



**World Humanitarian Summit Commitments
United Nations Relief and Works Agency for Palestine
Refugees (UNRWA)
2019**

Individual commitments

1D Develop solutions with and for people

Individual Commitments

Commitment Description	Commitment Type	Core Responsibility	Commitment ID
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	288003

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

Individual Commitments

Commitment Description	Commitment Type	Core Responsibility	Commitment ID
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	288031

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

Individual Commitments

Commitment Description	Commitment Type	Core Responsibility	Commitment ID

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	288001
UNRWA supports efforts to prevent attacks and protect health care delivery, in accordance with international humanitarian law.	Advocacy	Uphold the Norms that Safeguard Humanity	288029
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	288030
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	288041

Speak out on violations

Individual Commitments

Commitment Description	Commitment Type	Core Responsibility	Commitment ID

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	288002
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	288033



Take concrete steps to improve compliance and accountability

Individual Commitments

Commitment Description	Commitment Type	Core Responsibility	Commitment ID
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	288021
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	288034

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	288036
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	288037
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	288038

Reduce and address displacement

Individual Commitments

Commitment Description	Commitment Type	Core Responsibility	Commitment ID

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	288013
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	288023
UNRWA will continue to advocate for respect of the fundamental principle of non-refoulement in accordance with international law.	Advocacy	Leave No One Behind	288032
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	288045

Empower and protect women and girls

Individual Commitments

Commitment Description	Commitment Type	Core Responsibility	Commitment ID

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	288044
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3E Eliminate gaps in education for children, adolescents and young people

Individual Commitments

Commitment Description	Commitment Type	Core Responsibility	Commitment ID
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	288007
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	288008
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	288010
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	288019
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	288025

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	288026
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Address other groups or minorities in crisis settings

Individual Commitments

Commitment Description	Commitment Type	Core Responsibility	Commitment ID
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	288011
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	288012
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	288022
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	288024

Reinforce, do not replace, national and local systems

Individual Commitments

Commitment Description	Commitment Type	Core Responsibility	Commitment ID
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	288015
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	288027
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	288035

4B Anticipate, do not wait, for crises

Individual Commitments

Commitment Description	Commitment Type	Core Responsibility	Commitment ID
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	288040

4C Deliver collective outcomes: transcend humanitarian-development divides

Individual Commitments

Commitment Description	Commitment Type	Core Responsibility	Commitment ID
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	288005
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	288006
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	288014
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	288016
UNRWA commits to promote health at the centre of collective humanitarian action.	Advocacy	Change People's Lives: From Delivering Aid to Ending Need	288017
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	288020

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	288039
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	288043



Diversify the resource base and increase cost-efficiency

Individual Commitments

Commitment Description	Commitment Type	Core Responsibility	Commitment ID
UNRWA commits to continue improving transparency in costing of humanitarian and reconstruction / rehabilitation programmes.	Financial	Invest in Humanity	288004
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	288009
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	288018
UNRWA subscribes to the Grand Bargain put forward by the High-Level Panel on Humanitarian Financing.	Policy	Invest in Humanity	288028

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	288042
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Core Commitments

Political Leadership to Prevent and End Conflicts

POLITICAL LEADERSHIP TO PREVENT AND END CONFLICTS

- Commit to act early upon potential conflict situations based on early warning findings and shared conflict analysis, in accordance with international law.
- Commit to improve prevention and peaceful resolution capacities at the national, regional and international level improving the ability to work on multiple crises simultaneously.
- Commit to sustain political leadership and engagement through all stages of a crisis to prevent the emergence or relapse into conflict.
- Commit to address root causes of conflict and work to reduce fragility by investing in the development of inclusive, peaceful societies.
- Commit to make successful conflict prevention visible by capturing, consolidating and sharing good practices and lessons learnt.

Uphold the Norms that Safeguard Humanity

UPHOLD THE NORMS THAT SAFEGUARD HUMANITY

- Commit to promote and enhance respect for international humanitarian law, international human rights law, and refugee law, where applicable.
- 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.
- Commit to ensure all populations in need receive rapid and unimpeded humanitarian assistance.
- 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.
- 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.

WOMEN AND GIRLS: CATALYZING ACTION TO ACHIEVE GENDER EQUALITY

- 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.
- Fully comply with humanitarian policies, frameworks and legally binding documents related to gender equality, women's empowerment, and women's rights.

Leave No One Behind

LEAVING NO ONE BEHIND - A COMMITMENT TO ADDRESS FORCED DISPLACEMENT

- ◻ 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.
- ◻ 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.
- ◻ 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.
- ◻ 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.
- ◻ 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.

WOMEN AND GIRLS: CATALYZING ACTION TO ACHIEVE GENDER EQUALITY

- ◻ Empower Women and Girls as change agents and leaders, including by increasing support for local women's groups to participate meaningfully in humanitarian action.
- ◻ 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.
- ◻ Ensure that humanitarian programming is gender responsive.

Change People's Lives: From Delivering Aid to Ending Need

CHANGING PEOPLE'S LIVES - FROM DELIVERING AID TO ENDING NEED

- ◻ 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.

- Commit to enable coherent financing that avoids fragmentation by supporting collective outcomes over multiple years, supporting those with demonstrated comparative advantage to deliver in context.

NATURAL DISASTERS AND CLIMATE CHANGE: MANAGING RISKS & CRISES DIFFERENTLY

- 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.
- 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.
- 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.
- Commit to increase investment in building community resilience as a critical first line of response, with the full and effective participation of women.
- Commit to ensure regional and global humanitarian assistance for natural disasters complements national and local efforts.

HUMANITARIAN FINANCING - INVESTING IN HUMANITY

- 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.
- 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.

Invest in Humanity

HUMANITARIAN FINANCING - INVESTING 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.
- Commit to invest in risk management, preparedness and crisis prevention capacity to build the resilience of vulnerable and affected people.
- Commit to broaden and adapt the global instruments and approaches to meet urgent needs, reduce risk and vulnerability and increase resilience, without adverse impact on humanitarian principles and overall action (as also proposed in Round Table on "Changing Lives").