes for scale so they can be brought to the national level, it was highlighted that this is always context-based and depends on the challenge at hand. A checklist for scaling up included consideration of relevance, supporting data, observable results, comparative advantages and financial sustainability.

The recommended approach to innovation is to look for bottlenecks, where things are stuck or where persistent challenges cannot be solved, rather than to look for opportunities. It was highlighted that in the humanitarian world there is a lack of a market, which means not enough connectivity between different organizations to sustain initiatives over the long term. In the humanitarian system mostly humanitarian actors bought into these types of initiatives and investment is sometimes needed over a number of years to make an idea sustainable. It was discussed that tested ideas could become valuable in the long term by bringing government agencies in as partners. It was suggested that UN OCHA should have an office promoting innovation and the spread of technology, as there is a gap in seeking innovative solutions during an emergency.





## I:8 Communication, Engagement and the Future of Global Response

### Moderator:

- Mr. Martin Dawes, Communication and Advocacy Advisor, CDAC Network

### Panellists:

- Mr. Pranav Budhathoki, Founder and Chief Executive, Local Interventions Group, Nepal
- Ms. Alexandra Sicotte-Levesque, Community Engagement Global Coordinator, OCHA
- Mr. Nick Van Praag, Director, Ground Truth Solutions
- Ms. Meghan Sattler, Communicating with Communities Advisor, WFP

## Summary of the Discussions

This session discussed why communicating with communities is important to uphold the rights of crisis-affected people, ensure they are well treated during a humanitarian response and increase the effectiveness of aid. It was highlighted that a hunger for information is consistently expressed by communities in emergencies and the main buzzwords that had come out of the WHS are 'accountability' and 'feedback'. It was discussed that a lot of organisations are doing their part, but not collectively. The complexity of response in conflict-affected countries means that community engagement is not always seen as a priority in these settings. However, often these are very protracted settings, so it was argued that humanitarian actors should take the time to think strategically about what concrete actions are put in place to fully engage crisis-affected people. It was suggested that there needs to be a cultural shift in the response to crisis, such that humanitarians will take the risk to engage with communities and hear if people are not satisfied with the services provided. Solutions could be simple and easy to implement or scale, usually requiring the passion of local staff on the ground who understand the context.

Bringing the perspectives of affected populations to bear on the way that programmes are managed involves a combination of performance management and accountability. The design phase looks at



what the programme is trying to achieve, its theory of change, how to collect data and how often to collect the data in a constant process of data collection, analysis, dialogue, and course correction. Examples were given of work during the Haiti and Ebola response and in refugee camps, with the recommendation that humanitarians should ask few questions, ask often, and focus on perceptions that could be actionable. Questions should focus on relationships (trust, responsiveness, competence), outcomes (based on customer satisfaction), services (relevance, timeliness) and agency (did people feel like passive beneficiaries or like they could make a difference to themselves). This would allow a lot of data to be gathered in a short time.



The conversation continued with a focus on the need for mobile phones and phone charging during or after emergencies. A phone allows community members to contact their family overseas and tell them they are safe and helps them to receive aid, because they can communicate where they are and what they need. It was suggested that diasporas could help to organise a whole response facilitated by telecommunications technology. However technology is just an enabler and needs to expand beyond humanitarians and to affected communities.

The need for greater advocacy with governments around the role of technology in enabling communities to communicate was also highlighted as a way to take pressure of other parts of the humanitarian system. There was further discussion around the need for concessions when dealing with governments, for example in regards to the issues that could be covered over hotline services. Also, it is not always feasible to make technology accessible due to security restrictions.



## I:9 Youth and Innovation

### Moderator:

- Ms. Esther Muiruri, Volunteer, Kenyan Red Cross

### Panellists:

- Mr. Craig Dean, Information and Research Coordinator, Plan International
- Mr. Brian Mwebaze, Volunteer, Uganda Red Cross
- Mr. Joshua Aspden, Project Officer, Horn of Africa Health Project
- Mr. Lee Kironget, Innovation Officer U Report, UNICEF

## Summary of discussions

This session discussed youth-led innovation in humanitarian action, including youth working with government or humanitarian actors or developing their own solutions to the issues that affected them. The key challenge raised was that young people do not have access to resources the way organizations or government do and, although they are passionate, feel excluded. Panellists highlighted that innovation could be encouraged by trusting and investing in youth. Paid internships and support for education arrangements are ways to ensure youth will be ready to take a leadership role in the future.

Regarding why young people are important to the structure of humanitarian action, it was suggested that working with them and giving them opportunities would lead to more creative, sustainable, lasting and rewarding solutions. Another panellist felt that young people have the capacity to use communications tools and mobilize effectively; what is needed is to provide them with support and alert them to risks.

For stakeholders to ensure meaningful innovation, they should engage with young professionals and give them space in the organization to innovate effectively. One panellist suggested that young people are the main driver of civil society and that university groups provide spaces for innovation. Regarding how to develop humanitarian innovation, it was highlighted that innovation has to be driven by needs in local contexts. Hearing the voices of young people who are affected is very important.

Examples were given of projects engaging youth from around the world. The following discussion highlighted that the combination of new technology and youth is very powerful but coordination of action is currently very inefficient. The session ended with the confirmation that there is evidence to show that young people actively support their communities and so they need to be supported to gain the skills to innovate and lead their own community.



## PRIVATE SECTOR SESSIONS AND EVENTS

### I. Background

Private sector attendees at the Global Consultation participated in a number of sessions and events between 14 and 16 October 2015 in Geneva facilitated by OCHA's Private Sector Section. These events included:

- an Innovation Session on The Power of Business for Humanitarian Cash Transfers;
  - an Innovation Session on Today's Networks for Tomorrow's Emergencies;
  - a dinner side event Driving Innovation through Private Sector Partnerships; and
  - a Breakout Session on Collaborating with the Private Sector: Towards a Global Network.
- Private sector participants also showcased their initiatives at the Innovation Marketplace on 14 October 2015.

### II. Messages, recommendations and next steps

Messages consistently conveyed by private sector participants in the Global Consultation were that:

1. the private sector is already engaged and taking concrete action in emergency preparedness and response;
2. the private sector wants to partner with humanitarian actors on shared value projects; and
3. if humanitarian actors do not invite the private sector into partnerships, the private sector will 'just do it'.

Consistent recommendations received from the private sector during the Global Consultation included the need for:

4. continued engagement of the private sector on concrete initiatives in the process leading to the WHS;
5. an articulation of the shared value model of partnerships between private sector and humanitarian actors;
6. private sector platforms to be created to facilitate dialogue and strategic engagement;
7. holistic engagement of the private sector across risk reduction, preparedness, response and recovery; and
8. increased engagement of the local private sector, specifically micro, small and medium-sized enterprises.

OCHA has committed to:

9. continuing to engage with private sector partners in the process leading up to the WHS to implement concrete initiatives that will be launched or showcased at the WHS;
10. developing resources and tools to facilitate public-private partnerships based on a shared value model;
11. supporting the creation of private sector networks and developing a global portal to connect those networks;
12. working with UNDP and UNISDR to engage the private sector holistically within a resilience framework; and
13. developing targeted materials to facilitate micro, small and medium-sized enterprises' engagement.

### III. The power of business for humanitarian cash transfers

Participants in this session explored pilot activities that could be implemented in collaboration with the private sector in order to address some of the challenges facing the increased use of cash as a modality for assistance. OCHA committed to continuing to work with private sector and humanitarian partners to implement pilot initiatives before the WHS in Istanbul.

### IV. Today's networks for tomorrow's emergencies

Session participants discussed the satellite industry Crisis Connectivity Charter and the Mobile Industry Charter and recommended that these charters be used as models to encourage and guide other industries. OCHA committed to continuing to look for opportunities to draw on and replicate the experiences of the satellite and mobile industries and promote the creation of charters by other industries engaged in emergency preparedness and response.

### V. Driving innovation through private sector partnerships

OCHA hosted guests from the private sector, NGOs and UN agencies at a dinner side event on driving innovation through private sector partnerships. USG Stephen O'Brien addressed the dinner guests with the following points:

- highlighted the potential for public-private collaboration in delivering humanitarian relief and for the private sector to mobilize in emergency preparedness and response;
- conceptualized public-private partnerships in emergency preparedness and response in terms of a joint venture, where both parties have shared interests and shared value in collectively undertaken activities; and
- emphasized the importance for the humanitarian community to recognize that the private sector's expertise and knowledge is engaged in emergency response and preparedness and to accept the business case for private sector involvement in humanitarian action.

Guests shared examples of innovative solutions and explored opportunities to bring them to scale before the WHS. Guests also identified mechanisms that could be implemented by the United Nations, humanitarian actors or governments to incentivize innovation and private sector engagement.

### VI. Collaborating with the private sector: Towards a global network

Participants in this session confirmed that:

- national, regional, thematic and industry networks are required in order to facilitate earlier and stronger private sector engagement in emergency preparedness and response; and
- a global coordination architecture is required in order to scale, replicate and ensure coherence between private sector networks and initiatives.

OCHA, UNDP and UNISDR committed to supporting new and existing private sector networks and establishing a global portal to connect private sector networks. Pilot private sector networks will be showcased at the WHS. The global portal will also be launched at the WHS.

## APPENDICES

### Co-Chairs' Summary



Given the growing scale of humanitarian needs around the world and an ever more complex humanitarian landscape, the Secretary-General called for the first-ever World Humanitarian Summit, which will be held in Istanbul, Turkey on 23 and 24 May 2016. As a culmination of an inclusive multi-stakeholder process over eighteen months and engaging more than 23,000 people in over 151 countries, the Global Consultation was held in Geneva, Switzerland, from 14 to 16 October 2015. The Government of Switzerland hosted the Global Consultation and co-chaired it with the United Nations Office for the Coordination of Humanitarian Affairs.

The key objectives of the Global Consultation were to lay the basis for a successful World Humanitarian Summit by providing an opportunity for different stakeholders to discuss and refine the proposals outlined in the Synthesis Report and capture additional ideas. It marked the next phase of preparation and served as a springboard for the Summit. The goal was to contribute to an emerging vision for the Summit and build common understanding on the process leading to Istanbul.

The meeting brought together 1,194 participants from 153 countries, representing governments, regional organizations, United Nations agencies, the International Red Cross and Red Crescent Movement, local, national and regional civil society, non-governmental and international organizations, affected communities, diaspora networks, the private sector, civil-military, peacekeeping and peacebuilding actors, and academia. The consultation was preceded on 13 October 2015



by dialogues with Member States and preparatory sessions for non-governmental organizations and civil society including academia, youth, and diaspora networks, as well as the private sector.

## Outcome of the Global Consultation

The Global Consultation reaffirmed the values and aspirations of the Charter of the United Nations as well as obligations under international law, and reiterated the call for change to support the most vulnerable people. For the global community to deliver on its pledge to leave no one behind and to reach those furthest behind first, all stakeholders will have to commit to addressing humanitarian needs, and preventing and resolving crises. The Summit is therefore a historic opportunity to provide people with hope for a life of safety, dignity and resilience, and to reaffirm the centrality of humanity in global decision-making concerning peace and security, development and humanitarian action. The Summit will also serve as a platform for all stakeholders to announce concrete initiatives and share innovations for improved humanitarian action.

The Global Consultation broadly validated the findings of the Synthesis Report, while also identifying some gaps and further opportunities. The five action areas - dignity, safety, resilience, partnerships and finance - were supported, and there was recognition that they are overlapping and interdependent. There was a strong call for the Synthesis Report and wider consultation process to inform the Secretary-General's report.

During the consultation, participants from different stakeholder groups expressed their ongoing commitment to the World Humanitarian Summit process and shared their views on how the process could be carried forward. As a next step, a roadmap to Istanbul and beyond will be developed.

Underlining the entire consultation was the recognition of the common value of humanity and the strong call for the reaffirmation of the universality of the humanitarian principles and upholding international humanitarian, human rights and refugee law. There was a clear call to put affected people at the heart of humanitarian action. Emphasizing that humanitarian action can never replace political solutions to crises, responsible action by global leaders is urgently required to prevent and solve crises and address root causes.

The following are some of the leading recommendations from the Global Consultation. Participants called for strong commitments to act on them in the lead up to, during and after the Summit.

## Dignity

**Putting people at the heart of humanitarian action.** Those impacted by crises need to be empowered to control their own immediate situation and destinies. Humanitarian actors should consider affected people as equal partners and support them in maintaining their dignity and restoring self-reliance and a path out of dependency. This requires the right combination of incentives to ensure that people are given voice and choice in determining and evaluating the type and quality of protection and assistance. This must be reinforced by enhanced accountability, transparency and communication.

**Making humanitarian action work for women and girls.** Concerted action is necessary to close the gender gap and generate concrete steps that trigger accountability for the inclusion and leadership of women and girls in humanitarian action. Donors are urged to pledge increased funds to women's groups and end funding of programs that cannot demonstrate meeting the needs of women and girls. To prevent and respond to gender-based violence, a coordinated global approach needs to be implemented by expanding the Call to Action on

Protection from Gender-based Violence and its corresponding roadmap to a much wider coalition, with emphasis on local actors and developing countries. To hold leaders accountable for closing the gender gap in humanitarian action, women and girls' access to protection, services, including sexual and reproductive health care, and participation should be monitored by a newly established independent panel of diverse women leaders.

**Including the most vulnerable in humanitarian action.** Children must be guaranteed protection and access to safe and quality education from the outset of a crisis, including through domestic and international finance. A more substantive recognition of the contribution and enhanced engagement of young people is required in all phases of humanitarian action, which can be reinforced through national and global networks. There is also the need to develop further global standards, guidelines and coordination arrangements to correct the neglect of older people and persons with disabilities in humanitarian action.

## Safety

**Fulfilling responsibilities and obligations.** States have to respect, ensure respect for, and promote international humanitarian law, as well as human rights law. This requires: ratifying and implementing international humanitarian law instruments in national legislation and in doctrine, training and education of armed and security forces; strengthening dialogue and international cooperation and exchanging best practices and technical assistance; monitoring the application of IHL and holding perpetrators of violations to account through national or international mechanisms; addressing the growing crisis of internal displacement, including by ensuring protection and assistance to internally displaced persons and establishing further regional conventions based on human rights and humanitarian laws; and re-committing to the protection of all aspects of healthcare. Non-state parties to armed conflict are also required to take measures to comply with their obligations under international humanitarian law, including the protection of all aspects of health care.

**Reinforcing the centrality of protection.** The priorities of people in crisis are safety, dignity and hope. Governments have the primary responsibility and accountability for protection. In addition, humanitarian leaders globally and at country level, both within and outside the United Nations system, need to take responsibility for defining and delivering protection outcomes, including through enhanced monitoring tools, stronger advocacy, common standards, and aligned donor finance. This should also draw on the findings of the Independent Whole of System Review of Protection in the Context of Humanitarian Action and the Brookings-London School of Economics' review: 'Ten Years After Humanitarian Reform: How Have IDPs Fared?'

**Operational safety, security and proximity.** Access to people in need, and the obligation of parties to armed conflict to ensure and facilitate rapid and unimpeded access, is a prerequisite for effective humanitarian action. Humanitarian actors must operate in closer proximity with affected communities, which requires building acceptance and trust, notably with armed forces and armed groups through dialogue and negotiation, and the development of policies of engagement with them. All humanitarian actors should also strengthen the capacity of operational staff, including those in partner organizations, in negotiations, IHL, security, and analysis to enhance the conflict and context sensitivity of programs.

## Resilience

**Creating a co-operation framework for protracted and recurrent crises amongst all actors** – humanitarian, development, and peacebuilding – to address immediate life-saving needs alongside underlying causes. Humanitarian action must be part of delivering the sustainable development goals and other commitments, including on disaster risk reduction and climate change, and development programming must prioritize reducing vulnerability and

managing risk to build people's resilience to shocks. This requires political will, programming strategies, incentives and tools, including shared analysis and outcome-oriented planning, at global and national levels to deliver joint action tailored to each context. This includes generating preparedness agreements between governments and the international community for disaster response, including better preparedness of national and regional health systems. These agreements should be supported by greater use of risk financing and social protection, making it the norm for the longer-term provision of assistance, looking especially at the challenges faced in urban settings and protracted conflict-related crises. Particular attention must be given to the increasing number of displaced people and their hosts, including the protection and assistance of internally displaced, and those displaced in the context of disasters and other impacts of climate change. There is also a need to focus on new and colliding humanitarian threats, particularly those arising from the interface between conflict, climate change and displacement. Only collective action will truly ensure that no one is left behind.

**Generating global support for hosting refugees to help tackle the global refugee crisis.** This could be in the form of an arrangement that includes: recognizing host countries' contributions; generating new and more effective partnerships to support host communities and refugees to their mutual benefit; committing to longer term, sustainable financial support for host countries, with particular attention to the terms of development finance in middle income countries; giving refugees self-reliance through access to education and livelihood opportunities; creating more equitable arrangements for their resettlement, including their safe passage; and supporting their safe and voluntary return.

**New urban crisis agenda.** Specific attention needs to be given to prevent, prepare and better respond to rising urban crises. New frameworks, mechanisms, coordination, and new actors, including local authorities, urban professionals, the private sector, and humanitarian and development actors are needed to address urban specific challenges. An urban crisis alliance will set a new agenda for the most at risk cities, and provide a platform for these actors to generate policy and operational practices that will change the way urban crises are responded to, which will be reinforced by Habitat III in 2016.

## Partnerships

**Humanitarian governance needs to respond to the demand to make localized humanitarian action the default response wherever possible, while recognizing the particular challenges in conflict situations.** There is a need for more predictable and effective response mechanisms and for strengthening national and local response capacities, building on the complementarity and comparative advantage of different actors and in accordance with humanitarian principles. This could be supported by a review of the current international humanitarian system and architecture to ensure response is directed to where it is most needed. In addition, stronger partnerships between different actors, more context-specific, evidence-based and flexible response mechanisms, and the means to verify needs are required. There is also a need to promote national public education programs to promote practical and consistent implementation of humanitarian principles, accompanied by expanded volunteering schemes.

**Promoting new partnerships to leverage the capacity of diverse actors in meeting humanitarian need.** This requires scaling up and further strengthening deployable capacities, particularly in developing countries, supported by a network of crisis management centers; establishing a dedicated platform for dialogue between humanitarian and military actors to create common situational awareness; and strengthening private sector partnerships by forming a global network built on local and regional initiatives.

**Investing in innovation.** The right environment, incentives and capacities must be put in place to ensure humanitarian action continues to innovate and adapt when tackling new challenges,

and improving the way current needs are met. This should be reinforced by developing a global alliance that will set an agenda for humanitarian innovation by bringing together public, private and non-governmental actors to stimulate new and ethical approaches, and investment for solving critical problems.

## Finance

**Generating sufficient humanitarian funding to guarantee the essential requirements to preserve life and dignity, and build resilience.** Building on the emerging thinking of the High-Level Panel on Humanitarian Financing, this could set out what all stakeholders should do to build greater trust, co-operation and clarity of responsibility for achieving this goal. This would include: using the optimum blend of finance instruments for different contexts; greater transparency of finance flows and operational costs; diversifying finance, including through stronger links with Islamic Social Finance; increasing direct finance to local actors, including through a pooled fund for and managed by Southern non-governmental organizations; relaxing the regulations and transaction costs of remittance in crisis situations; safeguarding remittances and humanitarian funding from the negative implications of counter-terrorism measures; significantly scaling up cash assistance; and an independent analytical capacity to help deliver more effective and efficient finance in support of action addressing humanitarian need.

## Way Forward

The World Humanitarian Summit is a once-in-a generation opportunity to revitalize collective action to deliver better for the millions of people affected by crises, renew commitment to principled humanitarian action and reaffirm our common responsibility for humanity. Addressing ever-growing humanitarian needs requires a constant search for more effective and efficient ways of working by all actors to build a more global, inclusive, accountable and robust humanitarian system. The Summit should lead to this change, which will need to be delivered by all stakeholders, including Governments and the United Nations system. For this reason, the Secretary-General has called for leadership and participation at the highest level, in particular from Heads of State and Government.

The Summit will be a multiplier of global processes in 2015. It will build on the new sustainable development framework, Agenda 2030, to ensure that we include the most marginalized among us in our drive to 'leave no one behind' and ensure coherence and coordination with peace and security, development and human rights. It will also build on the outcomes of Sendai Framework for Disaster Risk Reduction, the 32nd International Conference of the Red Cross and Red Crescent, the Climate Change Conference (COP 21), the United Nations Women, Peace and Security Agenda, the review of the UN peacebuilding architecture and the High Level Independent Panel on UN Peace Operations, the High Level Panel on Humanitarian Financing and the High Level Panel on Global Health Crises.

The deliberations in Geneva will guide the Secretary-General in his report which will convey his vision for the Summit and beyond and set the tone and ambition for a global agenda for humanity. The report, which will be issued in early 2016, will also lay out the actions and commitments needed to realize this vision.

Between now and the Summit, there is a need to develop further and rally around specific initiatives and recommendations stemming from the consultation process, which will become part of a new 'humanitarian toolbox' for the future.

Through various avenues of engagement, the organization, result and follow-up of the Summit, and the expectations of key constituencies will be clearly communicated. All stakeholders will continue to be engaged and informed, particularly Member States, on the vision and recommendations of the Secretary-General and the Summit arrangements.

All stakeholders need now to step up concerted efforts to mobilize the political will at the Summit to deliver the change needed to enable affected people, communities, humanitarian and development organizations, countries and other stakeholders to better prepare for and respond to crises and be more resilient to shocks. There is also a need to bring the voices of affected people to Istanbul, to engage the younger generations, and to showcase new initiatives and innovation for humanitarian action.

The time to act is now. Through global political leadership and will at the highest levels, we must forge a clear perspective for the next generation on how to address and end, collectively, the suffering of millions of people affected by conflict and natural disasters, including the effects of climate change, chronic inequality and poverty, both now and in the future.

We thank all stakeholders for their contribution and participation throughout the consultative process. We thank the Government of Turkey for their generosity and leadership by hosting the World Humanitarian Summit in Istanbul.



## Final Agenda

### PROGRAMME OVERVIEW

Over the Global Consultation's three days, participants will join thought leaders in interactive panel discussions and breakout groups on the key WHS action areas that have emerged from the previous consultations, exploring their potential to solve current and future humanitarian challenges. In smaller discussion groups, participants will interactively share feedback on the emerging proposals within the action areas, prioritize them, highlight relevant initiatives already in motion, and envision pathways to making them a reality. These initiatives and proposals can form the fibre of what the Summit in 2016 will achieve.

The first day of the consultation will feature an innovation marketplace that will explore bold new ideas, with a focus on private sector initiatives. This hands-on session will highlight how tools and methods of humanitarian action are rapidly evolving to meet changing needs.

The final day of the consultation will envision the shape of the world in years to come and focus on addressing the challenges of today and tomorrow, solidifying the steps leading to the Summit and beyond.

Biographies of speakers, panellists and moderators will be available on the Global Conference App.

### AGENDA AT A GLANCE

	DAY 1	DAY 2	DAY 3
9:00	Welcome Addresses	Keynote Speeches	The Future through the Lens of National Geographic
	WHS Global Consultation: The Road to Geneva	Resilience: Build Hope through New Solutions	What to Expect in the Future
	Dignity: Put People First	Partnerships: Create Modern Reliable Response Arrangements	People on the Move: Forced Displacement and Migration
	Safety: Protect Everyone from Harm	Finance: Guarantee Minimal Requirements for Life and Dignity	The Road to Istanbul and Beyond
13:00	Innovation Marketplace	Breakout Sessions	Official Closing
	Focus On: Islamic Social Finance	Breakout Sessions	
	Manage Risks Together – 2015 and Beyond	Focus On: Ethics in Humanitarian Action	
19:00	Side Event: Localization in the context of the IFRC World Disasters Report	Side Event: The place of faith, faith institutions and faith based organisations in a reformed humanitarian system	Formal Reception hosted by the Government of Switzerland

## STAKEHOLDERS PREPARATORY DAY - TUESDAY 13 OCTOBER

13:00 14:00	<b>Registration and Coffee (Member States Delegates)</b> Assembly Hall Foyer, Palais des Nations	<b>Registration and Coffee (Non-Member States Delegates)</b> Palais des Nations, Building E, Foyer
14:00 17:00	<b>Member States Dialogue</b> Assembly hall, Palais des Nations	<b>Stakeholder Preparatory Sessions</b> Various rooms, Palais des Nations
18:30 20:00	<b>Side Event: Universal Humanitarian Values and Principles: Accuracy or Fallacy?</b> Venue: Humanitarium, 19 Avenue de la Paix , Geneva On the eve of the WHS global consultation, HERE-Geneva will organise a high-level panel debate, which will discuss the fundamental values and principles underpinning humanitarian action. Panellists will be asked to speak about the actions they are taking in order to ensure that the values and principles are translated into a universal approach to assist and protect those most in need.  Moderator: <b>Amb. Tania Dussey-Cavassinni</b> , Swiss Ambassador for Global Health Issues and HERE-Geneva Trustee  Panellists: <b>Mr. Jan Egeland</b> , Secretary General, Norwegian Refugee Council <b>Amb. Hesham Youssef</b> , Assistant Secretary General for Humanitarian Affairs, OIC <b>Mr. Elhadj As Sy</b> , Secretary General, IFRC	

## DAY ONE - WEDNESDAY 14 OCTOBER - Morning session

08:00 09:00	<b>Registration of participants</b>	
<b>PLENARY SESSION</b>		
09:00 09:10	<b>MC Introduction and Housekeeping</b> <b>Mr. Chevaan Daniel</b> , Group Director, The Capital Maharaja Organization, Sri Lanka	<b>Innovation</b>
09:10 09:45	<b>Welcome Addresses and Moment of Silence</b> <b>Mr. Stephen O'Brien</b> , UN Under-Secretary-General for Humanitarian Affairs & Emergency Relief Coordinator <b>Ambassador Manuel Bessler</b> , Head of Swiss Humanitarian Aid, Federal Department of Foreign Affairs, Switzerland	
09:45 10:15	<b>WHS Global Consultation: The Road to Geneva</b> Presenter: <b>WHS Chief Dr. Jemilah Mahmood</b> Presenting the regional and thematic consultation process and how the outcomes of these influenced the synthesis report. An overview of the substance of the Synthesis Report will also be presented.	
10:15 10:45	<b>Coffee break</b>	

## PLENARY SESSION

10:45

11:30

### DIGNITY: Put People First

#### Hanan's Story

Ms. Leila Buck, Lebanese American writer, performer, and educator will breathe life into the extraordinary story of Hanan, one of 1.7 million Syrian refugees living in Lebanon. Images and story by Syrian photojournalist Carole Al Farah.

#### Part 1: Sharing the Experiences of Communities Affected by Crises

People must be at the heart of humanitarian action. For people to cope and recover with dignity, humanitarian action must guarantee that their safety is protected, their voices are heard, their choices are respected and their leadership is preferred. This panel will look at how to meaningfully include affected people in the design and planning of humanitarian action; increased transparency, access to information, and self-reliance especially through cash-based assistance.

Moderator: **Ms. Leila Buck**, Lebanese American writer, performer, and educator

Panellists: **Mr. Azwar Hasan**, Community Representative, Aceh, Indonesia  
**Mr. Ragavanda Alphonsus**, Community Representative, ZOA, Sri Lanka

Innovation

11:30

12:30

### Part 2: Preserving Dignity in Crisis

People affected by conflict and disasters are not victims. They want to be central actors in their own survival and recovery and to be treated with dignity. Despite being considered the most vulnerable, women, children and youth request that the humanitarian system move away from notions of charity and towards investment in empowering people to prepare for and respond to crises and to live in dignity. This panel will discuss what concrete actions and changes need to occur to empower affected people and will identify key commitments to bring forward to Istanbul and beyond.

Moderator: **Ms. Heba Aly**, Managing Editor, IRIN

Panellists: **Ms. Afshan Khan**, Director of Emergency Programmes, UNICEF  
**Amb. Mahboub Maalim**, Executive Secretary, IGAD  
**Mr. Pekka Haavisto**, Member of the Finnish Parliament for Helsinki, Finland  
**Ms. Ulrika Modeer**, State Secretary, International Development Cooperation, Sweden

Innovation

12:30

13:30

### SAFETY: Protect Everyone from Harm

The consultations have stressed the need to: keep people safe from harm by putting protection at the centre of humanitarian action; increase political action to prevent and end conflict; prevent and put an end to violations of international humanitarian law, and ensure humanitarian action is not instrumentalized. This panel will discuss the proposals put forward to promote the ambition that people are kept safe in crises through concerted political and humanitarian action.

Moderator: **Ms. Nima Elbagir**, Senior International Correspondent, CNN

Panellists: **Dr. Chaloka Beyani**, Special Rapporteur on the Human Rights of Internally Displaced Persons  
**Ms. Julienne Lusenge**, Director, Congolese Women's Fund  
**Mr. Yves Daccord**, Director-General, ICRC  
**Amb. Hesham Youssef**, Assistant Secretary General for Humanitarian Affairs, OIC

Innovation

13:30

14:30

### Lunch break

## DAY ONE - WEDNESDAY 14 OCTOBER - AFTERNOON session

<b>14:30</b>	<b>Official Opening of the Innovation Marketplace</b>
<b>15:15</b>	The Innovation Marketplace will showcase stakeholder innovations in humanitarian action. Highlights include the launch of the Global Satellite Charter, presentations, interactive displays, and the awarding of the winner of the WHS Data Visualization Challenge.

### BREAKOUT SESSIONS

<b>15:15</b>	<b>Innovation Sessions</b>	<b>Focus On: Islamic Social Finance</b>
<b>16:30</b>	During the Innovation Marketplace, delegates will have the option of joining presentation or workshop sessions organized by WHS partners and focused on highlighting innovation in the context of humanitarian action.  Refer to pages 22-23 for an overview of sessions	In the face of rising humanitarian needs, secure, adequate and predictable finance is needed to support people in humanitarian crises, build resilience and guarantee life and dignity. New and innovative sources of funding are part of the solution, but must be achieved hand-in-hand with a fundamental shift in humanitarian financing. This panel will focus on the need to enhance potential opportunities in the form of new finance mechanisms, products, or initiatives aimed at increasing the contribution of Islamic social finance to humanitarian action.  Moderator: <b>Mr. Lance Croffoot-Suede</b> , Partner, Linklaters  Panellists: <b>Prof. Mohamed Azmi Omar</b> , Director General, Islamic Research & Training Institute <b>Ms. Sharifah Sarah Syed Mohamed Tahir</b> , Head of Strategic Management, Maybank Islamic Banking Group <b>Ms. Gabriella Waaijman</b> , Regional Director, Norwegian Refugee Council

<b>16:30</b>	<b>Coffee break</b>
<b>17:00</b>	

## PARALLEL SESSIONS

17:00  
18:00

### Manage Risks Together – 2015 and Beyond

With the motto “leave no one behind” 2015-2016 is characterized by a number of key global processes aimed at eradicating poverty through sustainable development, building resilience, and addressing political causes of crises. These all influence each other and together shape the future management of risk. This panel discussion will explore the linkages between the WHS, SDGs, Sendai, COP 21, Habitat III, 32nd International Conference of the Red Cross and Red Crescent, and the reviews on peacebuilding, peacekeeping and on women, peace and security, with the aim to situate humanitarian action within a broader context so as to improve the collective prevention, management and recovery from crises.

Moderator:

**Ms. Kyung-wha Kang**, Assistant Secretary-General, UN OCHA

Panellists:

**H.E. Ms. Misako Kaji**, Ambassador, Deputy Permanent Representative, Permanent Mission of Japan to the International Organizations in Geneva

**Mr. Pedro Conceição**, Director of Strategic Policy, UNDP Bureau for Policy and Programme Support

**Ms. Olga Pilifosova**, Manager, UNFCCC Adaptation Programme

**Dr. Sima Samar**, Chairwoman, Independent Afghanistan Human Rights Commission

### Focus On: Ethics in Humanitarian Action

The humanitarian principles of humanity, neutrality, impartiality and independence are universally acknowledged but may be differently interpreted in different and complex situations. This happens especially when humanitarian and other objectives are conflated and cause contention, or when choices have to be made because resources are limited and everyone’s humanitarian needs cannot be met. The views of affected people should be central to determining how the principles are put into effect along with an expectation of greater accountability of humanitarians. This panel will explore the significance of ethics in humanitarian action and the linkage of ethical considerations with humanitarian principles, with a view to considering how these may be reflected in the outcomes of the World Humanitarian Summit.

Moderator:

**Ms. Angharad Laing**, Executive Director, PHAP

Panellists:

**Prof. Jean-Francois Mattei**, President, French Red Cross Fund

**Mr. Zeid Ra’ad Zeid Al-Hussein**, United Nations High Commissioner for Human Rights

**Prof. Alexander Betts**, Director, Refugee Studies Centre, University of Oxford

## SIDE EVENTS: PARALLEL SESSIONS

18:30  
19:30

### Localization in the Context of the IFRC World Disasters Report

Humanitarian responses to disasters and crises as recent as the Nepal earthquake, typhoon Haiyan in Philippines or the Syria crisis demonstrate the central role played by local humanitarian actors. Yet greater recognition and support for these actors is critical for effective humanitarian responses. Building on the IFRC’s World Disasters Report 2015 which focuses on local actors and their role at the centre of effective humanitarian action, this side-event will address issues and seek to identify concrete recommendations in areas such as the insufficient humanitarian financing to local organizations, the importance of considering local contexts, and the challenges of partnerships with local actors, particularly when delivering aid in insecure and inaccessible environments.

Moderator:

**Mr. Elhadj As Sy**, Secretary General, IFRC

Panellists:

**Mr. Stephen O’Brien**, UN Under-Secretary-General for Humanitarian Affairs & Emergency Relief Coordinator

**Mr. Mo Hamza**, Chief Editor, IFRC World Disasters Report

**Ms. Nan Buzard**, Executive Director, ICVA

**Ms. Degan Ali**, Executive Director, ADESO

### The Place of Faith, Faith Institutions and Faith-Based Organisations in a Reformed Humanitarian System

This session will effectively follow on from the Order of Malta Symposium held in May 2015, gathering support towards a Global Religious Summit to be held in the lead-up to the WHS. It will reaffirm the need to engage with faith institutions and faith-based organizations as part of localising efforts in humanitarian action. It will initiate a discussion on the convergence of shared religious values supporting protection of human life and dignity and the need for a declaration on the expanded role of religious adherents and institutions in humanitarian action.

Panellists:

**Prof. Alastair Ager**, Professor of Population and Family Health, Columbia University (via Skype)

**Mr. Jean Duff**, President, Partnership for Faith and Development (via Skype)

**Prof. Michel Veuthey**, Vice-President, International Institute for Humanitarian Law

**Dr. Hany El-Banna**, President, The Humanitarian Forum

**Ms. Beris Gwynne**, Geneva Director, World Vision



## DAY TWO - THURSDAY 15 OCTOBER - MORNING SESSION

08:30  
09:00 **Registration of Participants**

### PLENARY SESSION

09:00

09:30

#### Keynote Speeches

**Mr. Didier Burkhalter**, Minister of Foreign Affairs of the Swiss Confederation

**Mr. Jan Eliasson**, Deputy Secretary-General of the United Nations

09:30

10:30

#### RESILIENCE: Build Hope through New Solutions

Crises should no longer be seen as a purely humanitarian concern. Those at highest risk of being left behind are those most vulnerable to recurrent disasters and protracted conflict. No single approach can manage or solve these problems alone. A new framework of co-operation is required amongst humanitarian, development, climate change and peacebuilding communities to tackle immediate and longer term needs at the same time. This should be tailored to different hazards and context, including urban environments and also requires much greater investment in preparedness risk reduction and social protection. This panel will discuss how everyone can help communities be better prepared for future shocks and identify concrete steps needed to achieve this.

Moderator: **Prof. T. Alexander Aleinikoff**, Special Advisor to the UN System's Chief Executive Board

Panellists: **Ms. Chandni Joshi**, Chair of Women's Charter of Demand Forum, Nepal

**Mr. Colin Bruce**, Senior Adviser to the World Bank Group President and Designated IASC Principal

**Dr. Asha Kambon**, International Expert in Disaster Risk Reduction & Gender and Development

**Ms. Ertharin Cousin**, Executive Director, WFP

**Ms. Izumi Nakamitsu**, Assistant Secretary General and Director, UNDP Crisis and Recovery Unit

10:30

11:00

#### Coffee break

### PLENARY SESSION

11:00

12:00

#### PARTNERSHIPS: Create Modern Reliable Response Arrangements

The international humanitarian system needs to be better adapted to current and future challenges, with response modalities tailored to different contexts and stronger partnerships with a growing number of actors, including the military and private sector. These changes should include reinforcing national and local leadership wherever possible, ensuring more agile and predictable response mechanisms, embracing opportunities to innovate, whilst maintaining a strong commitment to principled humanitarian action. This panel will highlight what is required to create modern, reliable response arrangements, potentially supported by a review of current roles and co-operation mechanisms and the proposal for a global humanitarian innovation alliance.

Moderator: **Mr. John Mitchell**, Director, ALNAP

Panellists: **Mr. Manu Gupta**, Chairperson, Asian Disaster Reduction & Response Network

**Mr. Reto Schnarwiler**, Head of Americas and EMEA Global Partnerships, Swiss Re

**Her Royal Highness Princess Sarah Zeid of Jordan**, Global Maternal and Newborn Health Advocate

**Amb. Dr. Badre Eddine Allali**, LAS Assistant Secretary-General and Head of the Social Affairs Sector

12:00

13:00

#### FINANCE: Guarantee Minimum Requirements For Life And Dignity

2014 marked the highest ever level of financial contributions to humanitarian aid. However, the exponential rise in needs and costs led to the largest-ever shortfall in UN-led appeals. The bottom line should be that when crises strike, there is guaranteed finance to meet the essential level of humanitarian assistance needed to preserve the life and dignity of the most vulnerable people. This panel will set out the key requirements to address the growing finance gaps, what specific reforms or changes are needed to set these in motion, how current funds can be more efficiently used, and how the Summit can help deliver this.

Moderator: **Ms. Judith Randel**, Founder and Strategic Advisor, Development Initiatives

Panellists: **Dr. Abdullah Al-Matouq**, UN Secretary-General's Humanitarian Envoy

**Ms. Tara Nathan**, Executive Director, International Development, Mastercard Worldwide

**Comm'r Kristalina Georgieva**, European Commission Vice-President for Budget and Human Resources and Co-Chair of the High-Level Panel on Humanitarian Financing

**Ms. Degan Ali**, Executive Director, ADESO

## DAY TWO - THURSDAY 15 OCTOBER - AFTERNOON SESSION

13:00  
14:30 **Lunch break**

### BREAKOUT SESSIONS

**14:30 Breakout Sessions (15 parallel sessions)**

**16:30** Participants will break into preselected workshop sessions, discussing in detail the action areas and initiatives put forward in the Synthesis Report.

16:30  
17:00 **Coffee break**

### BREAKOUT SESSIONS

**17:00 Breakout Sessions (14 parallel sessions)**

**19:00** Participants will break into preselected workshop sessions, discussing in detail the action areas and initiatives put forward in the Synthesis Report.

**19:00 Formal Reception hosted by the Government of Switzerland and Recognition Ceremony**

**21:00** Welcoming words from Ambassador Manuel Bessler, Head of Swiss Humanitarian Aid, Federal Department of Foreign Affairs, Switzerland. Words of thanks to key contributors to the WHS by Mr. Stephen O'Brien, United Nations Under-Secretary-General for Humanitarian Affairs and Emergency Relief Coordinator.

## DAY THREE - FRIDAY 16 OCTOBER - MORNING SESSION

08:00  
09:00 **Registration of Participants**

### PLENARY SESSION

#### 09:00 **The Future through the Lens of National Geographic**

09:15 Presenter: **Ms. Kaitlin Yarnall**, Executive Editor, National Geographic

This interactive multimedia presentation will reflect on the challenges of the future, predicting key elements of change and highlighting emerging challenges and opportunities.

#### 09:15 **What to Expect in the Future**

10:30 Major global trends such as climate change, urbanization, inequality, food insecurity and resource scarcity mean that humanity will continue to be challenged by new risks and vulnerabilities. There will also be positive developments, such as economic growth, and advances in science and technology. This panel will explore the key shocks that will dominate the future humanitarian landscape and what changes are required in order to anticipate and prepare for these.

Moderator: **Ms. Karen Allen**, Southern African Correspondent, BBC News

Panellists: **Dr. Aisa Kacyira**, Deputy Executive Director, UN Habitat & Former Mayor of Kigali  
**Dr. Maarten van Aalst**, Director, Red Cross / Red Crescent Climate Centre  
**Ms. Anja Kaspersen**, Senior Director, Head of Geopolitics and International Security, WEF  
**Mr. Majid Shangab**, Policy Adviser, Youth Beyond Disasters

### PLENARY SESSION

#### 10:30 **People on the Move: Forced Displacement and Migration**

12:00 In an increasingly interconnected world, more and more people are on the move. The WHS regional consultations have made a strong call for the Summit to generate a more comprehensive approach to address the whole range of issues and future dynamics of forced displacement and migration. This includes the millions of women, men and children stuck in protracted displacement, refugees, asylum seekers and vulnerable migrants on the move, as well as the increasing numbers of people displaced due to disasters and other impacts of climate change. This panel will discuss how to protect, assist and find durable solutions for these populations.

Opening Remarks: **Prof. Walter Kaelin**, Envoy of the Chairmanship, Nansen Initiative

Moderator: **Mr. Elhadj As Sy**, Secretary-General, IFRC

Panellists: **Mr. Antonio Guterres**, UN High Commissioner for Refugees  
**Ms. Nasima Razmyar**, 2010 Refugee Woman of the Year & Member of Parliament, Finland  
**Ms. Monique Parlat**, Director General, DG ECHO  
**Mr. Jérôme Oberreit**, Secretary General, MSF International  
**Dr. Fuat Oktay**, President, Disaster and Emergency Management Authority, Prime Ministry of Turkey

#### 12:00 **Stakeholder Feedback Session**

12:45 Presenters: **Mr. Ehab Badwi**, United Nations Major Group for Children and Youth  
**Ms. Degan Ali**, Executive Director, ADESO  
**Mr. Ian Ridley**, Senior Director, World Vision  
**Dr. Urvashi Aneja**, Director, Center for Global Governance, Jindal University, India  
**Mr. Ade Daramy**, Chair, Sierra Leone Diaspora Ebola Response Task Force  
**Mr. Rene "Butch" Meily**, President, Philippines Disaster Recovery Foundation  
**Amb. Hesham Youssef**, Assistant Secretary General for Humanitarian Affairs, Organization of Islamic Conference

#### 12:45 **The Road to Istanbul and Beyond**

13:30 This session will summarize the key outcomes of the Global Consultation and share highlights of the steps leading to the World Humanitarian Summit in Istanbul.

**Mr. Stephen O'Brien**, United Nations Under-Secretary-General for Humanitarian Affairs and Emergency Relief Coordinator  
**Ambassador Manuel Bessler**, Head of Swiss Humanitarian Aid, Federal Department of Foreign Affairs, Switzerland  
**Ambassador Levent Murat Burhan**, Deputy Undersecretary of the Ministry of Foreign Affairs of the Republic of Turkey

13:30  
14:30 **Lunch and Delegate Departure**

## List of Participants

First Name	Last name	Title	Organization	Country
Malla	Sristi Joshi		-	NEPAL
Amanullah	Jawad	Chairman	ACBAR	AFGHANISTAN
Reshma	Adatia	Global Humanitarian Coordinator	ACT Alliance	SWITZERLAND
John	Nduna	General Secretary	ACT Alliance	SWITZERLAND
Lewis	Makurumure	National Coordinator	Action 24	ZIMBABWE
Mike	Penrose	CEO	Action Contre la Faim	FRANCE
Shahnaz	Arefin	Director	ActionAid Bangladesh	BANGLADESH
Richard	Miller	Humanitarian Director	ActionAid International	UNITED KINGDOM
Anne	Mitaru	International Humanitarian Policy Manager	ActionAid International	KENYA
Francisco	Yermo	Humanitarian Policy and Advocacy Advisor	ActionAid UK	UNITED KINGDOM
John	Mitchell	Director	Active Learning Network for Accountability and Performance (ALNAP)	UNITED KINGDOM
Alice	Obrecht	Research Fellow	Active Learning Network for Accountability and Performance (ALNAP)	UNITED KINGDOM
Abdel Hakim	Tahir	Director	ADES	CHAD
Degan	Ali	Executive Director	ADESO	KENYA
Elisah	Mbiza	Network Support Officer	ADESO	ZIMBABWE
Smruti	Patel	Global SNGO Network Advisor	ADESO Africa	SWITZERLAND
Sakena	Yacoobi	CEO	Afghan Institute of Learning	AFGHANISTAN
Sima	Samar	Chairperson	Afghanistan Independent Human Rights Commission	AFGHANISTAN
Abdurazak	Mohamed	Managing Director	African Development Trust	UNITED KINGDOM
Adeyemi	Daramy	Trustee	African Foundation for Development (AFFORD)	UNITED KINGDOM
Elvina	Quaison	Research & Engagement Officer	African Foundation for Development (AFFORD)	UNITED KINGDOM
Yakdhan	El Habib	Counselor	African Union	SWITZERLAND
Bonfoh	Bossa	Directrice	Agency for National Solidarity	TOGO

Darrell	Gifford	SENIOR DIRECTOR OPERATIONS	Agility DGS	UNITED ARAB EMIRATES
Maksat	Mukambetov	Executive Director	Alliance of Disaster Risk Reduction NGOs	KYRGYZSTAN
Kamel	Mohanna	President	Amel Association International	LEBANON
Jane B.	Zimmerman	Executive Director	American Red Cross	UNITED STATES OF AMERICA
Rasem	Al-Atasy	Head of Syrian community in Egypt	Arab Organization for Human Rights	EGYPT
Richard	Wilcox		ARC/WFP	n/a
Claire	Esbenshade	Corporate Social Re- sponsibility Specialist	ArcelorMittal	BELGIUM
Said	Faisal	Executive Director	Asean Coordinating Centre for Humanitarian Assistance on Disaster Management	INDONESIA
Adelina	Kamal	Head, Disaster Management and Hu- manitarian Assistance Division	ASEAN Secretariat	INDONESIA
Julia	Mayerhofer	Interim Executive Director	Asia Pacific Refugee Rights Network	THAILAND
Sajedul	Md	Director	Asian Disaster Preparedness Center	THAILAND
Manu	Gupta	Chairperson	Asian Disaster Reduction and Response Network (ADRRN)	INDIA
Lars Peter	Nissen	Director	Assessment Capacities Project (ACAPS)	FRANCE
Pete	Sanogo Kone	Directrice executive	Association de Soutien a l'Au- topromotion Sanitaire Urbaine (ASAPSU)	CÔTE D'IVOIRE (IVORY COAST)
Fatemeh	Ashrafi	Executive Director	Association for Protection Of Refugee Women and Children	IRAN
Rahima	Kazal	Executive Director	Association of Voluntary Actions for Society-AVAS	BANGLADESH
Mylonoyannis	Aicha Patricia	GENERAL MANAGER	Athena Conseil	CÔTE D'IVOIRE (IVORY COAST)
Zehra	Rizvi	Cash Spe- cialist	Avenir Analytics	UNITED STATES OF AMERICA
A K M Latiful	Kabir	IFRC-SAYN Member, BDRCS	Bangladesh Red Crescent Society	BANGLADESH
Patrick B.	Blanchet	Board Member	Banque de l'Union Haitienne	HAITI



Danger	Nhlabatsi	Secretary General of Swaziland Red Cross	Baphalali Swaziland Red Cross Society	SWAZILAND
Karen	Allen	BBC South-ern Africa Correspondent	BBC	SOUTH AFRICA
Tim	de Maas		Better Shelter	n/a
Malin	Ödman Eriksson		Better Shelter	n/a
Marta	Terne		Better Shelter	n/a
Sorcha	O Callaghan	Head of Humanitarian Policy	British Red Cross	UNITED KINGDOM
Sue	Adkins	International Director	Business in the Community	UNITED KINGDOM
Benjamin	Laniado	President	CADENA	MEXICO
Matthew	Carter	Humanitarian Director, Head of Emergency	CAFOD	UNITED KINGDOM
Anne	Street	Head of Humanitarian Policy	CAFOD (Caritas England and Wales)	UNITED KINGDOM
Susan	Johnson	Director General, International Operatio	Canadian Red Cross	CANADA
Francis	Iwa	Executive Director	Care and Assistance for Forced Migrants (CAFOMI)	UGANDA
Kathleen	Hunt	United Nations Representative	CARE International	UNITED STATES OF AMERICA
Wolfgang	Jamann	Secretary General/CEO	CARE International	SWITZERLAND
Gareth	Price-Jones	Senior Humanitarian Advocacy Coordinator	CARE International	FRANCE
Suzanna	Tkalec	Humanitarian Director	Caritas Internationalis	ITALY
Stephen	Kituku	National Director	Caritas Kenya	KENYA
Maeve	De France	GIS Officer	CartONG	n/a
Cynthia	Nwadike	Field Officer	Catholic Relief Services	BOTSWANA
Martin	Dawes	Advocacy Adviser	CDAC Network	UNITED KINGDOM
John	Warnes		CDAC network	n/a
Svetlana	Jumaeva	Executive Director	Centre for Climate Change and Disaster Reduction	TAJIKISTAN
Doris	Schopper	Director	Centre for Education and Research in Humanitarian Action (CERAH)	SWITZERLAND

Roy	Barboza Sequeira	EXECUTIVE SECRETARY	Centro de Coordinación para la Prevención de los Desastres Naturales en América Central (CEPRENAC)	GUATEMALA
Michela	Paganini		CERN	SWITZERLAND
Michael	Keating	Associate Director	Chatham House	UNITED KINGDOM
Maria	Cervantes	Media & Public Relations Manager	Chicanos Por La Causa Inc.	UNITED STATES OF AMERICA
Michael	Mosselmans	Head of Humanitarian Policy, Practice, A	Christian Aid	UNITED KINGDOM
Nick	Guttmann	Head of the Humanitarian Division	Christian Aid /ACT Alliance	UNITED KINGDOM
Judith	Greenwood	Executive Director	CHS Alliance	SWITZERLAND
Jessica Sanyu	Nalwoga	Head of Programmes	Church of Uganda Planning Development and Rehabilitation Department	UGANDA
Erol	Kekic	Executive Director	Church World Service IRP+	UNITED STATES OF AMERICA
Piotr	Pluta	Director	Cisco	SWITZERLAND
Gisele Irene	Koula	Chief of Cabinet	City Hall Bangui	CENTRAL AFRICAN REPUBLIC
Dhananjayan	Sriskandarajah	Secretary General and CEO	CIVICUS	SOUTH AFRICA
Chandni	Joshi	Gender, Rights & Policy Specialist	Civil Society Advisory Group of UN Women	NEPAL
Nima	Elbagir	Senior International Correspondent	CNN	UNITED KINGDOM
Rezaul	Chowdhury	Executive Director	COAST Bangladesh	BANGLADESH
Benjamin	Laniado Kassin	President	Committee for Disaster Relief and National Emergency (CADENA)	MEXICO
Nsekong	Udoh	Executive Director	Community Partners for Development (CPD)	NIGERIA
Takeshi	Komino	Deputy Director / Convenor	Community World Service Asia ADRRN	PAKISTAN
Dominic	Crowley	Emergency Director	Concern Worldwide	IRELAND
Jay	Chaudhuri	Technical Advisor	Concern Worldwide Kenya	KENYA
Gerard	Mc Hugh	President	Conflict Dynamics International	UNITED STATES OF AMERICA
Julienne	Lusenge	Director	Congolese Women's Fund	DEMOCRATIC REPUBLIC OF CONGO

Jeevan	Thiagarajah	Executive Director	Consortium of Humanitarian Agencies (CHA)	SRI LANKA
Toni	Frisch	Chair	Consultative Group on Humanitarian Civil-Military Coordination	SWITZERLAND
Dolan	Castro	Emergency Preparedness and Response National	Contingency Permanent Commission COPECO	HONDURAS
Mohammad	Salimee	Director General	Coordination of Afghan Relief (CoAR)	AFGHANISTAN
Christiana	Suton-Koroma		Cristian Aid	SIERRA LEONE
Zubair	Anwar-Bawany	Chairman	CSR Association	UNITED KINGDOM
Lisa	Henry	Humanitarian Director	DanChurchAid	DENMARK
Deeka	Said	Advisory board	Danish Human Appeal	DENMARK
Beatrice	Mauconduit	Project Coordinator	Danish Refugee Council (DRC)	DENMARK
Ann Mary	Olsen	International Director	Danish Refugee Council (DRC)	DENMARK
Jacob	Petersen		DANoffice	DENMARK
Alex	Saltiel		DANoffice	n/a
Yousif	Hamid	Executive Director	Darfur Development and Reconstruction Agency (DDRA)	SUDAN
Abel	Nazaire		Delegue aux affaires etrangeres de Haiti	HAITI
Sally	Stansfield	Director	Deloitte	UNITED STATES OF AMERICA
Lindy	Cameron	Director, Middle East, Humanitarian and Conflict Stabilisation	Department for International Development (DFID)	UNITED KINGDOM
Dylan	Winder	Head of Humanitarian Policy and Partner	Department for International Development (DFID)	UNITED KINGDOM
Madzudzo	Pawadyira	DIRECTOR	Department of Civil Protection	ZIMBABWE
Pannapa	Na Nan	Plan and Policy Analyst	Department of Disaster Prevention and Mitigation, Ministry of Interior	THAILAND
Chatchai	Phromlert	Director-General	Department of Disaster Prevention and Mitigation, Ministry of Interior of Thailand	THAILAND
Jesus	Domingo	Assistant Secretary	Department of Foreign Affairs	PHILIPPINES
Ewen	McDonald	Deputy Secretary EAD	Department of Foreign Affairs and Trade	AUSTRALIA
Georgie	Penman	Policy Officer	Department of Foreign Affairs and Trade	AUSTRALIA
Stephen	Scott	Assistant Secretary	Department of Foreign Affairs and Trade	AUSTRALIA

Christina	Buchan	Director International Humanitarian Assi	Department of Foreign Affairs, Trade and Development	CANADA
Sandra	Rossiter	DEPUTY DIRECTOR, HUMANITAR- IAN AFFAIRS AN	Department of Foreign Affairs, Trade and Development	CANADA
Alexander	Alimov	Deputy Director	Department of International Organizations Ministry of Foreign Affairs	RUSSIAN FEDERA- TION
Renny Mike	Wafula	Independent Consultant	Department of Political Affairs, African Union Commission	ETHIOPIA
Kathrin	Mohr	Head of GoHelp program	Deutsche Post DHL Group	GERMANY
Juergen	Clemens	Projectman- ager	Deutsches Komitee Katastro- phenvorsorge e.V. (DKKV)	GERMANY
Judith	Randel	Executive Director	Development Initiatives	UNITED KINGDOM
Sophia	Swithern	Global Hu- manitarian Assistance Programme	Development Initiatives	UNITED KINGDOM
Martin	Kessler	International Director	Diakonie Katastrophenhilfe	GERMANY
Muna	Abusulayman		Directions	SAUDI ARABIA
Valentin	Zellweger	Head	Directorate of Public Interna- tional Law	SWITZERLAND
Saida	Inoyatova	Chairperson	Disabled Women s League Ishtirok	TAJIKISTAN
Anoja	Seneviratne	Director	Disaster Management Centre (DMC)	SRI LANKA
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Ahmed	Al-Matouq	Director	Diwian Al-Amiri	KUWAIT
Adam	Klaptocz	Presi- dent and Co-founder	Drone Adventures	SWITZERLAND
Sonja	Betschart	Member and Drone Advernturer	DroneAdventures	SWITZERLAND
Lovely	Nurun Nahar	Senior Emergency Officer	Dushtha Shasthya Kendra (DSK)	BANGLADESH
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Dominique	Kuitsouc	Expert DRM & CCA- UNO-CHA ROWCA Focal Poi	Economic Community of Central Africa States (ECCAS)	GABON
Mohammed	Ibrahim	Head of Division, Disaster & Risk Reduct	Economic Community of West African States (ECOWAS), Commission Humanitarian and Social Affairs Directorate	NIGERIA
Molly	Baloyi	Assistant Director	Elim Hlanganani Society For The Care Of The Aged	SOUTH AFRICA
Aarti	Holla	Secretary General	EMEA Satellite Operators Association	BELGIUM
Alexey	Avdeev	Deputy Director, International Cooperati	EMERCOM of Russia	RUSSIAN FEDERATION
Meg	Sattler	Communi-cating with Communities Advisor	Emergency Telecommunica-tions Cluster WFP	ITALY
Marianne	Donven		Emergency Telecoms	n/a
Joseph	Burton		Emergency Telecoms Cluster/ Ericsson/save the children Double booth	n/a
Brent	Carbno	Programme Director	Emergency Telecoms Cluster/ Ericsson/save the children Double booth	n/a
Katarzyna	Chojnacka		Emergency Telecoms Cluster/ Ericsson/save the children Double booth	n/a
Mariko	Hall		Emergency Telecoms Cluster/ Ericsson/save the children Double booth	n/a
Sanae	Karmass	Co-founder and advocacy officer	En Route contre l'Exclusion	FRANCE
Kim	Scriven	Humanitarian Innova-tion Fund Manager	Enhancing Learning and Research for Humanitarian Assistance (ELRHA)	UNITED KINGDOM
Elaine	Grunewald	VICE PRESIDENT	Ericsson	SWEDEN
Marco	Bibas		EU-ICARUS project	n/a
Joaquin	Cabrero		EU-ICARUS project	n/a
Kristalina	Georgieva	Vice-Pres-ident for Budget and Human Resources of the European Commission and Co-chair of the High-Level Panel on Humanitari-an Financing	European Commission	BELGIUM



Anders	Henriksson	PRINCIPAL ADVISER	European Commission	BELGIUM
Claus	Sorensen	Senior Adviser	European Commission	BELGIUM
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Florika	Fink-Hooijer	DIRECTOR	European Commission DG ECHO	BELGIUM
Monique	Parait	Director General	European Commission DG ECHO	BELGIUM
Gosia	Pearson	Policy Officer	European Commission DG ECHO	BELGIUM
Lucie	Samcova	Coordinator Policy, Media and Press	European Union Delegation at UNOG	SWITZERLAND
Jean-Francois	Bureau		Eutelsat	n/a
Simon	Gray		Eutelsat	n/a
Princess Sarah	Zeid	Advocate	Every Woman Every Child	UNITED STATES OF AMERICA
Ivan	Lupis		Executive Office of the Secretary-General	UNITED STATES OF AMERICA
Hans-Joachim	Giessmann		Facilitator	GERMANY
Jane	McAdam	Professor of Law	Faculty of Law, University of NSW	AUSTRALIA
Um Boock	Alphonse	Medical doctor	Fairmed Foundation	CAMEROON
Azwar	Hasan	Director	FBA-Indonesia	INDONESIA
Eltje	Aderhold	Head of the Division for Humanitarian Assistance and Demining	Federal Foreign Office	GERMANY
Angela	Siegmund	Head, Humanitarian Policy Unit	Federal Foreign Office	GERMANY
Christoph	Strasser	Federal Government Commissioner for Humanitarian Assistance	Federal Foreign Office	GERMANY
Eric	James	Director	Field Ready	UNITED STATES OF AMERICA
Pekka	Haavisto	Member of Parliament	Finnish Parliament	FINLAND
Linus	Bengtsson	Executive Director	Flowminder	SWEDEN
Elisabeth	Zu Erbach-Schönberg		Flowminder	UNITED KINGDOM
Benoit	Miribel	Director General	Fondation Merieux	FRANCE
Danielle	Rahaingonjatovo	PROJECT MANAGER	Fondation Telma	MADAGASCAR

Jean-Francois	Mattei	President	Fonds Croix Rouge francaise	FRANCE
Merita de Jesus	Marques	Director	FONGTIL FEEO	TIMOR LESTE
Sandra	Aviles	WHS Thematic Team Member, FAO Senior Adv	Food and Agriculture Organization (FAO)	SWITZERLAND
Raquel	Garcia	Humanitarian Officer	Food and Agriculture Organization (FAO)	SWITZERLAND
Daniel	Gustafson	Deputy Director-General (Operations)	Food and Agriculture Organization (FAO)	ITALY
Antoine	Peigney	director for international relationships	French Red Cross	FRANCE
Guillermo	Toro	Director	Fundacion SAHED	COLOMBIA
Fidel	Martinez	Humanitarian agent	Fundacion Tierra de Paz	COLOMBIA
Hamzah	Zekrya	Policy officer	g7+	SWITZERLAND
Hilary	Nathan		GAFI	n/a
Frank	Hogemann	Political Administrator	General Secretariat of the Council of the EU	BELGIUM
Pascal	Bongard	Policy Director	Geneva Call	SWITZERLAND
Elisabeth	Decrey Warner	executive president	Geneva Call	SWITZERLAND
Achim	Wennmann	Executive Coordinator	Geneva Peacebuilding Platform	SWITZERLAND
Suman	Ghimire	PRESIDENT	Geomatics Engineering Society-Kathmandu University	NEPAL
Christof	Johnen	Head, International Cooperation	German Red Cross	GERMANY
Lilianne	Fan	International Director	Geutanyoe Foundation for Aceh	INDONESIA
Linda	Doull	Coordinator	Global Health Cluster	SWITZERLAND
Maria Veronica	Bastias Gonzalez	Regional Development Coordinator for Lat	Global Network of CSO for Disaster Reduction-GNDR	CHILE
Louise	Aubin	Global Protection Cluster Coordinator	Global Protection Cluster (GPC) UNHCR	SWITZERLAND
Alan	Kuresivic		Global Satellite Service Provider	n/a
Tebogo	Bosoga		Government of South Africa	SOUTH AFRICA
Carter	Seleka		Government of South Africa	SOUTH AFRICA
Jane	Mkhonta Simelane	Director of Gender and Family Issues	Government of the Kingdom of Swaziland	SWAZILAND
Nick	van Praag	Director	Ground Truth Solutions	UNITED KINGDOM

Francois	Grunewald	Executive and scientific Director	Groupe URD	FRANCE
Christopher	Williamson	Deloitte Telecom-munications partner	GSMA	n/a
Kyla	Reid	Head of Disaster Response	GSMA Mobile for Development	UNITED KINGDOM
Camille	Gosselin	Humanitarian advocacy manager	Handicap International	FRANCE
Martin	Lagneau	Director	Handicap International	LUXEMBOURG
Florence	Daunis	Deputy Executive Director	Handicap International Federation	FRANCE
Frances	Stevenson	Head of Humanitarian	HelpAge International	UNITED KINGDOM
Jacques-Philippe	Peyron	VP Marketing, Professional Relations Eur	Henry Schein	UNITED STATES OF AMERICA
Ed	Schenkenberg van Mierop	Executive Director	HERE Geneva	SWITZERLAND
Asma	Dakhouché	HP UN Global Account Director	Hewlett Packard Enterprise	SWITZERLAND
Peter	van Leeuwen	Director International Relations	Hospitainer BV	NETHERLANDS
Othman	Moqbel	Chief Executive	Human Appeal International	UNITED KINGDOM
F Javier	Perez Aparicio	Assistant to the Director-General	Humanitarian Aid and Civil Protection Department (ECHO) European Commission	BELGIUM
Mohamed Fadlalla	Mohamed	DG of Planning	Humanitarian Aid Commission	SUDAN
Bertrand	Taithe	Director of HCRI	Humanitarian and Conflict Response Institute University of Manchester	UNITED KINGDOM
Tsukasa	Hirota	Director	Humanitarian Assistance and Emergency Relief Division MOFA	JAPAN
Tae	Takita	Official	Humanitarian Assistance and Emergency Relief Division MOFA	JAPAN
CJ	Hendrix		Humanitarian Data Exchange	n/a
Tomy	Jati	Chairman	Humanitarian Forum Indonesia The Humanitarian Foundation PKPU	INDONESIA
Emily	Marlow		Humanitarian Innovation Fund	n/a
Jai	Mexis		Humanitarian Innovation Fund	n/a

Laura	Jump	Head of Business Development	Humanitarian Leadership Academy	UNITED KINGDOM
Heather	Leson		Humanitarian OpenStreetMap	n/a
Nate	Smith		Humanitarian OpenStreetMap	n/a
Francis	Okuthe	Executive Director	ICGLR Levy Mwanawasa Regional Centre for Democracy and Good Governance	ZAMBIA
Durmus	Aydin	VICE PRESIDENT	IHH - Humanitarian Relief Foundation	TURKEY
Larry	Hollingworth	Professor	IIHA Fordham University	UNITED STATES OF AMERICA
Luca	Pupulin	Director of IMPACT	IMPACT Initiatives	SWITZERLAND
Leila	Buck	Writer, performer, educator	Independent Consultant	UNITED STATES OF AMERICA
Asha	Kambon	Disaster Risk Management Specialist	Independent Consultant	TRINIDAD AND TOBAGO
Amjad	Mohamed Saleem	Independent Consultant	Independent Consultant	SRI LANKA
Nada	El Marji		Inmarsat	n/a
Guillaume	Fournier	Assistant	Institut international de droit humanitaire	FRANCE
Dominika	Kianickova	Intern	Institut international de droit humanitaire	SWITZERLAND
Hong	Chen	Deputy Director	Institute of Crustal Dynamics China Earthquake Administration	CHINA
Everson	Ndlovu	Lecturer/ Researcher in Disaster Management	Institute of Development Studies- National University of Science and Technology	ZIMBABWE
Dorothea	Hilhorst	Professor of Humanitarian Aid and Reconstruction Institute of Social Studies	Institute of Social Studies Erasmus University Rotterdam	NETHERLANDS
Francisco	Rey Marcos	Codirector IECAH	Institute of Studies on Conflicts and Humanitarian Action (IECAH)	SPAIN
Mahboub	Maalim	Executive Secretary	Intergovernmental Authority on Development (IGAD)	DJIBOUTI
Franz	Russ		Intelsat	n/a
Astrid	Van Genderen Stort	Chief IASC secretariat	Inter Agency Standing Committee (IASC) secretariat	SWITZERLAND
Joel	Charny	Vice President for Humanitarian Policy	InterAction	UNITED STATES OF AMERICA

Patricia	McIlreavy	Senior Director, Humanitarian Policy	InterAction	UNITED STATES OF AMERICA
Hussein	Halane	Special Representative	Intergovernmental Authority on Development (IGAD)	KENYA
Nuur Mohamud	Sheekh	Senior Humanitarian Advisor	Intergovernmental Authority on Development (IGAD)	KENYA
Alfredo	Zamudio	Director	Internal Displacement Monitoring Center	SWITZERLAND
Daniel	Zetterlund	Chief Executive Officer (CEO)	International Aid Services	SWEDEN
Julian	Egan	Head of Advocacy	International Alert	UNITED KINGDOM
Angharad	Laing	Executive Director	International Association of Professionals in Humanitarian Assistance and Protection	SWITZERLAND
Walter	Brill	Director of Operations	International Catholic Migration Commission (ICMC)	SWITZERLAND
James	Kisia	Executive Director	International Center for Humanitarian Affairs, Kenya Red Cross	KENYA
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Natacha	Harbonnier	Stagiaire	Organisation internationale de la Francophonie	SWITZERLAND
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Halim	Grabus	Counsellor	Organization of Islamic Cooperation (OCI)	SWITZERLAND
Hesham	Youssef	Assistant Secretary General	Organization of Islamic Cooperation (OCI)	SAUDI ARABIA
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Howard	Politini	Vice Chairman	Pacific Islands Private Sector Organisation (PIPSO)	FIJI
Qazi	Isa	Chief Executive Officer	Pakistan Poverty Alleviation Fund	PAKISTAN
Attique	Rehman	Volunteer	Pakistan Red Crescent Society	PAKISTAN
Younis	Al Khatib	president	Palestine Red Crescent Society	STATE OF PALESTINE
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Azizullah	Omer		Permanent Mission of Afghanistan to the UN in Geneva	AFGHANISTAN
Mohammad Jawad	Raha	Second Secretary	Permanent Mission of Afghanistan to the UN in Geneva	AFGHANISTAN
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Filloreta	Kodra		Permanent Mission of Albania to the UN in Geneva	ALBANIA
Arian	Piro		Permanent Mission of Albania to the UN in Geneva	ALBANIA
Antar	Hassani	First Secretary	Permanent Mission of Algeria to the UN in Geneva	ALGERIA
Habiba	Kherrou	FIRST SECRETARY	Permanent Mission of Algeria to the UN in Geneva	ALGERIA



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Apolinario	Correia	Ambassadeur	Permanent Mission of Angola to the UN in Geneva	ANGOLA
Patricia	Dos Santos	Second Secretary	Permanent Mission of Angola to the UN in Geneva	ANGOLA
Neusa	Saraiva	Assistante	Permanent Mission of Angola to the UN in Geneva	ANGOLA
Julio	Mercado	Minister	Permanent Mission of Argentina to the UN in Geneva	ARGENTINA
Paula	Vilas	Secretary	Permanent Mission of Argentina to the UN in Geneva	ARGENTINA
Mher	Margaryan	Minister Plenipotentiary	Permanent Mission of Armenia to the UN in Geneva	ARMENIA
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Tristen	Slade	Counsellor	Permanent Mission of Australia to the UN in Geneva	AUSTRALIA
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Gerhard	Thallinger	Counsellor	Permanent Mission of Austria to the UN in Geneva	AUSTRIA
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Erik	De Maeyer	First Secretary	Permanent Mission of Belgium to the UN in Geneva	BELGIUM
Jimmy	Agongbonon	First Secretary	Permanent Mission of Benin to the UN in Geneva	BENIN
Ana del Rosario	Duran	First Secretary	Permanent Mission of Bolivia to the UN in Geneva	BOLIVIA
Lucija	Ljubic	Ambassador, Permanent Representative	Permanent Mission of Bosnia and Herzegovina to the UN in Geneva	BOSNIA AND HERZEGOVINA
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Cristian	Streeter	Deputy Permanent Representative	Permanent Mission of Chile to the UN in Geneva	CHILE
Yifei	Wang	Second Secretary	Permanent Mission of China to the UN in Geneva	UNITED STATES OF AMERICA
Heidi	Botero	Second Secretary	Permanent Mission of Colombia to the UN in Geneva	COLOMBIA
Beatriz	Londono	Ambassador	Permanent Mission of Colombia to the UN in Geneva	COLOMBIA
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Roxana	Tinoco	counsellor	Permanent Mission of Costa Rica to the United Nations Office	COSTA RICA
Karim	Silue	Counselor	Permanent Mission of Côte d'Ivoire to the UN in Geneva	CÔTE D'IVOIRE (IVORY COAST)

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Batistic Kos	Vesna		Permanent Mission of Croatia to the UN in Geneva	CROATIA
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Christiana	Tzika		Permanent Mission of Cyprus to the UN in Geneva	CYPRUS
Michal	Dvorak	Second Secretary	Permanent Mission of Czech Republic to the UN in Geneva	CZECH REPUBLIC
Aron	Bonanno	Councillor	Permanent Mission of Denmark to the UN in Geneva	DENMARK
Carsten	Staur	Ambassador	Permanent Mission of Denmark to the UN in Geneva	DENMARK
Priscilla	Bautista de la Cruz		Permanent Mission of Dominican Republic to the UN in Geneva	DOMINICAN REPUBLIC
Homero	Hernandez-Sanchez		Permanent Mission of Dominican Republic to the UN in Geneva	DOMINICAN REPUBLIC
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Ruben	Escalante	Counselor	Permanent Mission of El Salvador to the UN in Geneva	EL SALVADOR
Joaquin	Maza Martelli	Ambassador, Permanent Representative	Permanent Mission of El Salvador to the UN in Geneva	EL SALVADOR
Monika	Harma	Adviser	Permanent Mission of Estonia to the UN at Geneva	ESTONIA
Andre	Pung	Ambassador, Permanent Representative	Permanent Mission of Estonia to the UN in Geneva	ESTONIA
Riia	Salsa	Second Secretary	Permanent Mission of Estonia to the UN in Geneva	ESTONIA
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Nazhat	Khan	Ambassador	Permanent Mission of Fiji to the UN in Geneva	FIJI
Paivi	Kairamo	Ambassador, Permanent Representative of	Permanent Mission of Finland to the UN in Geneva	FINLAND
Heli	Lehto	First Secretary	Permanent Mission of Finland to the UN in Geneva	FINLAND
Elisabeth	Laurin	Ambassador, Permanent Representative	Permanent Mission of France to the UN in Geneva	FRANCE
Irakli	Jgenti	DPR	Permanent Mission of Georgia to the UN in Geneva	GEORGIA
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Ana	Toledo	DIPLOMAT	Permanent Mission of Guatemala to the UN in Geneva	GUATEMALA
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Frantz	Dorsainville		Permanent Mission of Haiti to the UN in Geneva	HAITI
Martin	Berger	Third Secretary	Permanent Mission of Honduras to the UN in Geneva	HONDURAS
Giampaolo	Rizzo Alvarado	Ambassador	Permanent Mission of Honduras to the UN in Geneva	HONDURAS
Zsófia	Csizmadia	Third Secretary	Permanent Mission of Hungary to the UN in Geneva	HUNGARY
Zsuzsanna	Horvath	Ambassador	Permanent Mission of Hungary to the UN in Geneva	HUNGARY
Mark	Horvath	Deputy Permanent Representative	Permanent Mission of Hungary to the UN in Geneva	HUNGARY
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Anil	Rai	Counsellor	Permanent Mission of India to the UN in Geneva	INDIA
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Jafar	Barmaki		Permanent Mission of Iran to the UN in Geneva	IRAN
Morteza	Khansari Bozorgi		Permanent Mission of Iran to the UN in Geneva	IRAN
Ali	Pourghassab Amiri		Permanent Mission of Iran to the UN in Geneva	IRAN

Sean	O hAodha	Second Secretary	Permanent Mission of Ireland to the UN in Geneva	IRELAND
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Alessandro	Mandanici	First Secretary	Permanent Mission of Italy to the UN in Geneva	ITALY
Misako	Kaji	Ambassador	Permanent Mission of Japan to the International Organizations in Geneva	JAPAN
Hiroshi	Kudo Nagayama	First Secretary	Permanent Mission of Japan to the UN in Geneva	JAPAN
Yerlan	Alimbayev	Minister-Counselor	Permanent Mission of Kazakhstan to the UN in Geneva	KAZAKHSTAN
Ainur	Danenova	Second Secretary	Permanent Mission of Kazakhstan to the UN in Geneva	KAZAKHSTAN
Mukhtar	Tileuberdi	Ambassador, Permanent Representative	Permanent Mission of Kazakhstan to the UN in Geneva	KAZAKHSTAN
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Ulan	Djusupov		Permanent Mission of Kyrgyzstan to the UN in Geneva	KYRGYZSTAN
Denis	Grechonnyi		Permanent Mission of Kyrgyzstan to the UN in Geneva	KYRGYZSTAN
Janis	Karklins	Ambassador	Permanent Mission of Latvia to the UN in Geneva	LATVIA
Ahmad	Arafa	Counsellor	Permanent Mission of Lebanon to the UN in Geneva	LEBANON
Najla	Assaker	Ambassador, Permanent Representative	Permanent Mission of Lebanon to the UN in Geneva	LEBANON
Hani	Chaar	Adviser	Permanent Mission of Lebanon to the UN in Geneva	LEBANON
Elgannas	Abdurrahman		Permanent Mission of Libya to the UN in Geneva	LIBYA
Emad	Benshaban	First Secretary	Permanent Mission of Libya to the UN in Geneva	LIBYA
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Ahmed	Elhwat	Minister Plenipoten- tiary	Permanent Mission of Libya to the UN in Geneva	LIBYA
Audra	Ciapiene	Diplomat	Permanent Mission of Lithua- nia to the UN in Geneva	LITHUANIA
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Maryam Masyitah	Ahmad Termizi	Second Secretary	Permanent Mission of Malaysia to the UN in Geneva	MALAYSIA
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Zahid	Rastam	Deputy Permanent Represent- ative	Permanent Mission of Malaysia to the UN in Geneva	MALAYSIA
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Aya	Thiam Diallo	Ambassador	Permanent Mission of Mali to the UN in Geneva	MALI
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Jose Antonio	Hernandez Vega	Advisor	Permanent Mission of Mexico to the UN in Geneva	MEXICO
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Tehmina	Janjua	Ambassador	Permanent Mission of Pakistan to the UN in Geneva	PAKISTAN
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Laura	Stresina	First Secretary	Permanent Mission of Romania to the UN in Geneva	ROMANIA
Adrian	Vierita	Ambassador	Permanent Mission of Romania to the UN in Geneva	ROMANIA
Anastasia	Bagdatieva		Permanent Mission of Russia to the UN in Geneva	RUSSIAN FEDERATION
Moses	Rugema	DPR	Permanent Mission of Rwanda to the UN in Geneva	RWANDA
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Spela	Kosir	First Secretary	Permanent Mission of Slovenia to the UN in Geneva	SLOVENIA

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Ngaro	Sekonyana		Permanent Mission of South Africa to the UN in Geneva	SOUTH AFRICA
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Alton Sandile	Lukhele	First Secretary	Permanent Mission of Swaziland to the UN in Geneva	SWAZILAND
Mahlaba	Mamba	Counsellor	Permanent Mission of Swaziland to the UN in Geneva	SWAZILAND
Sofia	Calltorp	Counsellor	Permanent Mission of Sweden to the UN in Geneva	SWEDEN
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Jamshed	Khamidov	Ambassador	Permanent Mission of Tajikistan to the UN in Geneva	TAJIKISTAN
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Elchin	Guliyev	Second Secretary	Permanent Mission of the Republic of Azerbaijan to the UN in Geneva	AZERBAIJAN
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Sevinj	Suleymanova		Permanent Mission of the Republic of Azerbaijan to the UN in Geneva	AZERBAIJAN

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Su-young	Jung	Second Secretary	Permanent Mission of the Republic of Korea to the UN in Geneva	REPUBLIC OF KOREA
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Vojislav	Suc	Ambassador, Permanent Representative	Permanent Mission of the Republic of Slovenia to the UN in Geneva	SLOVENIA

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Kamal	Gubara	Ambassador/ Chargé d'affaires	Permanent Mission of the Republic of the Sudan to the UN in Geneva	SUDAN
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Khalid	Al Lamki	First Secretary	Permanent Mission of the Sultanate of Oman to the UN in Geneva	OMAN
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Ablavi Mawule	Navis		Permanent Mission of Togo to the UN in Geneva	TOGO
Afo Ousmane	Salifou		Permanent Mission of Togo to the UN in Geneva	TOGO
Intissar	Benattitallah		Permanent Mission of Tunisia to the UN in Geneva	TUNISIA
Berk	Baran	DEPUTY PERMANENT REPRESENTATIVE	Permanent Mission of Turkey to the UN in Geneva	TURKEY
Goksel	Gokce	Second Secretary	Permanent Mission of Turkey to the UN in Geneva	TURKEY
Hemra	Amannazarov		Permanent Mission of Turkmenistan to the UN in Geneva	TURKMENISTAN
Olha	Kavun	First secretary	Permanent Mission of Ukraine to the UN in Geneva	UKRAINE
Cristina	Gonzalez	Minister Counsellor	Permanent Mission of Uruguay to the UN in Geneva	URUGUAY
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Rebecca	Sanchez Bello		Permanent Mission of Venezuela to the UN in Geneva	VENEZUELA
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Tina	Maric		Volunteer	
Adrien	Messein-Carrard		Volunteer	
Anja	Michelsen Formica		Volunteer	
Ivan	Mirkovic		Volunteer	
Sam	Moget		Volunteer	
Salome	Morand		Volunteer	
Ilham	Moubachir		Volunteer	
Hendrika	Nijkamp		Volunteer	
Ingrid	Nordstorm-Ho		Volunteer	
Silvia	Olivotti		Volunteer	
Manon	Papillon		Volunteer	
Yael	Parrotta		Volunteer	
Tiphaine	Pascal-Suisse		Volunteer	
Aurore	Peirolo		Volunteer	
Laura	Perez		Volunteer	
Loris	Poisson		Volunteer	
Patricia	Schlageter		Volunteer	
Andrin	SCHWERE		Volunteer	
Mirjam	Schwitter		Volunteer	
Eva	Soltesz		Volunteer	
Federica	Stefanelli		Volunteer	
Carmen	Steg		Volunteer	
Pascal	Tiphaine		Volunteer	
Alexandra	Tochilina		Volunteer	
Mafuta-Foko	Tracy		Volunteer	
Kylie	Van Hoesen		Volunteer	
Sonia	Velasquez		Volunteer	
Morgan	Viitalis-Floch		Volunteer	
Julien	Volery		Volunteer	
Alexandra	Weth		Volunteer	
Maddalena	Zaglio		Volunteer	
Laurene	Zuber		Volunteer	
Rebekka	Zwygart		Volunteer	
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Janak	Bk	youth pair Leded	Youth Network	NEPAL
Mcleo	Mapfumo	Youth President	Zimbabwe United Nations Association	ZIMBABWE
Raga	Alphonsus	Program Advisor	ZOA	SRI LANKA
Linda	Freiner	Flood Resilience Program Manager	Zurich Insurance Group	SWITZERLAND

## Summaries of Side Events

### Universal Humanitarian Values and Principles: Accuracy or fallacy?

#### Moderator:

- Amb. Tania Dussey-Cavassinni, Swiss Ambassador for Global Health Issues and HERE-Geneva Trustee

#### Panellists:

- Ms. Ulrika Modeer, State Secretary to the Minister for International Development Cooperation, Sweden
- Amb. Hesham Youssef, Assistant Secretary General for Humanitarian Affairs, OIC
- Mr. Elhadj As Sy, Secretary General, IFRC
- Mr. Jan Egeland, Secretary General, Norwegian Refugee Council

One question that has come up in the context of the preparations for the World Humanitarian Summit is whether this is a forum to 'fix humanitarian action' or a forum to fix political agendas by ensuring that humanitarian values are the starting point of these agendas. On the eve of the WHS Global Consultation, HERE-Geneva organized a public debate to explore the overarching question whether or not humanitarian values and principles can reset political agendas. In a conversation moderated by Ambassador Tania Dussey-Cavassini, Mr. As Sy, Mr. Egeland, Ambassador Youssef and Ms. Ulrika Modeer shared their views on the values and principles underpinning humanitarian action.

The panelists confirmed the role of the humanitarian principles as a compass and a necessary tool for engaging in humanitarian action. It is not the definitions or understanding of the principles that are being challenged, it is their implementation. Humanitarian actors are failing in delivering assistance and protection, because state and other duty-bearers do not respect the integrity of the humanitarian mission. All actors should be first of all concerned about their own responsibilities. It is not up to humanitarian actors to provide political solutions.

### Localization in the context of the IFRC World Disasters Report

#### Moderator:

- Mr. Elhadj As Sy, Secretary General of IFRC

#### Panellists:

- Mr. Stephen O'Brien, UN Under-Secretary-General for Humanitarian Affairs and Emergency Relief Coordinator
- Mr. Mo Hamza, Chief Editor, IFRC World Disasters Report
- Ms. Nan Buzard, Executive Director, ICVA
- Mr. Degan Ali, Executive Director, ADESO



This side event provided an opportunity for the IFRC to draw attention to the recommendations in WDR 2015, and to open a debate on the complexities and challenges local actors face on the ground during an emergency. Professor Mo Hamza provided an overview of pertinent elements of the report, which calls for a shift towards the localization of aid and a more equal partnership between international and local actors.

The panellists presented their perspectives on the report's findings and made concrete recommendations for strengthening the capacity of local actors in humanitarian action.

According to USG O'Brien, the World Humanitarian Summit consultation pointed to the need to enable first responders—usually local people who are at the scene of the crisis long before international aid arrives—to take leadership in emergencies. “Eighty per cent of humanitarian work takes place in areas affected by armed conflicts where nothing is straightforward. The default should be local leadership,” said Mr. O'Brien.



Ms. Ali, Executive Director of Adeso, called for more resources and support for local and national humanitarian actors and the need for a Southern network of local actors. “We have to have a target, 20 per cent of funding needs to go to local actors by 2020,” she said. During the question-and-answer session, Ms. Ali explained that ADESO has been trying to get this Southern network established. They have consulted with over a hundred non-governmental organisations (NGOs) and some members felt that they should have been calling for even higher than 20 per cent.

The panellists made a common call for the World Humanitarian Summit to encourage the humanitarian community to review how international aid is organised. The WDR presents “very good evidence of the essentiality of local and national actors,” said ICVA executive director Ms. Buzard. “The humanitarian aid system is becoming extremely bureaucratic,” she added. The great capacity of local actors is often ignored. Ms. Buzard emphasised also the need to find better ways to get adequate funding for local NGOs. At the end of the debate, Ms. Buzard recalled the need to get back to the basics of respect to each other.

IFRC Secretary General Elhadj As Sy stressed the importance of inclusiveness to ensure that everyone counts: women, young and elderly. Mr. Sy also called for greater recognition of the heroic efforts of humanitarian volunteers on the frontline, a common view shared by all the panellists during the event. “We all have work to do, a responsibility to carry, and the accountability that goes with it,” he concluded.

## The place of faith, faith institutions and faith-based organisations in a reformed humanitarian system

### Panellists:

- Prof. Alastair Ager, Professor of Population and Family Health, Columbia University (via Skype)
- Mr. Jean Duff, President, Partnership for Faith and Development (via Skype)
- Prof. Michel Veuthey, Vice-President, International Institute for Humanitarian Law
- Dr. Hany El-Banna, President, The Humanitarian Forum
- Ms. Beris Gwynne, Geneva Director, World Vision

This session was billed as a follow-on from the Order of Malta Symposium held in May 2015 gathering support towards a Global Religious Summit to be held in the lead-up to the WHS in Istanbul May 2016.



The discussion by the panelists all complemented each other around the underlying framing question of the place for faith in a reformed humanitarian system. Too often the religious aspect has been put aside as concerning only questions regulating the religious freedom of civilian victims of war or of prisoners of war, or at the worst, because it was considered as a possible cause of war itself. Overall the presentations agreed on the crucial role that faith-based organisations (FBOs) and institutions could and do play in humanitarian action as well as promoting resilience amongst communities. It was understood that response is becoming more complex and as a result new creative ways of providing solutions need to be identified that include engaging in understanding humanitarian assistance from a faith perspective<sup>2</sup> but also engaging in partnership.<sup>3</sup> However more needs to be done to overcome the trust deficit that FBOs face, plus to document impact on communities especially when it comes to building resilience.

<sup>2</sup> This means going beyond the notion that humanitarian assistance from a faith perspective is simply about charity but understanding how humanitarian principles are understood within a faith context and finding a consensus on shared conviction of source of values and common understanding of humanitarian objectives. It also means a greater religious literacy (inter- and intra-faith) of how faith can play a role in humanitarian response.

<sup>3</sup> Partnership with FBOs and between FBOs

There was also the recognition of the need to challenge own tensions and address internal issues—in particular recognising tensions between certain FBOs (vis-à-vis conversion and proselytization) and the humanitarian principles of ‘neutrality’ and ‘impartiality.’ More is needed, the panellists felt, to explore and discuss this especially in ‘understanding the spiritual wisdom of humanity’ i.e. in using spirituality as a mechanism higher than just simply faith for developing a consensus towards understanding human value and responding to the need. Put simply, if FBOs can come to a consensus on spiritual value that transcends their faith, then they will be able to possibly address tensions related to a trust deficit on the impartiality of FBOs. Thus there needs to be greater dialogue within and between faiths (and FBOs) to not only understand humanitarian principles and instruments of international humanitarian law, but also look at relations with (and between) faiths, traditions and cultures. There is a need to realise, understand and accept the spiritual origin of today’s international humanitarian law, remembering names such as Vittoria and Suarez, or Bartolomeo de Las Casas who fought to enlarge the circle of people entitled to these guarantees to the entire human race. These realisations should help us put a case forward for the role of faith, whilst challenging internal assumptions and changing the narrative. In doing so there was a call for humility, hubris and hope especially in dealing with these four aspects:

1. The resources and capacities of local faith communities relevant to humanitarian response and the means of accessing them (BENEFITS)
2. The risks of engagement with local faith communities and the means of moderating these (RISKS)
3. The reframing of humanitarianism if viewed from a religious perspective (challenging secular presumptions of neoliberal MODERNITY)
4. The means of enabling real dialogue with diversity locally as well as globally (challenging secular presumptions of NEUTRALITY)

In conclusion, the panel reaffirmed the need to engage with faith institutions and faith-based organisations as part of localising efforts in humanitarian action. It reiterated calls for a discussion on the convergence of shared religious values supporting protection of human life and dignity and the need for a declaration on the expanded role of religious adherents and institutions in humanitarian action. In this line, the proposed Global Religious Forum for the WHS was endorsed as a useful step for the process.





