

brussels

unrwa



## eu and unrwa: a dynamic partnership

The partnership between the EU and UNRWA has allowed millions of Palestine refugees to be better educated, live healthier lives, access employment opportunities and improve their living conditions, thus contributing to the development of the entire region.

<http://www.eeas.europa.eu>

<http://ec.europa.eu/echo/>

[http://ec.europa.eu/enlargement/neighbourhood/southern-neighbourhood/index\\_en.htm](http://ec.europa.eu/enlargement/neighbourhood/southern-neighbourhood/index_en.htm)

### Who is a Palestine Refugee?

Persons whose normal place of residence was Palestine during the period of 1 June 1946 to 15 May 1948, and who lost both home and means of livelihood as a result of the 1948 conflict. This includes descendants through the male line.

### UNRWA at a Glance

The United Nations Relief and Works Agency for Palestine Refugees in the Near East is a United Nations agency established by the General Assembly in 1949 and is mandated to provide assistance and protection to a population of some five million registered Palestine refugees. Its mission is to help Palestine refugees in Jordan, Lebanon, Syria, West Bank and the Gaza Strip to achieve their full potential in human development, pending a just solution to their plight. UNRWA services encompass education, health care, relief and social services, camp infrastructure and improvement, microfinance and emergency assistance. The UNRWA mandate has been repeatedly renewed every three years by the UN General Assembly.

UNRWA is unique as it provides vital services that are akin to those normally provided by governments and does so directly through over 30,000 staff, most of whom are Palestine refugees themselves. Yet, UNRWA is funded almost entirely by voluntary contributions.

As a neutral and impartial UN agency, and in line with the Agency's commitment to UN humanitarian principles, UNRWA has rigorous processes and mechanisms to enforce neutrality of staff, facilities and beneficiaries. This includes six-monthly checks of staff and beneficiary names against UN 1267 Sanctions Committee list of terrorists and terrorist entities and regular inspections of UNRWA installations in Gaza, the West Bank and Lebanon. Moreover, UNRWA is audited by the UN Board of Auditors and donors such as the EU conduct regular verification reviews to ensure their funds are being used in accordance with the agreements.



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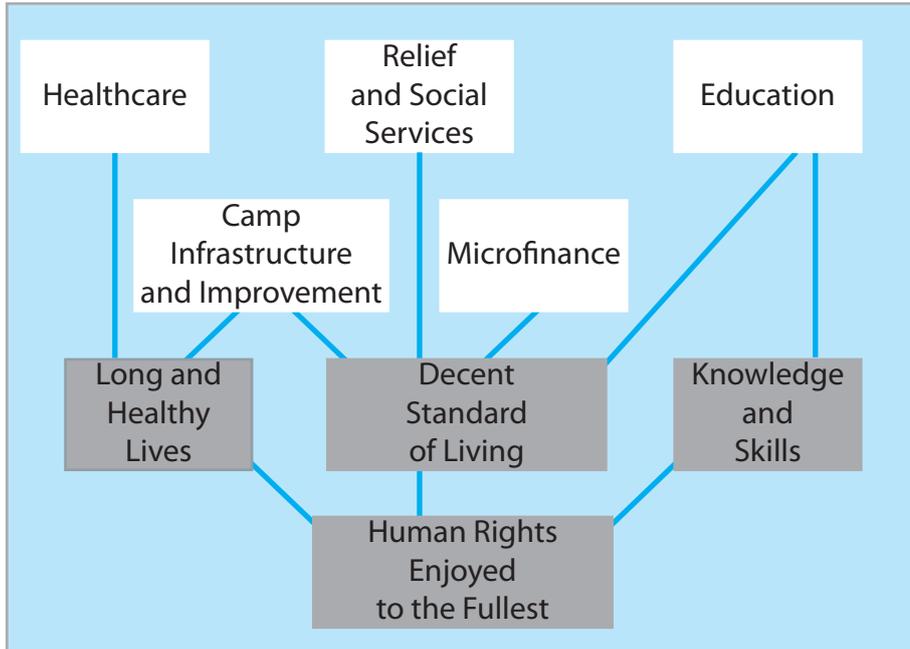
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## UNRWA Services and Human Development Goals



### Promoting Gender Equality

UNRWA is committed to promote gender equality as a strategy to advance development, peace and security for Palestine refugees. As such, UNRWA:

- Places referral pathways for victims of gender violence in all its facilities. Victims are provided with psychosocial support, legal aid, health services, and vocational training.
- Teaches in all its schools curricula free of biases and gender stereotypes.
- Invests in women's economic empowerment through its microfinance programme.
- Partners with more than 60 local women centres, providing women with unique, socially-acceptable venues in which they can socialise and participate in educational, cultural and recreational activities.

Since 2000, UNRWA has been teaching human rights, conflict resolution and tolerance as part of the curriculum in all its schools, empowering Palestine refugee students to enjoy and exercise their rights, uphold human rights values, be proud of their Palestinian identity, and contribute positively to their society and the global community.

UNRWA works closely with a wide range of partners in addition to its donors and host authorities. UNRWA cooperates with other UN agencies such as WHO, UNESCO, WFP, UNHCR, UNICEF and UN-Habitat as well as with civil society organizations such as Diakonia, Save the Children and Handicap International. UNRWA also partners with the private sector, including the World Diabetes Foundation, LEGO, Mitsubishi and Real Madrid.

### Outlook

UNRWA is funded almost entirely (97 per cent) by voluntary contributions from UN Member States and the European Commission. Over the years, financial support has not kept pace with increased demand for services caused by growing numbers of registered refugees, expanding needs, deepening poverty and multiple emergencies in UNRWA fields of operation, including Syria, Lebanon and Gaza.

UNRWA is currently working in one of the most difficult environments since it began operations in 1950. The armed conflict in Syria, its ramifications in Lebanon and Jordan, and the consequences of the Israeli occupation of Palestine and the illegal blockade of, and recurrent hostilities in, the Gaza Strip have made Palestine refugees even more vulnerable and dependent on UNRWA support.

Within this challenging context, UNRWA has taken several measures to strengthen its management capacity and provide more effective and efficient services to Palestine refugees by reforming its education, health and relief and social services. Donors have credited UNRWA for doing more with less, acknowledging however that with 85 per cent expenditures used to cover local salaries of frontline staff (teachers, nurses, doctors, social workers) efficiency is reaching a limit. UNRWA also actively reaches out to new donors, in particular emerging markets, Arab countries and private donors.

### Protecting the Rights of Palestine Refugees

'Protection' is what UNRWA does to safeguard and advance the rights of Palestine refugees. In practice, this has four components:

- Delivering services in a way that respects and promotes beneficiaries' human rights and dignity.
- Protection-programming to provide integrated assistance for protection cases.
- Monitoring and reporting alleged human rights violations and advocating to duty bearers to prevent them from occurring and to seek accountability.
- Case tracking and referral of detected protection cases, especially violence and abuse of women, children and other vulnerable groups.

# EU-UNRWA Partnership

€660  
million

EU contribution to the  
regular  
UNRWA budget\*



€128  
million

EU contribution to  
UNRWA humanitarian  
emergency appeals\*

57%

of the regular UNRWA  
budget provided  
by the EU and its  
Member States\*

\*2007-2013 numbers

Since 1971, the EU and UNRWA have maintained a strategic partnership governed by the mutual objective to promote stability in the Near East, facilitate the quest for peace and support the human development, humanitarian and protection needs of Palestine refugees. Whilst UNRWA has no political mandate to provide solutions to the still unresolved refugee situation, the EU recognises the vital contribution UNRWA plays in maintaining security, stability and development in the region. UNRWA is considered a crucial component of EU support for Middle East peace, providing political space for the efforts to conclude a peace deal. In the course of four decades, this partnership has evolved with the EU becoming not only the Agency's largest multilateral donor, but a key political ally committed to supporting UNRWA in the absence of a just and durable solution to the plight of Palestine refugees

Through multi-annual Joint Declarations, the EU has provided increased, reliable and predictable support to the regular UNRWA budget covering the Agency's crucial core activities. In addition, the EU has generously contributed to UNRWA humanitarian emergency appeals in response to various crises across the region, including in Syria, Lebanon and in the occupied Palestinian territory, and supported ad hoc projects such as the construction of new shelters, schools and clinics where there has been an absolute need to do so.

In June 2014, the EU and UNRWA signed a Joint Declaration for 2014-2016 that foresees a core EU contribution during these years of some EUR 246 million, depending on funds available in the annual EU budget.



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# UNRWA Achievements with EU Support

- UNRWA runs the **first UN television channel** in the Middle East broadcasting educational programmes aimed at conflict-affected Palestine refugee children. It is watched by millions in the Arab world.
- UNRWA is considered a **pioneer in public service delivery** and its education and health reforms serve as models for other public services in the region.
- UNRWA operates **one of the largest school systems in the Middle East**, teaching nearly half a million children in more than 600 schools. UNRWA students are among the most highly educated in the Near East. Since the 1960s, girls have made up around half of UNRWA students.
- With more than 30,000 staff, UNRWA is the **largest UN operation in the Near East and a major employer** in the region.
- Nearly 83,000 Palestine refugee men and women have graduated from nine UNRWA vocational training centres and education science faculties, **contributing to social stability and economic development in the region**.
- Employment rates among UNRWA technical and vocational training graduates remain high with **80 per cent of the 2012 graduates finding a job within a year**. In 2013, nearly 45 per cent of the students were females.
- The UNRWA microfinance programme has granted more than **EUR 280 million worth of loans**, creating thousands of jobs for refugees as well as host country citizens; **38 per cent of the clients are women**.



“ The EU remains a steadfast partner for Palestine refugees amid the uncertainty of the Middle East right now, and this three-year agreement offers much needed predictability. Allow me to add that this contribution is important because there is an increasing recognition among European audiences that international assistance to Palestine refugees is being accompanied by the promotion of rights, not just to high standards of human development, but also to a just and lasting resolution of their plight. ”

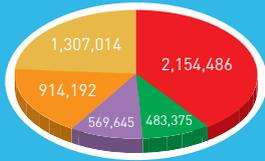


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## Fields of operation

Population by field\*



Total: 5,428,712

- Jordan
- Lebanon
- Syria
- West Bank
- Gaza Strip

MEDITERRANEAN SEA



# EU Support to UNRWA on the Ground

## Providing Crucial Education, Health, Relief and Social Services in the five UNRWA fields of operation

On a daily basis, half a million children receive education in more than 600 UNRWA schools; 7,000 students, 40 per cent of whom are women, attend the nine UNRWA vocational and educational training centres in the region and nearly 38,000 patients are treated in 138 UNRWA primary health clinics. Almost 300,000 poor Palestine refugees receive basic food commodities along with modest supplemental cash assistance.



## Lebanon

### Rehabilitating Camps

In consultation with local refugee communities, UNRWA improves the living conditions of Palestine refugees living in the 12 refugee camps in Lebanon. UNRWA rehabilitates shelters, upgrades sewerage, drainage, and water supply systems and rehabilitates UNRWA facilities. In the Nahr el Bared refugee camp destroyed in 2007, 5,223 houses have been rebuilt so far.

### Strengthening the Employability of Youth

UNRWA technical and vocational education training centres and the university scholarship fund offer hundreds of young refugees the opportunities to escape poverty by improving their skills and employment prospects in the local and regional markets.



## West Bank

### Protecting Palestine Refugees

UNRWA provides emergency cash assistance to Palestine refugees who are the victims of administrative home demolitions or incursions leading to damaged property. In 2013 alone, 376 families or 2,172 individuals received cash assistance, while 857 cases were referred to specialised services. As an integral part of UNRWA operations, staff members systematically report and document protection incidents and monitor rights violations affecting refugees.



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# Gaza Strip

## Creating Jobs

The UNRWA Job Creation Programme provides temporary job opportunities in the private and public sector to vulnerable Palestine refugees, alleviating the impact of high poverty and unemployment levels. The programme injects cash into the local economy and supports the private sector through additional human resources, which complements other EU-funded interventions in these sectors.

## Providing Emergency Food Assistance

UNRWA provides quarterly emergency food assistance to the most vulnerable Palestine refugees in the Gaza strip. Around 830,000 Palestine refugees receive food assistance in Gaza.



# Syria

## Providing Emergency Education

Palestine refugee children in Syria have been severely affected by the crisis. To ensure continued access to education and mitigate the impact of the conflict, UNRWA has developed a holistic education in emergency response. Multi-media self-learning material – including booklets, lessons on UNRWA TV and YouTube and computer-based interactive programmes – have been developed to enable children's continued learning, whether or not they are in school. UNRWA also provides psychological support and recreational activities.

## Engaging Youth

Through its training and 'Engaging Youth' centres, UNRWA offers Palestine refugees as well as Iraqi refugees and Syrians opportunities to strengthen their employability and improve their standard of living. Among the services provided are career counselling, vocational courses, entrepreneurship training and continuing learning opportunities. The UNRWA Youth Initiative Fund also empowers young people to play an active role in the social and civic life of their community.



# Jordan

## Improving Living Conditions

UNRWA is improving the living conditions of Palestine refugees living in Jerash camp, by rehabilitating and rebuilding the shelters of 80 of the most vulnerable refugee families and developing an environmentally friendly urban plan, including rain water harvesting systems and solar panels.



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