



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



## Stakeholder Information

**Organisation Name**

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

**Organisational Type**

UN

**City and Country where Headquartered**

Amman, Jordan

**Focal Point Name**

Chiara Capozio

**Region**

Middle East

**Twitter ID**

@UNRWA



## 1D Develop solutions with and for people

### Individual Commitments

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

#### 1. Highlight the concrete actions taken between 1 January – 31 December 2017 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures.

To further strengthen its Human Rights, Conflict Resolution and Tolerance Programme (HRCRT), the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) established its first ever Agency-wide Student Parliament representing more than 526,000 students in UNRWA schools. To support peaceful conflict resolution, a guide on peer mediation and peaceful conflict resolution is in its final stages of development, to empower school parliaments to play a key role in this area. Students were actively involved in the development of the guide. All UNRWA teachers received top-up training on human rights, conflict resolution and tolerance education.

#### 2. A. How are you measuring progress toward achieving your commitments? Only the categories selected by the organisation will be seen below.

- ☒ Through existing, internal systems or frameworks for monitoring, reporting and/or evaluation.
- ☒ By reporting to, or using reports prepared for, UN principal organs, UN governing boards, or other international bodies
- ☒ Through multi-stakeholder processes or initiatives (e.g. IASC, Grand Bargain, Charter for Change, etc).

#### B. How are you assessing whether progress on your commitments is leading toward change in the direction of the transformation?

"Prevalence of human rights culture and practices." This is measured through a Perceptual Survey of students and staff, complemented through classroom observation.

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

- ☒ Buy-in
- ☒ Field conditions, including insecurity and access
- ☒ Funding amounts

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

There continues to be a contradiction between human rights values taught at UNRWA schools and the realities students experience on the ground. This can make some teachers and students question the value of human rights education.

#### 4. Highlight actions planned for 2018 to advance implementation of your commitments in order to achieve this transformation.

In 2018, UNRWA will work to further strengthen its HRCRT Programme through support and empowerment of the Agency-wide Student Parliament, to ensure that it represents the school level parliaments and thus all the children of UNRWA schools. Particular emphasis will be put on strengthening the role of the student parliament in addressing violence through peer mediation and peaceful conflict resolution.

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

Advocacy, awareness of the Agency-wide Student Parliament and the school parliaments' role, and development of conflict-resolution tools as highlighted above.



**6. List any good practice or examples of innovation undertaken individually or in cooperation with others to advance this transformation.**

UNRWA created the first agency-wide student parliament and empowered students to advocate for their rights through presentations at key global events, such as at meetings of the United Nations General Assembly (UNGA), Arab League, and UNRWA Advisory Commission.

**Keywords**

Local action, People-centred approach



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

### Individual Commitments

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

### Core Commitments

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

#### 1. Highlight the concrete actions taken between 1 January – 31 December 2017 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures.

In 2017, the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) started including information on the impact of explosive weapons in densely populated areas inhabited by Palestine refugees in its reporting to the Monitoring and Reporting Mechanism (MRM) on Grave Violations Committed Against Children as well as in its internal monitoring mechanism on attacks on UNRWA schools.

In collaboration with the Department of Security and Risk Management, UNRWA Education Department developed the capacity of field education staff in Syria, Lebanon, Jordan, Gaza, and the West Bank in safety and on enhancing security protocols and procedures in schools.

#### 2. A. How are you measuring progress toward achieving your commitments? Only the categories selected by the organisation will be seen below.

- ☒ Through existing, internal systems or frameworks for monitoring, reporting and/or evaluation.
- ☒ By reporting to, or using reports prepared for, UN principal organs, UN governing boards, or other international bodies

#### B. How are you assessing whether progress on your commitments is leading toward change in the direction of the transformation?

Progress is assessed through the agency's Results Based Monitoring system, which is used to monitor progress against indicators across UNRWA's five fields of operation on a quarterly basis.

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

- ☒ Data and analysis
- ☒ Human resources/capacity
- ☒ Information management/tools

#### 4. Highlight actions planned for 2018 to advance implementation of your commitments in order to achieve this transformation.

In 2018, UNRWA will work to strengthen its tools and procedures contributing to safety and security of education institutions.



## Keywords

Protection



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

### Individual Commitments

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

### Core Commitments

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

### 1. Highlight the concrete actions taken between 1 January – 31 December 2017 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures.

The United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) continued to implement its Child Protection Framework adopted in 2016. In particular, an agency-wide initiative was initiated to develop and implement further preventative, responsive and institutional accountability measures dedicated to the elimination of violence against children in/through agency installations and service provision. To this end, all UNRWA field offices developed action plans to address violence against children and at present, a series of support products are being developed to support action plan implementation. During the reporting period, UNRWA identified and provided assistance to 2,540 children experiencing a child protection risk. In addition, UNRWA continued to engage with relevant authorities and other duty bearers to advocate for the rights of Palestine



refugees on issues related to, among others, humanitarian access, the protection of health care and education, and physical security of Palestine refugees.

UNRWA also continued to advocate for the respect of the neutrality and inviolability of its installations (schools, health centres, etc.) as United Nations (UN) premises as required under international law.

In 2017, UNRWA provided inputs to the United Nations Secretary-General (UNSG) report on the protection of civilians in armed conflict as well as in relation to the United Nations Security Council (UNSC) Resolution 2286 (protection of medical care).

**2. A. How are you measuring progress toward achieving your commitments? Only the categories selected by the organisation will be seen below.**

- ☒ Through existing, internal systems or frameworks for monitoring, reporting and/or evaluation.
- ☒ By reporting to, or using reports prepared for, UN principal organs, UN governing boards, or other international bodies

**B. How are you assessing whether progress on your commitments is leading toward change in the direction of the transformation?**

Progress is assessed through the agency's Results Based Monitoring system, which is used to monitor progress against indicators across UNRWA's five fields of operation on a quarterly basis.

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

- ☒ Data and analysis
- ☒ Human resources/capacity
- ☒ Other: Level of engagement with relevant authorities.

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

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

**4. Highlight actions planned for 2018 to advance implementation of your commitments in order to achieve this transformation.**

UNRWA will continue to engage with relevant authorities and other duty bearers to advocate for the rights of Palestine refugees, and will continue its agency-wide initiative to develop and implement further preventative, responsive and institutional accountability measures dedicated to the elimination of violence against children in/through agency installations and service provision.

**Keywords**

Humanitarian principles, IHL compliance and accountability, Protection





## 2C Speak out on violations

### Individual Commitments

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

### Core Commitments

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

### 1. Highlight the concrete actions taken between 1 January – 31 December 2017 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures.

During the reporting period, the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) continued to engage with relevant authorities and other duty bearers to advocate for the rights of Palestine refugees, including on the issue of accountability for alleged violations of international law.

In 2017, 330 protection (advocacy) interventions targeting external actors were undertaken agency-wide on a range of different protection issues including in particular those related to the on-going occupation in the oPt and the impact of the Syrian conflict on Palestine refugees. UNRWA also issued several press statements related to the protection of Palestine refugees and in relation to damage to and/or destruction of its installations in its five fields of operations (Jordan, Lebanon, Syria, Gaza and West Bank, including East Jerusalem).

### 2. A. How are you measuring progress toward achieving your commitments? Only the categories selected by the organisation will be seen below.

- ☒ Through existing, internal systems or frameworks for monitoring, reporting and/or evaluation.

### B. How are you assessing whether progress on your commitments is leading toward change in the direction of the transformation?

UNRWA tracks public and private advocacy interventions through semi-annual reporting on humanitarian operations, although it is often not possible to attribute positive outcomes to the actions taken.

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

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

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

The success of advocacy activities depends on the nature of the issues raised and the level of engagement with relevant authorities,



as well as the security environment and the capacity of UNRWA field offices to undertake such activities.

**4. Highlight actions planned for 2018 to advance implementation of your commitments in order to achieve this transformation.**

UNRWA will seek to progressively strengthen the capacity of staff in monitoring, reporting and advocacy.

**Keywords**

Protection



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

### Individual Commitments

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

### Core Commitments

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



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

**1. Highlight the concrete actions taken between 1 January – 31 December 2017 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures.**

**Gender-based violence prevention and response**

The United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) continued to enhance the agency's capacity to address gender-based violence (GBV) within an emergency context through the project funded initiative, 'Building Safety: Mainstreaming GBV Interventions into Emergency Preparedness, Prevention and Response'.

In 2017, project achievements included: (i) the development of GBV road-maps that bring together prevention work across all UNRWA field offices to implement the GBV Prevention Framework; (ii) the finalization and dissemination of, Guidelines for GBV Risk Mitigation in Emergencies, with an initial training exercise undertaken in Syria.

In February 2017, UNRWA became a member of the GBV Call to Action on Protection from GBV in Emergencies. During the reporting period, UNRWA identified and provided 4,958 services to GBV survivors, including medical, legal and/or psychosocial counselling services.

**IHL and IHRL compliance and accountability**

In 2017, UNRWA made a total of 15 submissions and briefings relating to key areas of concern to the international human rights system, including briefings to Special Rapporteurs and inputs to reports on international human rights instruments.

**2. A. How are you measuring progress toward achieving your commitments? Only the categories selected by the organisation will be seen below.**

- ☒ Through existing, internal systems or frameworks for monitoring, reporting and/or evaluation.

**B. How are you assessing whether progress on your commitments is leading toward change in the direction of the transformation?**

UNRWA has been implementing an ambitious capacity building plan intended to enhance the agency's preparedness to address GBV in emergencies (GBVie). The increased knowledge and skills of staff is key to ensuring UNRWA complies with international standards.

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

- ☒ Human resources/capacity

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

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

**4. Highlight actions planned for 2018 to advance implementation of your commitments in order to achieve this transformation.**

UNRWA will continue to pursue the commitments made under the Call to Action, including through the finalization and roll out of an e-learning course on GBV in emergencies. Further, UNRWA plans to roll-out its GBV training package which aims at ensuring compliance of field offices to industry standards in their trainings through a ToT approach.



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

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

**6. List any good practice or examples of innovation undertaken individually or in cooperation with others to advance this transformation.**

UNRWA ensured that trainings to frontline staff are complemented by engaging middle management to ensure that frontline staff enjoy an enabling environment which allows transforming their increased knowledge on GBV to skills and practice.

**Keywords**

Gender, IHL compliance and accountability, Protection



### 3A Reduce and address displacement

#### Individual Commitments

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

#### Core Commitments

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



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

**1. Highlight the concrete actions taken between 1 January – 31 December 2017 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures.**

#### **Refugees**

The United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) has engaged in the Global Compact on Refugees process which, following the adoption of the New York Declaration in 2016, aims to strengthen the international community's response to mass influx or protracted refugee situations. UNRWA engaged with relevant actors to ensure that the challenges faced by Palestine refugees and UNRWA's experience in providing services to them are addressed in the final outcome document. UNRWA has provided a written contribution to the zero draft of the Global Compact on Refugees. The UNRWA Education Department continued to work with host Ministries of Education, UN partners, NGOs, and the Inter-Agency Network for Education in Emergencies (INEE) on ensuring the continued provision of quality inclusive and equitable education for displaced UNRWA students. The agency continues to invest in its student Self-Learning Programme, which gives displaced students the opportunity to continue learning wherever they are.

**2. A. How are you measuring progress toward achieving your commitments? Only the categories selected by the organisation will be seen below.**

☒ Through existing, internal systems or frameworks for monitoring, reporting and/or evaluation.

**B. How are you assessing whether progress on your commitments is leading toward change in the direction of the transformation?**

UNRWA collects quarterly data on its operations through a Results Based Monitoring System. Narrative and results reporting is shared with donors on an annual basis with reported on humanitarian operations provided semi-annually.

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

☒ Funding modalities (earmarking, priorities, yearly agreements, risk aversion measures)

**4. Highlight actions planned for 2018 to advance implementation of your commitments in order to achieve this transformation.**

UNRWA will continue to engage in the Global Compact on Refugees process until the adoption of the final outcome document in



September 2018.

**Keywords**

Displacement





### 3D Empower and protect women and girls

#### Individual Commitments

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

#### Core Commitments

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

#### 1. Highlight the concrete actions taken between 1 January – 31 December 2017 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures.

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

#### 2. A. How are you measuring progress toward achieving your commitments? Only the categories selected by the organisation will be seen below.

- ☒ Through existing, internal systems or frameworks for monitoring, reporting and/or evaluation.
- ☒ By reporting to, or using reports prepared for, UN principal organs, UN governing boards, or other international bodies

#### B. How are you assessing whether progress on your commitments is leading toward change in the direction



### of the transformation?

The Gender Equality Strategy included the establishment of a Gender Marker, which is a tool to track and monitor resources for gender mainstreaming and is a requirement under the UN-SWAP.

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

- ☒ Funding amounts

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

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

### 4. Highlight actions planned for 2018 to advance implementation of your commitments in order to achieve this transformation.

In 2018, UNRWA plans to continue the implementation of the Gender Strategy, including extending the application of the Gender Marker to emergency appeals and project funding.

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

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

### 6. List any good practice or examples of innovation undertaken individually or in cooperation with others to advance this transformation.

In 2017, UNRWA launched the Gender Champion Awards, linking the two streams - the organizational and programmatic levels - of gender mainstreaming efforts by recognizing selected staff's significant contributions to the advancement of gender equality.

### Keywords

Gender



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

#### Individual Commitments

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

#### 1. Highlight the concrete actions taken between 1 January – 31 December 2017 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures.

The concerted efforts of the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) through its Education Reform and innovative approach to ensuring the continuation of education in emergencies, have proved successful.

In 2017, emphasis has been put on embedding the principles, practices and achievements of the UNRWA education reform into the agency's operations. New Strategic Units have been established, playing a key role in strengthening the education governance and professional support in each field office. Professional development programmes continue and new cohorts of school principals and teachers undertook the Leading for the Future, School Based Teacher Development programme (SBTD) I and SBTD II programmes.

The 2016/17 school year was marked by a decrease in the agency-wide cumulative drop-out rates and overall improvement in student achievement in the Monitoring of Learning Achievement (MLA) Tests. Student survival rates (95.34) are their highest in the last 6 years in the basic education cycle, and cumulative drop-out rates for elementary boys and girls (1.17), and preparatory boys and girls (2.87) are at their lowest rate in the last 7 years (since 2010).

The coefficient of internal efficiency - a measure of the overall efficiency of the programme - is at its highest since 2010/11 when the reform began (0.91 in 2014/15) and now up to 0.92 (in 2016/17).

#### 2. A. How are you measuring progress toward achieving your commitments? Only the categories selected by the organisation will be seen below.

- ☒ Through existing, internal systems or frameworks for monitoring, reporting and/or evaluation.
- ☒ By reporting to, or using reports prepared for, UN principal organs, UN governing boards, or other international bodies

#### B. How are you assessing whether progress on your commitments is leading toward change in the direction of the transformation?



UNRWA assesses progress through its Result Based Monitoring system. Different tools are used to capture a range of data: Education Management Information System, Perceptual Survey, Monitoring of Learning Achievement tests and Classroom Observation.

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

- ☒ Field conditions, including insecurity and access
- ☒ Funding amounts
- ☒ Funding modalities (earmarking, priorities, yearly agreements, risk aversion measures)

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

UNRWA is confronting the most severe economic crisis in its history, putting the education of over half a million children and youth in the region at risk. The funding challenge can impact both on access and quality of education delivered.

**4. Highlight actions planned for 2018 to advance implementation of your commitments in order to achieve this transformation.**

UNRWA aims to sustain, embed, and enrich the principles and practices of the Education Reform and its education in emergencies approach in the next year/s. The reform policies, strategies and strengthened organisational support structures, will continue to provide a strategic direction and structure for the education programme. Capacity development and support will be provided to help ensure harmonization and coherence between the five fields.

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

UNRWA will continue to work with partners and host governments to ensure that Palestine refugee children have access to quality, inclusive, and equitable education, including in times of crisis.

**6. List any good practice or examples of innovation undertaken individually or in cooperation with others to advance this transformation.**

The UNRWA Education in Emergencies programme, which has played a key role in sustaining education for over 500,000 Palestine Refugee children in contexts of crisis, was recognized as a Promising Practice in Refugee education in a side event by the United National General Assembly (UNGA).

**Keywords**

Education



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

### Individual Commitments

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

### 1. Highlight the concrete actions taken between 1 January – 31 December 2017 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures.

- In 2017, the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) finalized, issued and operationalized the Disability Inclusion Guidelines through an agency-wide training of trainers (ToT) process dedicated to mainstreaming disability inclusion into UNRWA programming. 33 trainers benefitted from the ToTs and action plans were developed across all countries to rollout the training for additional frontline staff.
- As of February 2018, 195 staff received training, and it is estimated that a total of 335 staff will be trained by July 2018.
- In 2017, UNRWA staff identified a total of 601 persons with disabilities experiencing protection risks, out of whom 86 per cent were provided with assistance. Concurrently, UNRWA Disability Programme helped to facilitate access to rehabilitation services and disability-specific support for 13,143 Palestine refugees with disabilities.
- UNRWA also developed the Technical Standards and Guidelines for Physically Accessible Environment (PAE). The PAE set standards for physical accessibility in all UNRWA facilities, and has begun to implement them in the design of new schools.
- The Education Management Information System includes a tool to collect data on disabilities for all UNRWA students, disaggregated by age and sex. The tool uses a harmonized definition of disabilities and aligns with the Agency inclusive education approach.
- Improving disability disaggregated data collection and increasing participation of persons with disabilities in planning, implementation and monitoring of UNRWA's activities are a priority for 2018.

### 2. A. How are you measuring progress toward achieving your commitments? Only the categories selected by the organisation will be seen below.

- ☒ Through existing, internal systems or frameworks for monitoring, reporting and/or evaluation.
- ☒ By reporting to, or using reports prepared for, UN principal organs, UN governing boards, or other international bodies
- ☒ Through multi-stakeholder processes or initiatives (e.g. IASC, Grand Bargain, Charter for Change, etc).

### B. How are you assessing whether progress on your commitments is leading toward change in the direction of the transformation?



Through:

- 1) pre-test/post-test of participants in the Disability Inclusion Trainings.
- 2) Reports on progress coming from the Disability Focal Points in all five Field Offices.
- 3) Requests from different UNRWA's departments for support on disability inclusion.

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

- ☒ Data and analysis
- ☒ Funding amounts
- ☒ Institutional/Internal constraints

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

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

**4. Highlight actions planned for 2018 to advance implementation of your commitments in order to achieve this transformation.**

UNRWA will continue to mainstream disability inclusion through contribution to policies, frameworks, guidelines, trainings etc. Efforts will focus on: increased participation of persons with disabilities through identification, documentation and building on good practices; improved disability disaggregated data collection; and the design and implementation of Inclusive Initiatives to implement the recommendations of Disability Inclusion Guidelines.

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

Build a clear understanding of necessary steps to mainstream disability inclusion in humanitarian action; increase coordination and information sharing among different actors; identify designated budget and indicators in relation to: data collection, recruitment of technical experts and participation of persons with disabilities.

**Keywords**

Disability, Protection



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

### Individual Commitments

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

### Core Commitments

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





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

**1. Highlight the concrete actions taken between 1 January – 31 December 2017 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures.**

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

The United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) considers Accountability to Affected Populations (AAP) as a cornerstone of quality service provision. Several initiatives are in place in the different fields of operation to provide Palestine refugees with enhanced access to information; and to have their voices taken into account into the decision making-process related to the provision of humanitarian services.

Some of these initiatives include: the Communication with Communities approach in Gaza; the UNRWA hotline available to beneficiaries of the food voucher programme in the West Bank; feedback mechanisms and AAP pilot project rolled out in different camps in Lebanon; regular meeting with leaders and implementation of post-monitoring surveys in Syria and Jordan, amongst others.

**Cash-based programming**

UNRWA has successfully rolled out cash-based social protection programming in Jordan, Lebanon and the West Bank, reaching an estimated 155,000 beneficiaries each quarter. The implementation of the new cash modality in these three fields required training of staff, consultation with the refugee communities, training for Social Safety Net programme (SSNP) on the use of the e-card (ATM), capacity building, awareness raising and communications with beneficiaries, communities and host authorities and the establishment of a hotline for refugees. An evaluation is currently carried out to determine the efficiency and effectiveness of the transition to cash based transfers, and will be completed during 2018.

**2. A. How are you measuring progress toward achieving your commitments? Only the categories selected by the organisation will be seen below.**

- ☒ Through existing, internal systems or frameworks for monitoring, reporting and/or evaluation.

**B. How are you assessing whether progress on your commitments is leading toward change in the direction of the transformation?**

Through regular reporting via UNRWA's Results Based Monitoring System and annual reporting to donors (which includes a section on AAP). UNRWA also reports on AAP and Cash as a signatory to the Grand Bargain.

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

- ☒ Buy-in  
☒ Funding amounts  
☒ Human resources/capacity

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

The transition from food to cash required training of staff; close consultation with refugees communities and host authorities, and capacity building.





Scarce resources limit the implementation of needed adjustments to the cash based transfer programme.

#### **4. Highlight actions planned for 2018 to advance implementation of your commitments in order to achieve this transformation.**

In 2018, if funding is available, UNRWA will implement some adjustments to the cash based transfer programme, including adjusting the transfer values to consumer price indices every two years; and to ensure reserves are maintained to stabilise the budget, in the event of currency exchange rate fluctuations.

UNRWA is also working to harmonise targeting mechanisms and the transfer modalities between regular and emergency programme. UNRWA also plans a review of assistance modalities in Gaza.

#### **Keywords**

Cash, Local action, People-centred approach



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

### Individual Commitments

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

### Core Commitments

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

### 1. Highlight the concrete actions taken between 1 January – 31 December 2017 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures.

In 2017, the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) continued to invest in strengthening emergency preparedness and response systems across the agency. The agency-wide Emergency Management Framework (EMF) was finalized, outlining policies, procedures, systems and structures to guide the agency's preparedness and emergency response work.

In May 2017, UNRWA conducted a 2-day emergency simulation exercise involving UNRWA field offices and HQ departments, designed to test critical functions, processes and procedures required at UNRWA HQ and between UNRWA HQ and the Gaza Field Office in the event of an emergency. Lessons learned from the exercise were identified and incorporated in the Agency EMF. Support was provided to relevant field offices in the development of their contingency plans, in particular in Lebanon and West Bank.

UNRWA Education Department continued to strengthen the Agency Education in Emergencies approach, to ensure it responds



to evolving needs. The approach, which builds on the UNRWA education system and structures, introduces innovations in key areas such as psychosocial support, alternative learning modalities, safety and security, and student and community engagement.

**2. A. How are you measuring progress toward achieving your commitments? Only the categories selected by the organisation will be seen below.**

- ☒ Through existing, internal systems or frameworks for monitoring, reporting and/or evaluation.

**B. How are you assessing whether progress on your commitments is leading toward change in the direction of the transformation?**

If resources allow, UNRWA will conduct field-level simulation exercises in 2018, to test functions, processes and procedures in a field-specific emergency context.

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

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

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

Funding shortages and ongoing protracted emergencies limit the implementation and resources available for preparedness actions, including training and simulation exercises.

**4. Highlight actions planned for 2018 to advance implementation of your commitments in order to achieve this transformation.**

In 2018, UNRWA will continue to strengthen preparedness through the drafting and roll out of an Agency-wide Emergency Response Handbook, including SOPs for emergency response of relevant programmes and units. Support to field offices will continue in relation to the drafting and implementation of their specific Field Emergency Response procedures.

**Keywords**

Disaster Risk Reduction, Education



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

### Individual Commitments

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

### Core Commitments



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

**1. Highlight the concrete actions taken between 1 January – 31 December 2017 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures.**

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

The United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) works in environments where humanitarian aid and human development activities are delivered in parallel. UNRWA remains committed to maintain coherence across different funding and programming streams and in this sense continuously works to improving its planning process. In 2017, UNRWA also stepped up its partnership efforts, including through engagement with the World Bank on education. UNRWA continues to participate in the Regional Refugee and Resilience Plan (3RP) meetings in Amman, and with the necessary caveats that apply to Palestine refugees in relation to durable solutions, is also part of the recently constituted Regional Durable Solutions Working Group in Amman.

#### **Other-4C**

On health, UNRWA adopted the person-centered family health team approach, and has achieved greater efficiencies through reducing the number of doctor-patient consultations, allowing for longer consultations, better treatment, reduced antibiotic prescription rates, and reduced numbers of repeat visits.

In Education, UNRWA implemented an Education Management Information System that includes a tool to collect data on disabilities for all UNRWA students, disaggregated by age and sex. The tool uses a harmonized definition of disabilities to reflect the UNRWA inclusive education approach.

**2. A. How are you measuring progress toward achieving your commitments? Only the categories selected by the organisation will be seen below.**

☒ Through existing, internal systems or frameworks for monitoring, reporting and/or evaluation.

**B. How are you assessing whether progress on your commitments is leading toward change in the direction of the transformation?**

Progress is monitored through regular agency reporting channels. Information management systems for health and education are also used to support monitoring of health and education related indicators.

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

☒ Funding modalities (earmarking, priorities, yearly agreements, risk aversion measures)

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



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

**4. Highlight actions planned for 2018 to advance implementation of your commitments in order to achieve this transformation.**

UNRWA will continue engaging with relevant humanitarian and development networks. The agency will continue to contribute to common documents to highlight the immediate and longer-term development needs of Palestine refugees.

**Keywords**

Community resilience, Displacement, Education, Humanitarian-development nexus



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

### Individual Commitments

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

### Core Commitments

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

### 1. Highlight the concrete actions taken between 1 January – 31 December 2017 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures.

The United Nations Relief and Works Agency for Palestine Refugees in the Near East's (UNRWA's) commitments in this area, in relation to transparency, management costs, financing and local procurement were fully aligned with the Grand Bargain (GB), to which the agency is a signatory.

UNRWA has improved the presentation of its financial requirements to member states through a clearer articulation of minimum and critical funding needs and linkages between the Agency's three funding portals (programme budget, emergency appeals and projects). In line with the GB commitments, UNRWA continues to advocate for multi-year funding from donors to provide more predictable and longer term planning horizon.

UNRWA has implemented a number of reforms to achieve greater cost effectiveness and efficiency. These include the Family Health Team reforms, the centralization of medicine procurement, and the hospitalization reform; the adoption of class formation norms and standards and the use of ceilings for the number of students per class; the transition from food to cash in three fields; and updated staff pay policies.



UNRWA has started preliminary discussions with the International Aid Transparency Initiative (IATI) to understand actions required to become an IATI member.

**2. A. How are you measuring progress toward achieving your commitments? Only the categories selected by the organisation will be seen below.**

- ☒ Through existing, internal systems or frameworks for monitoring, reporting and/or evaluation.

**B. How are you assessing whether progress on your commitments is leading toward change in the direction of the transformation?**

Through UNRWA's regular reporting channels with donors and self-reporting on Grand Bargain commitments.

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

- ☒ Funding amounts

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

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

**4. Highlight actions planned for 2018 to advance implementation of your commitments in order to achieve this transformation.**

UNRWA will continue to advocate for early, predictable and multi-year funding. The Agency has identified a number of management measures to continue increase effectiveness and efficiency, but their implementation is under review based on UNRWA's financial situation.

**Keywords**

Quality and accountability standards, Transparency / IATI





## Initiative Reports

### The Inclusion Charter :

#### What concrete actions have you taken in support of the initiative.

To operationalise the principles of the Charter, the United Nations Relief and Works Agency for Palestine Refugees in the Near East's (UNRWA's) Disability Inclusion Guidelines were launched in 2017 with the following principles: Non-discrimination, Awareness, Participation and Accessibility. In 2017, as part of the first phase of implementation of the Guidelines, 33 staff received a ToT and 195 staff received training disability inclusion across all field offices.

Moreover, UNRWA launched and started implementing (in new schools) the Technical Standards and Guidelines for Physically Accessible Environments (PAE), which set standards for physical accessibility in all of Agency's facilities. Other mainstream Agency-wide policies, frameworks, trainings and guidelines also specific issues on disability, such as the official gender-based violence (GBV) training manual, protection mainstreaming tip-sheets etc.