REFUGEE CRISIS: FACING CHALLENGES
Panel 4
16:15 – 17:30
Refugee Crisis: Facing Challenges

Mr. Rex Alamban, International Organization for Migration (IOM)

Mr. Simon Conesa, Norwegian Refugee Council

Ms. Sarah Rich, Women's Refugee Commission

Mr. Houssam Chahin, The UN Refugee Agency (UNHRC)

Dr. Paulo Gonçalves, Università della Svizzera Italiana, Moderator
Gaziantep Operations
Integrated Supply Chain Management

Rex Alamban
Head of Sub-Office
INTEGRATED SUPPLY CHAIN MANAGEMENT

Supply Chain – Key players in IOM GZT:

There are four key participants/programmes:

- Cross Border
- Refugee Response
- HNAP
- FAP

Four key support services between the supply chain participants:

- Procurement & Logistics
- HR and Finance
- IMU
- WH's:
  - Burc WH 15,300 m2 + 1260 m2
  - Şanlıurfa Storage 550 m2
  - Hatay Storage 1,000 m2

Integrated Supply Chain Management – refers to the integrated set of processes completed by supply chain participants were technology is used to seamlessly share information from end-to-end
INTEGRATED SUPPLY CHAIN MANAGEMENT

Offices and staffing:

- Gaziantep Main Office
  - 4 Buildings - 6,130 m²
- Hatay SO (SW from GZT)
- Sanliurfa SO (E from GZT)

<table>
<thead>
<tr>
<th>Staff members</th>
<th>No.</th>
</tr>
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<tbody>
<tr>
<td>P – Staff</td>
<td>32</td>
</tr>
<tr>
<td>NO</td>
<td>3</td>
</tr>
<tr>
<td>GS</td>
<td>117</td>
</tr>
<tr>
<td>Consultant</td>
<td>20</td>
</tr>
<tr>
<td>Hourly</td>
<td>307</td>
</tr>
<tr>
<td>Intern</td>
<td>3</td>
</tr>
<tr>
<td>TOTAL</td>
<td>482</td>
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IOM Gaziantep, Turkey
Highlights (NOV 2016 – DEC 2017)

→ Procurement of goods & services ~ USD 37 M

- 1617 Office Assets – USD 0.6 M
- 1381 Beneficiary Assets – USD 1.9 M
- 741,820 m² Tent Insulation – 1.1 M
- 870 IKG Kits (30 type of trades), 300 last year, 570 this year – 1.25 M
- 13 Rehabilitation projects (family, women, LGBTQ centers; kindergartens, schools, launderettes and parks)
- Rehabilitation of SSU – last year 300, this year 1000 units

→ LTAs with 7 suppliers for 50 items/kits & transporter for 40 trucks

<table>
<thead>
<tr>
<th>Type of NFI Procurement</th>
<th>Above 3K USD up to 100K USD</th>
<th>Above 100K USD up to 300K USD</th>
<th>Above 300K USD</th>
</tr>
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<tbody>
<tr>
<td>Normal</td>
<td>12 working days</td>
<td>30 working days</td>
<td>45 working days</td>
</tr>
<tr>
<td>With LTA</td>
<td>5 working days</td>
<td>10 working days</td>
<td>From 15 working days</td>
</tr>
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Highlights (NOV 2016 – DEC 2017)

**NFI Procurement by Quantity**

- Blankets: 245,074
- Diapers: 237,492
- Floor Covers: 61,976
- Heater: 5,048
- Hygiene Kits: 246,711
- Jerrycans: 101,936
- Kitchen Sets: 138,601
- Mattresses: 208,834
- Pillows: 13,920
- Plastic Sheets: 94,282
- Rope: 13,000
- Sanitary Pad: 18,900
- Soap: 134,940
- Solar Lamps: 54,796
- Stove: 4,106
- Tents: 4,345
- Winterization Kits: 93,990

**NFI Procurement by Value**

- Blankets: 1,452,329
- Diapers: 563,137
- Floor Covers: 785,342
- Heater: 296,452
- Hygiene Kits: 1,586,246
- Jerrycans: 213,086
- Kitchen Sets: 469,619
- Mattresses: 1,586,246
- Pillows: 23,245
- Plastic Sheets: 1,071,604
- Rope: 11,919
- Sanitary Pad: 13,371
- Soap: 229,148
- Solar Lamps: 258,467
- Stove: 189,519
- Tents: 2,251,590
- Winterization Kits: 2,058,571

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IOM Gaziantep, Turkey
Operational Challenges

– Lack of access to beneficiary communities due to security threats
  • Third party monitoring, Commodity Tracking System, Community Feedback (AAP)

– Limited capacity of border crossing point: allocation of 20 trucks per day for humanitarian cargo
  • Installation of additional X-Ray machine for trucks

– National standard of some NFIs are not compliant with IASC international Standards (SPHERE)
RIGHTS RESPECTED – PEOPLE PROTECTED
PROTECT DISPLACED PEOPLE & SUPPORT THEM BUILDING A NEW FUTURE. NRC started relief efforts after WWII. Today works in both new & protracted crises across 31 countries. Over 500 programs in six areas: food security, education, shelter, legal assistance, camp management, and water, sanitation & hygiene.

STAND UP FOR PEOPLE FORCED TO FLEE. NRC promotes & defend displaced people's rights and dignity in local communities, with national governments and in the international arena. Our Internal Displacement Monitoring Centre in Geneva is a global leader in monitoring, reporting and advocating for people displaced within their own country.

RESPOND QUICKLY TO EMERGENCIES. Our expert deployment capacity, NORCAP, boasts around 1,000 experts from all over the world who can be deployed within 72 hours. Our experts help improve international and local ability to prevent, prepare for, respond to and recover from crises.
CONTEXT

Urban vs. Camps vs. H2R

- Embargo
- Local markets
- Supply Chain Transparency
CASH

Digital wallet vs. eVoucher
- Contract management
- Market research
- Durable solution?
TECHNOLOGY

Supply side
- Supply chain modelling
- Blockchain
- Machine Learning...

Demand side
- Migratory movement modelling
- Social media
- Education, Livelihoods...
Supply chains for sexual & reproductive health in the changing crisis landscape

Sarah Rich
Senior Advisor–SRH,
Women’s Refugee Commission

Co-Chair, SRH Supplies Working Group,
Inter-agency Working Group on RH in Crises
About us: Women’s Refugee Commission

• **Global research & advocacy** organization based in NYC

• Aim to improve the lives of **women, youth, and children** affected by conflict and crises globally

• Programs on **Sexual & Reproductive Health, Livelihoods, Youth, Disabilities and Protection**

• **SRH team:**
  – Expertise in research & advocacy to improve SRH in crisis-affected settings
  – Host global coalition: Inter-agency Working Group on Reproductive Health in Crises (IAWG)
Background

(why is she talking about this?)
Gender and Disasters

- Gender differences after a crisis are linked to economic and social rights pre-crisis
- Crises push gender disparities to the extreme

- Gender roles & household expectations may impact:
  - Access to warning systems and rescue mechanisms
  - Health and survival
  - Negative coping mechanisms, i.e. rising rates of early marriage
SRH needs increase during crises

• SRH is part of basic, primary health care

• Women/girls affected by crises face increased risk of:
  – Maternal mortality & morbidity, including unsafe abortion
  – Sexual violence
  – Unintended pregnancy

• 15% of pregnancies result in a life-threatening complication, and pregnancy-related complications are a leading cause of death for adolescents aged 15-19 years

• Many women want to space or limit pregnancies following displacement; demand exists for full range of contraceptives

• In crisis settings, it is feasible to provide SRH services
Supplies are a major gap

• Inter-agency WG for RH in Crises global evaluation found gaps in commodity management and security
  – Stock outs
  – Challenges transitioning from global pre-packaged RH Kits to comprehensive SRH services and supplies

• Gaps in:
  – Policies
  – Guidance
  – Capacity
  – Coordination
  – Funding

Youth/adolescents need access to SRH services and supplies in crises
What can we do about it?

(YOU can be part of the solution)
Humanitarian?

• Prolonged displacement:
  – Average length of conflict-induced displacement: 17 years
  – More than 60% in urban areas

• Changes how govts & other stakeholders see the issue:
  – Not only a humanitarian issue
  – Long term issue: Need to engage diverse nat’l & int’l actors
Build on new & existing guidance and partnerships

New logistics chapter: Provides guidance on strengthening supply chains for SRH before, during, and after crises

New partnership: Inter-agency Working Group on RH in Crises + Reproductive Health Supplies Coalition
Entry points to improve supply chains

- Register drugs and include in EMLs
- Policies that allow rapid entry of RH Kits
- Smart pre-positioning
- Engage communities: they are first responders

- Collaborate on innovative solutions to tough challenges (i.e. cold chain)
- Share lessons in last mile delivery
- Capacity building in-country on logs mgmt from pharmacy to national

- Develop and disseminate tools/training to facilitate transition from RH Kits to sustainable supply chains
- Coordinate across partners to use consistent data collection & visibility process and systems
- Support governments to take a leadership role
Innovations: Protracted response & recovery phases

• Transition from emergency kits to consumer-driven, sustainable supply chains: Tools, resources, research
  – It’s NOT all about the kits, baby! Supply chain strengthening models tested & improved in development contexts; now moving to crisis contexts. Can be applied/integrated across health areas.
  – Strengthen national government and local partners’ capacity: Integrate emergency logs into national health systems.

• Data collection and visibility: Coordination on indicators, data collection systems, and coordination/sharing of data.

• Community health approach: Proven effective in low-income settings globally. Can address shortage of qualified providers and health facilities.
Innovations: Cross-sectoral coordination

• UNFPA proposed meeting with UN agencies managing emergency medical kits
  – Objective: Coordinate across kits and guidance, discuss shared logistics challenges and solutions

• Short- & medium-term actions
  – Mapping, training/support package, coordination

• Follow up meeting in Sept.
Thank you!

womensrefugeecommission.org

Sarah Rich, sarahr@wrcommission.org
The Refugee Situation

68.5 million forcibly displaced people worldwide

Internally Displaced People
40 million

Refugees
25.4 million
19.9 million under UNHCR mandate
5.4 million Palestinian refugees registered by UNRWA

Asylum-seekers
3.1 million

Where the world’s displaced people are being hosted

57% of refugees worldwide came from three countries

Top refugee-hosting countries

South Sudan 2.4m
Afghanistan 2.6m
Syria 6.3m

Islamic Republic of Iran 979,400
Lebanon 1.0m
Pakistan 1.4m
Uganda 1.4m
Turkey 3.5m

85% of the world’s displaced people are in developing countries
UNHCR in MENA

1. Protection
2. Global Emergency Stockpile
3. Government and public sector relations
4. Private Sector Partnerships
5. Public Information / Communications
Global Emergency Stockpile

The International Humanitarian City (IHC) in Dubai hosts UNHCR’s largest global humanitarian stockpile.

RELIEF ITEMS

- SLEEPING MATS: 281K items
- BLANKETS: 217K items
- PLASTIC SHEET: 187K items
- MOSQUITO NETS: 108K items
- KITCHEN SET: 89K items
- BUCKET: 74K items
- SOLAR LAMP: 44K items
- JERRY CAN: 28K items
- TENT: 14K items
- PLASTIC ROLLS: 800 items

- Items shipped

- Emergencies covered: Djibouti, Ecuador, Ethiopia, Greece, Haiti, Iraq, Jordan, Myanmar, Somalia, Sudan, Tanzania, Uganda, Yemen

- Persons of concern: 200,000

- Storage capacity: 14,500 m² covered
- 7,000 m² uncovered

27 Outgoing Shipments
91 Incoming Shipments
8 by Airlift
18 by sea
1 by road

The International Humanitarian City (IHC) in Dubai hosts UNHCR’s largest global humanitarian stockpile.
Private Sector Partnerships

- Partnerships with the private sector offer **High Net Worth Individuals, Foundations and Corporates** the opportunity to improve refugees’ lives and provides UNHCR with critical financial, operational and advocacy resources.

- Private Sector funds are important:
  - Reduce the funding gap
  - Offer diversified income sources
  - Enable operational flexibility through unrestricted funding.
    - In 2017, Private Sector Partnerships globally managed to grow un-earmarked income of **USD 207 million**.

- Our gateway to innovative and sustainable intervention (i.e. IKEA foundation and solar energy)
For refugee we …

- Fundraise
- increase Public Engagement
- Advocate
- Innovate
- raise Awareness
- create Visibility
UNHCR’s partners collaborate on a variety of projects worldwide

Engagement opportunities

- Cash based intervention programs
- Education
- Emergency response
- Energy
- Health
- Innovation
- Livelihood
- Protection
- Water sanitation and hygiene
- Women and girls
Global Cash Based Interventions 2016/2017

- **Cash Facts**
  - Grand Bargain baseline USD 325 M
  - UNHCR 2016/2017
  - $1.2 B
  - More than 10.5 Million people receiving cash assistance
  - 94 countries with UNHCR cash programmes
  - For each $, UNHCR delivered up to 93 cents to people (source: joint PwC/UNHCR study)

**UNHCR Cash Programmes**

**CASH FOR**
- Shelter
- Protection
- Food and Non-Food Items
- Nutrition
- WASH
- Livelihoods, energy and environment
- Multipurpose cash grants
- Education
- Health
- Winterization
- Solutions including return
Regional Cash Based Interventions 2017

IDPs and refugees reached
(1 January to 31 December 2017)

- 2,102,352 individuals*
- 1,407,707 Syrians
- 479,393 Iraqis
- 215,221 Others

* Figures subject to final country office confirmation and may change

Cash Distributed
(1 January to 31 December 2017)

USD 331 million


Cash vs. other forms of assistance
(2017 Total budget and winter programme)

- Total UNHCR Budget
  - Cash 348.9 M (28%)
  - In-kind 31.9 M (18%)
  - Other forms of assistance 878.7 M (72%)

- UNHCR Winter Assistance Programme
  - Cash 146.5 M (81%)

Age and sex graphic of assistance

- Minors 56%
- Adults 41%
- Elderly 3%
- Male 48%
- Female 52%
The UPS Foundation partnership
The impact of the private sector

“We are honored to partner with UNHCR and apply our expertise in logistics and supply chain management to help solve the global challenges of ensuring accurate and equitable distribution of nutrition and other life-saving supplies to refugees.”

UPS Foundation President Eduardo Martinez

In 2016 UPS provided core relief items for people affected by the disaster in Ecuador. The UPS Foundation was, as UNHCR leading emergency partner, the first to respond to the crisis.

In 2015 the UPS Foundation supported us with charter flights and emergency response funding for core relief items to refugees and displaced persons. The foundation’s contributions, in-kind and cash totaled $925,000 last year.

In 2013, UPS supported our work during Typhoon Haiyan in the Philippines, providing 2,941 families with protection kits, 70 families of five with tents and 375 families with solar lanterns.

In 2014 UPS provided Emergency Response Toolkits and contributed to continued recovery efforts in the Philippines.

In 2012 UPS flew 13 tons of UNHCR aid items to the Mbera refugee camp.
Jordan - Funded by the IKEA Foundation’s Brighter Lives for Refugees campaign, the solar farm has brought renewable power in 2017 to a population that lived for two and a half years with only sporadic access to electricity. This initiative will also contribute to the Jordan national energy strategy to achieve a green economy by 2020.
Thank you.
17:30 - 18:00  
CLOSING REMARKS

Dr. Ozlem Ergun  
Co-founder, Center for Health & Humanitarian Systems (CHHS)  
Professor of Mechanical and Industrial Engineering  
Northeastern University

Dr. Luk van Wassenhove  
Professor, Director of the Humanitarian Research Group  
INSEAD

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See you in 2019
Thank you to our 2018 HHL Conference Sponsors!