

NMUN•NY 2016



27 – 31 MARCH 2016

Documentation of the Work of the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA)

Courage  
for **peace**



Compassion  
in **action**

CONFERENCE B

# United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA)

## Committee Staff

<b>Director</b>	Stéphanie Toschi
<b>Chair</b>	Lili Dalton

## Agenda

- I. Improving Coordination of Humanitarian Assistance and Relief for Palestinian Refugees in Syria.
- II. Addressing the Needs of Palestinian Women and Girls in Gaza.
- III. Strengthening Access to Education through the Human Rights, Conflict Resolution, and Tolerance (HRCRT) Policy.

## Report Segments adopted by the Committee

Code	Topic	Vote
UNRWA/1/1	Improving Coordination of Humanitarian Assistance and Relief for Palestinian Refugees in Syria	20 votes in favor, 2 votes against, 0 abstentions
UNRWA/1/2	Improving Coordination of Humanitarian Assistance and Relief for Palestinian Refugees in Syria	Adopted without a vote
UNRWA/1/3	Improving Coordination of Humanitarian Assistance and Relief for Palestinian Refugees in Syria	Adopted without a vote
UNRWA/1/4	Improving Coordination of Humanitarian Assistance and Relief for Palestinian Refugees in Syria	Adopted without a vote

## Summary Report

The United Nations Relief and Works Agency for Palestine Refugees in the Near East held its annual session to consider the following agenda items:

- I. Addressing the Needs of Palestinian Women and Girls in Gaza
- II. Improving Coordination of Humanitarian Assistance and Relief for Palestinian Refugees in Syria
- III. Strengthening Access to Education through the Human Rights, Conflict Resolution, and Tolerance (HRCRT) Policy

The session was attended by representatives of 22 Member States and 1 Observer.

On Sunday, the committee adopted the agenda of II, I, III, beginning discussion on the topic of “Improving Coordination of Humanitarian Assistance and Relief for Palestine Refugees in Syria.” By Tuesday, the Dais received a total of 4 proposals covering a wide range of subtopics, including UNRWA’s funding shortages and improving communication between humanitarian assistance providers. On Monday, delegates eagerly formed working groups and completed their first drafts to be submitted to the dais by Tuesday morning. On Tuesday, the different thematic working groups pursued their debates in a diplomatic manner and began to further collaborate with one another.

On Wednesday, 4 draft report segments had been approved by the Dais, one of which had amendments. The committee adopted all 4 report segments following voting procedure, 3 of which received unanimous support by the body. The report segments represented a wide range of issues, including strategies to close the protection gap faced by Palestinian refugees, and increasing funding and donations to finance UNRWA’s operations. All of these strategies were ultimately compiled into one singular report representing the outcome of the committee’s discussion. Over the week, the committee worked diligently to integrate its visionary ideas into an all-encompassing report that addresses the sensitive aspects of the topic.



**Code:** UNRWA/1/1

**Committee:** United Nations Relief and Works Agency for Palestine Refugees in the Near East

**Topic:** Improving Coordination of Humanitarian Assistance and Relief for Palestinian Refugees in Syria

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## 1 **I. Introduction**

### 3 **A. LEGAL AND PROTECTIVE FRAMEWORK FOR PALESTINIAN REFUGEES**

- 5 1. The United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) emphasizes  
6 international human rights law to be enforced through national forums. The rights of Palestinian refugee  
7 communities are especially vulnerable due to the absence of a functioning national state. UNRWA reminds the  
8 international community of its human rights obligations, as articulated in instruments such as the *Universal*  
9 *Declaration of Human Rights* (UDHR) (1948) and the *International Covenant on Civil and Political Rights*  
10 (ICCPR) (1976). Combined with the objective of the universal realization of human rights as stated in Art.1(3)  
11 of the *Charter of the United Nations* (1946), the international community has an obligation to actively cooperate  
12 and ensure that host states enforce the human rights of Palestinian refugees found in their territory.  
13
- 14 2. Fully understanding the complexity of the Palestinian refugee crisis in Syria, UNRWA strives to reiterate the  
15 fundamental human necessities that all individuals are ensured under General Assembly resolution 217 adopted  
16 in 1948. Refugee camps have been increasingly overrun with discrimination, violence, and inequality leaving  
17 Palestinian refugees more vulnerable to unlawful treatment. The protection of the necessities of refugees is  
18 called into attention due to this invasion of basic human needs, such as the access to efficient education,  
19 healthcare, food and water. In 2014, the United Nations Security Council adopted resolution 2139 (2014), to  
20 acknowledge and preserve the rights of all civilians, regardless of ethnicity or religion. This resolution reiterates  
21 the existing laws set in place to protect the necessities of all and specifically prevents the neglect and  
22 discrimination imposed on refugees. This resolution directly reflects the core principles associated with  
23 improving the coordination of humanitarian aid and stresses both international and national cooperation as a  
24 resolution. Overall, the refugee crisis demands the attention of Member States due to the hindrance on the  
25 fundamental human rights of all residing in conflict ridden zones.  
26
- 27 3. Security Council resolution 242 (1967), which advocates for the right of Palestinians to live in peace within  
28 secure boundaries free from threats or acts of force and the *Geneva Convention (IV) relative to the Protection of*  
29 *Civilian Persons in Time of War* (1949), which promotes the importance of taking responsibility for the proper  
30 assistance of displaced persons, especially women and children who are more susceptible to war crimes,  
31 relevant to the refugee situation. Recognizing the World Conferences to Combat Racism and Racial  
32 Discrimination held in Geneva 1978 and 1983, which proclaimed the freedoms without distinction of any kind  
33 such as race, color, sex, language, religion, political or other opinion, national or social origin, property, birth or  
34 other status, which is consistently being challenged, since there is contention in regards to the distinction  
35 between Palestinian refugees and other members of society.  
36
- 37 4. The non-profit organization, American Near East Refugee Aid (ANERA) conducted a needs assessment in  
38 March 2013 of the Palestinian refugees from Syria displaced by civil war. The results of the survey  
39 demonstrated that UNRWA is chronically underfunded and ill-equipped to manage large influxes of refugees  
40 due to the disruptive effects of war. These effects include the detriments to psychological and physical health,  
41 child recruitment, and the displacement of families. The Regional Refugee and Resilience Plan (3RP) 2015-  
42 2016 in response to the Syria crisis was created in May 2014 to address the protection and assistance needs of  
43 refugees living in camps, in settlement and in local communities in all sectors, as well as the most vulnerable  
44 members of impacted communities. Despite its effective plan, the 3RP is still not able to function accordingly to  
45 its mandate due to the instability of the country and lack of cooperation.  
46
- 47 5. Reiterating the undeniable hardship of Palestinian refugees in refugee camps and civilian areas in Syria,  
48 UNRWA 2016 Syria Emergency Appeal has the intention to deliver necessary humanitarian aid. UNRWA

49 understands the negative impact of armed sieges over Palestinian refugee camps as blockades impede on the  
50 delivery of humanitarian aid, entry of goods, services and aid for Palestinian refugees in the refugee camps,  
51 such as in Yarmouk, which has affected over 18,000 Palestinian refugees from receiving proper aid. Such  
52 obstacles pose a significant threat to the well-being of refugees inside designated camps. UNRWA continues to  
53 place dire importance on aid workers whom assist civilians in need by facilitating the safe evacuation of the  
54 sick, elderly, families with children, and other civilians who need to leave the area.  
55

- 56 6. Due to the lack of protection, the enduring conflict is eroding coping mechanisms, with increasingly negative  
57 social practices including child labor and sexual slavery, making boys at risk of recruitment into Syrian armed  
58 groups detention and girls more vulnerable to sexual exploitations in times of conflict. As a way to address this,  
59 the non-governmental organization (NGO), Defense for Children International Palestine (DCIP) created the  
60 Child Justice Unit, the defense of children's rights includes protection, rehabilitation, legal assistance, and  
61 empowerment of children and their families to help them defend their rights by understanding and upholding  
62 their rights. General Assembly resolution 302(IV) on Assistance to Palestine Refugees, adopted in 1949, which  
63 suggests that entities such as the United Nations Children's Fund (UNICEF), and the World Health  
64 Organization (WHO) to furnish assistance within their framework. However, there is a limited number of  
65 institutions available to provide help for children in conflict with the law.  
66
- 67 7. According to the Palestinian Ministry of the Interior, 2 in 3 violations of human rights are not reported and only  
68 40% of criminals are punished.  
69

## 70 **B. ENHANCING COMMUNICATIONS AND IMPROVEMENTS IN ACCESS TO HUMANITARIAN AID**

- 71
- 72 8. UNRWA is fully aware of the difficulty in reaching and attending to the needs of Palestinian refugees in Syria  
73 due to the rapidly-changing crisis. According to UNRWA's 2015 Syria Crisis Response Progress Report, since  
74 2011, the Syrian crisis evolved based on the involvement of governments, rebels, and humanitarian  
75 organizations, which has complicated the situation on the ground. UNRWA confirms its commitment to  
76 addressing the particular vulnerabilities of the 450,000 Palestinian refugees remaining in Syria who fall under  
77 their mandate.  
78
- 79 9. UNRWA believes in the importance of the delivery of UNRWA services with an emphasis on mobility,  
80 flexibility, and innovation in accordance with General Assembly resolution 70/85 on "Operations of the United  
81 Nations Relief and Works Agency for Palestine Refugees in the Near East." UNRWA recognizes the  
82 precedence and efficacy of the Cluster Approach of coordination, which was created in 1991 by the General  
83 Assembly through resolution 46/182. The Cluster Approach refers to a system in which relevant United Nations  
84 bodies and aid organizations are grouped together in sector/clusters in order to streamline service delivery by  
85 category. These emergency service delivery categories include healthcare, logistics, camp management, shelter,  
86 water and wastewater infrastructure, non-food items (NFIs), among many others. This Cluster Approach was  
87 instituted, improved and refined by the Humanitarian Reform of 2005.  
88
- 89 10. To be aware of the situation on the ground in Syria, UNRWA needs an effective monitoring and communication  
90 process that uses modern technology to the greatest of its limits. UNRWA, reaffirming the Office of  
91 Coordination for Humanitarian Affairs' (OCHA) report, "Disaster 2.0: The Future of Information Sharing in  
92 Humanitarian Emergencies," adopted in 2011, recognizes the ability for information sharing to improve  
93 coordination in emergency service delivery between all actors in Syria at all levels: global, regional, and  
94 situational. UNRWA is aware that the constant regional instability has prevented the updating of numerous  
95 humanitarian databases, including the Global Logistics Cluster Database (D-LCA).  
96
- 97 11. UNRWA recognizes that UNRWA is currently severely underfunded. UNRWA's 2014 general appeal for  
98 funding was only met by 50%, and this has strictly limited the amount of resources UNRWA has been able to  
99 deliver to Palestinian refugees in Syria. This leaves a deficit \$329 million underfunded for the Syrian crisis.  
100
- 101 12. UNRWA reaffirms General Assembly resolution 48/57 on "*Strengthening of the coordination of humanitarian*  
102 *emergency assistance of the United Nations,*" which stresses that coordination between NGOs, United Nations  
103 agencies, and Member State governments is crucial in humanitarian aid distribution. Further, UNRWA calls  
104 attention to the International Committee of the Red Cross (ICRC) report: "NGOs: An Indispensable Player in

Humanitarian Aid,” which states that partnerships with NGOs play an integral role in humanitarian aid and human rights protection. UNRWA also affirms the policy of the World Food Programme (WFP) “Working with NGOs: A Framework for Partnership,” that states that local NGOs often have grassroots knowledge that larger bodies can use to their advantage.

13. UNRWA notes the well-studied connection between network centrality scores and the effectiveness and efficiency of NGOs. These network centrality scores are based on three measurements. The first score is betweenness centrality, which is a measure of influence based on being involved in the most efficient movement of others in the network. Degree centrality is a measure of contact based on ties to other actors in the network. Finally, eigenvector centrality is a measure of influence based on connection to other actors with higher scores. These three factors sufficiently encompass the different types of interaction of NGOs with their network. Studies have shown that NGOs with higher network centrality scores are able to deliver a greater amount of aid per dollar spent and are therefore considered more effective and efficient.
14. UNRWA understands that the situation on the ground in Syria is extremely fluid and conditions can vary widely in a matter of hours, as affirmed in General Assembly resolution 70/234 on the “Situation of human rights in the Syrian Arab Republic.” Coordinating United Nations bodies and NGO workers to meet the needs of millions of refugees while avoiding hostile action from rebel or terrorist groups is a daunting task. UNRWA understands the current and ever-present dangers posed to Palestinian refugees, and recalls Security Council resolution 2139 (2014) that reminds Member States of the necessity to maintain security and civility in refugee camps in Syria. UNRWA stresses the importance of prioritizing the safety of relief and aid workers in the conflict zones of Syria, recognizing that aid cannot be distributed without the effective services of these workers.
15. Under UNRWA’s four Human Development Goals (HDGs), the focus of Decent Standards of Living and Long and Healthy Lives remains a prominent aspect of funding initiatives. UNRWA has specified shelter as an important part of UNRWA Medium-Term Strategy 2016-2021, and has implemented this through their Department of Infrastructure and Camp Improvement. UNRWA recognizes the many potential partner organizations as outlined in Global Sector Cluster’s “Shelter and NFI Sector: Syria 2014” report.

### C. PRIVATE SECTOR AND NON-FINANCIAL DONATIONS

16. UNRWA’s Syria Emergency Appeal in 2015 requested US \$415,373,770, of which only 50% was received, requiring a reduction in services offered, and goods delivered to Palestinian refugees in the region. In 2016, the budget has been set at US \$413,900,782, which is unlikely to be met if present trends continue.
17. Given that many Member States are contributing to the UNRWA General Fund at their maximum capacity, UNRWA believes it has become essential to also seek funding from the private sector, as it is a relatively untapped market. In addition to financial donations, the private sector’s immense knowledge, experience base, and quantity of products represent resources that can cater to the material needs of Palestinian refugees in Syria. The adequate access to basic necessities including food, water, and pharmaceuticals is inherently linked to dignity and, as such, is implicitly protected by rights such as the right to health and the right to life, as stated in the International Bill of Rights. Non-financial donations from the private sector can help to fulfill these rights.
18. The history of beneficial cooperation with notable NGOs is acknowledged by UNRWA. These include the Rotary International and Lions Clubs, which provide donations from community sources. As such, UNRWA affirms the ability for NGOs to be an integral player in the allocation of resources, fulfilling crucial gaps that other key actors cannot due to lack of funds.
19. UNRWA reaffirms the Fall 2015 adoption of the Sustainable Development Goals and highlights Goal 17: “Strengthen the Means of Implementation and Revitalize the Global Partnership for Sustainable Development.” This Goal partly focuses on finance and encourages Member States and private donors to fulfill their official development assistance commitments and concentrate their efforts in longer-term contributions. UNRWA supports this effort, especially in volatile, constantly changing regions such as Syria.

## **D. INCREASING FUNDING THROUGH AN INTERNATIONAL MEDIA CAMPAIGN**

20. UNRWA recognizes that the role of social media as a channel of communication is crucial to increasing awareness of the vulnerability of Palestinian refugees in Syria. 75% of internet users are active on social media, which is indicative of the fact that these platforms are a substantial avenue to cultivate awareness. Due to previous media campaigns such as “ShareYourWarmth,” which started in 2015 and garnered 2 million dollars in just 17 days, UNRWA recognizes increased public awareness can lead to increased funding from non-state actors and the private sector.
21. Social media channels reach a wide range of potential donors quickly. Successful social media campaigns include #HeForShe, a campaign by the United Nations Entity for Gender Equality and the Empowerment of Women (UN-Women), which reached 1.3 billion conversations and 763 thousand commitments to support the cause. UNRWA appreciates the cost-effectiveness of social media campaigns and their ability to generate high returns in order to increase UNRWA’s general funding and funding for the Syria Emergency Appeal.
22. Although social media garners the attention of a public consumer base, UNRWA recognizes the importance of traditional sources of media, such as but not limited to: print, television and radio. Traditional sources reach consumers that aren’t regular internet users. Countries continue to improve internet accessibility, but internet still only reaches about 40% of the world population.
23. UNRWA recognizes the hard work and dedication of its Department of External Relations and Communications and its strong efforts towards an increased funding capacity. The Newsroom launched on UNRWA’s website is an example for being an innovative public relations platform. Despite this, UNRWA recognizes that there is an opportunity for improvement.

## **II. Mandate**

The UNRWA was established by General Assembly resolutions: 212 (III) (1948), 194 (III) of (1948), 302 (IV) of (1948). Its purpose is to carry out direct relief and works programs for Palestine refugees and their descendants. UNRWA provides protection, advocacy and assistance to Palestine refugees located within its five areas of operations, including Gaza, the West Bank, Syria, Lebanon and Jordan.

Without a substantive and lasting solution to the Palestine refugee issue, the General Assembly has renewed the mandate of UNRWA to continue through to 30 June 30 2017 with the adoption of resolution 70/85 on 8 December 2015. This resolution reaffirms the validity and necessity of UNRWA’s existence and operations in providing relief for Palestine refugees. Accordingly, UNRWA continues to provide direct aide and relief works including: education services, health care, relief and social services, camp infrastructure and improvement, microfinance and emergency assistance during times of conflict. UNRWA’s main funding comes via voluntary donations, as established in General Assembly resolution 302 (IV).

## **III. Conclusions and Recommendations**

### **A. LEGAL AND PROTECTIVE FRAMEWORK FOR PALESTINIAN REFUGEES**

24. UNRWA applauds the countries who have been primordial to humanitarian operations in Syria thus far, including those who have contributed to funding and resettlement responsibilities. However, human rights of Palestinian refugees in Syria continue to be violated. In light of the gravity and fundamental nature of the affected human rights, further endeavors by all members of the international community are needed. Specifically, adequate humanitarian aid is instrumental to maintain human rights as a relevant priority. As such, Member States are encouraged to consider and to partake in the proposed humanitarian aid recommendations.
25. In response to the growing refugee crisis in Syria, UNRWA stresses the necessity for the cooperation of all Member States in order to promote the equal accessibility of human necessities for all Palestinian refugees. In order to achieve this goal, UNRWA proposes a two step plan involving the prevention of discrimination and the creation of a safer and more peaceful environment environment centered around the UDHR. UNRWA promotes

216 the implementation of programs designed to ensure basic human necessities by providing education, healthcare,  
217 food and water to all UNRWA refugee camps. UNRWA calls upon existing organizations such as the UNICEF,  
218 the United Nations Educational, Scientific and Cultural Organization (UNESCO), and the ICRC to support  
219 efforts to reduce the effects of the refugee crisis and to emphasize the necessity for the coordination of  
220 humanitarian aid. Overall, all Member States are encouraged to collaboratively work to resolve the lack of  
221 fundamental necessities of Palestinian refugees within Syria.  
222

- 223 26. UNRWA recommends the protective framework for Palestinian refugees regarding the specific needs of each  
224 camp in order to acknowledge the differing circumstances of each refugee camp in Syria and create an  
225 individual and unique solution that coincides with these needs such as the creation of allocation monitoring and  
226 polls/statistical data to determine the exact needs of that environment.  
227
- 228 27. UNRWA reiterates the need to protect all medical and humanitarian aid workers to ensure delivery of  
229 humanitarian aid and emergency services during unexpected sieges or blockades in UNRWA designated  
230 refugee camps.  
231
- 232 28. In recognizing the dangers posed onto aid workers, UNRWA aims to maximize caution and the implementation  
233 of best practices in delivery of aid to ensure the safety of both UNRWA personnel and Palestinian refugees.  
234 Concerned with the welfare and human development of the Palestinian refugees registered in the camps and  
235 civilian areas, UNRWA is determined to protect both Palestinian refugees and humanitarian aid workers.  
236
- 237 29. UNRWA recognizes the harmful and destructive consequences of armed sieges as it poses as a detrimental  
238 effect to the well being of Palestinian refugees; constituting a severe threat to the most vulnerable including the  
239 sick, the elderly, women and children. In accordance to General Assembly resolution 302(IV), paragraph 7, in  
240 regards to UNRWA's mandate to alleviate through relief and social services, UNRWA suggests an end to all  
241 sieges of civilian areas to allow the unfettered access by independent humanitarian agencies and UNRWA aid  
242 workers to assist the civilians in need; and facilitate the safe evacuation of the sick, elderly, families with  
243 children, and other civilians who need to leave the area. Through joint coordination between humanitarian  
244 organizations, identification of the most at-risk should be carried out in partnership with all involved parties to  
245 ensure the welfare of all Palestinian refugees in Syria.  
246
- 247 30. Legal protection is needed for personnel and volunteers from UNRWA who risk their lives in Syria and have  
248 become direct or indiscriminate targets. Protection from all forms of physical or mental violence, injury or  
249 abuse, neglect or negligent treatment, maltreatment or exploitation by providing proper psychologists is needed.  
250 UNRWA proposes a center specifically for aid workers in which they can seek psychological and therapeutic  
251 assistance as well as a hotline to connect aid workers in all of UNRWA's fields of operations. UNRWA will  
252 continue to provide aid workers will be provided with satellite phones due to the unreliability of the landline  
253 phones and mobile phones to have access to the hotline at all times.  
254
- 255 31. Suggests the creation of programs in the field of child protection and recommends enhancing the capacities of  
256 Child Protection Networks by creating human rights education to children and women who are the most  
257 vulnerable, through the use of workshops in which citizens are taught their rights as a human being, as  
258 mentioned in the Human Rights, Conflict Resolution and Tolerance (HRCRT) Policy.  
259
- 260 32. Police and lawyers should be taught the rights of their protected citizens and understand how to respond  
261 appropriately and take proper measures when these rights are violated. UNRWA proposes to do so through the  
262 cooperation between the Palestinian Ministry of the Interior as well as the Syrian Police to create a joint  
263 workshop or training program or schools to direct and teach these policemen and lawyers how to uphold the  
264 rights of the citizen under the law and punish the instigators accordingly.  
265

## 266 **B. ENHANCEMENTS IN COMMUNICATION AND INFORMATION-SHARING**

267

- 268 33. UNRWA proposes further utilization of database network technology for all Palestinian refugees living in Syria  
269 and neighboring Lebanon and Jordan. This will be achieved through an expansion of the current UNRWA  
270 Refugee Records Information System (RRIS), started in 2009, to include important and vital information about  
271 the Palestinian refugees registered with UNRWA. Information collected includes where the refugees are located



272 within Syria and this information is updated as refugees move or their other information changes, so that  
273 UNRWA is aware, to the best of its ability, of the needs of individual refugees. A further developed database  
274 will:

- 275
- 276 a. Utilize the existing UNRWA registration processes for Palestinian refugees and transmit this  
277 information to the other key actors in the crisis; making available the locations of refugees to the  
278 much-needed providers of critical aid services such as OCHA's Inter-Agency Standing Committee  
279 (IASC), the United Nations High Commissioner for Refugees (UNHCR), and the Syrian Arab Red  
280 Crescent (SARC);
- 281
- 282 b. In making this registration information available to key United Nations bodies as well as large  
283 humanitarian actors in the crisis, inspire confidence in potential donors to provide the required amount  
284 of funding;
- 285
- 286 c. Be proposed through a strengthened UNRWA-OCHA partnership, specifically utilizing the OCHA  
287 Field Information Services team structure in order to use pre-existing information on the Syrian crisis  
288 and the surrounding states' conditions;
- 289
- 290 d. Be implemented and developed within a year through UNRWA's Department of Relief and Social  
291 Services; therefore, the collection of this registration information from currently registered refugees  
292 will begin immediately alongside the development of the database network.
- 293

294 34. UNRWA identifies the need to develop an UNRWA-specific emergency alert system, known as the  
295 Coordination Response Emergency System (C.R.E.S.) approach. This system would model OCHA's  
296 Information Management Systems (IMS), and contribute the data collected to their services, such as their  
297 Emergency Response Preparedness Guidance program. UNRWA recognizes the importance of being involved  
298 in the ongoing ground operations of other actors in the crisis, as well as including other organizations into  
299 UNRWA's groundwork, and the need to alert other bodies of the constantly-changing crisis. UNRWA stresses  
300 the importance of working with other organizations and utilizing their services to accomplish UNRWA's own  
301 goals in the implementation of the emergency alert system known as C.R.E.S.

- 302
- 303 a. This multi-faceted system would:
  - 304
  - 305 i. Provide a method of alerting all organizations of current attacks or hostilities, and road  
306 closures to determine which areas are unsafe and to immediately identify safer routes of travel  
307 to deliver aid;
  - 308 ii. Track patterns of closures through information sharing to study the areas that are most  
309 commonly attacked and why, in order to make attempts to better alleviate and avoid crises.
  - 310
- 311 b. The benefits of this additional system would be:
  - 312
  - 313 i. Increasing access to resources and services for underserved groups;
  - 314 ii. Identifying missing resources in specific regions and making plans to deliver resources to  
315 these regions;
  - 316 iii. Reaching consensus on humanitarian approaches and philosophies;
  - 317 iv. Streamlining efforts in maximizing funds and resources through clear and cohesive  
318 communication and collaboration with all international organizations, NGOs, and agencies  
319 involved through the use of C.R.E.S.
  - 320

321 35. UNRWA recognizes the merits of utilizing digital volunteer networks in order to harness the power of the  
322 digital age in the global community, allowing communication to flow between key actors. These networks  
323 currently use the specialized skills of individuals and organizations willing to aid in the updating of  
324 communication databases and other information communication technology programs to improve efficiency of  
325 aiding refugees. In order to achieve this, UNRWA calls for:

326

- 327 a. An established relationship between the OCHA Field Information Services team and digital volunteer  
328 networks such as the Techfugees Network, a crisis-area research platform which presented its findings  
329 to the Syria Donors Conference 2016 and will provide its findings to the upcoming World  
330 Humanitarian Summit (WHS). Relationships between OCHA, UNRWA, and such networks of global  
331 volunteers would work within the existing United Nations Volunteer (UNV) guidelines, and would  
332 address the pressing issues of the day through innovation, design work, and technological advancement  
333 in order to provide volunteer work for agencies;  
334
- 335 b. A partnership between the OCHA Humanitarian Programme Cycle (HPC), UNRWA, and digital  
336 volunteer networks such as Techfugees would allow these larger international organizations to have  
337 access to important databases and free, volunteer-based technology to assist in data collection and  
338 information sharing processes.  
339
- 340 36. UNRWA calls for the consideration of an unarmed surveillance task force in order to perform data-gathering  
341 actions on UNRWA facilities. This task force would be initially comprised of UNRWA employees; then, a  
342 partnership between the task force and the current UNRWA Syrian vocational and technical training center  
343 should be established in order to utilize the pre-existing facility and its resources and in order to employ  
344 Palestinians. The task force would ensure that on the ground data regarding the security and situation of refugee  
345 camps is available to humanitarian actors. This task force would report and share this data as often as possible.  
346
- 347 37. UNRWA approves the continuation of recognition for NGOs operating or intending to operate in Syria for the  
348 delivery of humanitarian assistance to Palestinian refugees. While recognition is not a requirement for operation  
349 within Syria or for working with Palestinian refugees, recognition is for NGOs willing to work to better fulfill  
350 the aims of UNRWA and are looking to work with other similarly-minded NGOs to help identify the most  
351 efficient methods for delivery of humanitarian assistance to Palestinian refugees. NGOs that meet this  
352 recognition will:  
353
- 354 a. Be grouped into cohorts with other NGOs that provide similar humanitarian assistance categorized by  
355 the service provided, modeling the Cluster Approach;  
356
- 357 b. Send representatives that will be able to meet on a monthly basis with other NGO representatives from  
358 their cohort in a forum facilitated by UNRWA. These cohorts will facilitate the sharing of ideas for  
359 immediate improvements of emergency service delivery of humanitarian assistance to the Palestinian  
360 refugees in Syria;  
361
- 362 c. Requests enhanced cooperation with United Nations agencies and other international organizations  
363 such as UNICEF, UNHCR, and the Syrian Arab Red Crescent through the cohort system. These  
364 organizations will operate in an advisory and collaborative capacity, participating in the cohorts with  
365 which they have a vested interest;  
366
- 367 d. Participate in a study conducted by UNRWA that measures the network centrality of NGOs  
368 participating in the cohort system. This study will identify the most effective and efficient NGOs and  
369 their processes can be shared and used as a model by other organizations in their cohorts.  
370
- 371 38. UNRWA brings attention to the need to confirm that agendas of the NGOs involved with the Palestinian  
372 refugees of Syria are aligned with United Nations values. UNRWA understands the importance of truly  
373 improving the lives of Palestinian refugees and acts to ensure that involved aid organizations do not have  
374 politicized agendas.  
375
- 376 39. UNRWA draws attention to the need for increased funding in order to create additional communication  
377 resources to improve the coordination of humanitarian aid in the Syrian crisis. UNRWA highlights regional  
378 conferences and forums as a method to target private donors and Member States. The gathering of  
379 representatives from local NGOs and CBOs in their areas of conflict within the Near East will allow potential  
380 donors and nations to have the firsthand opportunity to see the reasoning behind UNRWA's urgent request for  
381 contributions to fund such programs. One example of a forum currently running is the Inter-Agency Standing  
382 Committee's (IASC) Future Humanitarian Financing (FHF) initiative, a series of global symposiums that target

383 private donors. By bringing together a variety of diverse donors, such as those from public sector management,  
384 communication technology, and financial services, initiatives would enhance donor communication and  
385 versatility.

386  
387 40. Given the shortage of funding made available to UNRWA, it is imperative that digital technology is used to  
388 monitor and track incoming humanitarian aid in the country, and how it is being dispersed among the refugees.  
389 UNRWA recognizes the ability for technological advancements to enhance communication and coordination  
390 processes between humanitarian actors, providing real-time intelligence and data collection for larger,  
391 internationally-based organizations. Technological recommendations include:

- 392  
393 a. The further sharing of information between existing geographic information systems (GIS) and  
394 mapping technologies, such as the United Nations Department for Safety and Security (UNDSS)'s  
395 current actions, and UNRWA Department of Planning. This information-sharing process should be  
396 continued to be utilized in order to give those organizations providing humanitarian assistance  
397 intelligence on specific threats in the event that there is not a clear, available safe route;  
398  
399 b. UNRWA is calling for the updating of the profiles of the Syrian Arab Republic and the surrounding  
400 region in the D-LCA, which has not been updated since 2012, due to the instability in the region. The  
401 database provides open-source information to actors on country infrastructure, enhancing service  
402 delivery and the mobilization of resources. Updating the logistics profiles would allow actors to access  
403 present-day information on the infrastructure available to actors on a country-by-country basis,  
404 including railroads, aviation, and roads.

405  
406 41. UNRWA recommends the establishment of UNRWA depots that will be close to crisis areas in order to  
407 increase Palestinian refugee access to aid, within the Hashemite Kingdom of Jordan, especially near its borders  
408 with Syria. UNRWA requests the modeling of WFP's United Nations Humanitarian Response Depots  
409 (UNHRDs) in order to provide shelter reinstallation and construction materials that would allow aid workers  
410 and refugees residing in camp situations to respond quickly and effectively to crises. These depots would utilize  
411 and allocate pre-existing camp materials, and require minimal additional budgetary considerations. Presently,  
412 the closest depot is in the United Arab Emirates, therefore the establishment of UNRWA-specific supply depots  
413 in Jordan would allow for the more rapid deployment of much-needed materials. Primary aid recipients of these  
414 regionally located depots would be UNRWA refugee communities of Al-Sabinah, Jaramana, and Dera'a. These  
415 depots could potentially be extended in the future to other areas in the region, including northern Lebanon.

416  
417 42. UNRWA recognizes the importance of access to basic necessities, specifically shelter. In order to ensure long-  
418 term stability, UNRWA encourages an agency-wide focus on secure shelter for Palestine refugees in Syria.  
419 UNRWA will request the modeling of UNHCR's innovative collaboration with the IKEA Foundation's Better  
420 Shelter Units by partnering with the same organization. Through this, UNRWA will be able to provide durable,  
421 cost-effective, easily transportable and buildable shelters that would provide long-term stability for these twice-  
422 displaced persons. These units are currently being used successfully in Iraq, Djibouti and Greece. Under  
423 UNRWA's four Human Development Goals, the focus of Decent Standards of Living remains prominent and a  
424 focus of funding initiatives.

### 425 426 **C. BUDGETARY NEEDS AND OPTIMIZATION OF RESOURCE DISTRIBUTION**

427  
428 43. Recognizing that UNRWA's Syria Emergency Fund is drastically underfunded, despite Member States' best  
429 efforts, UNRWA encourages opening dialogue with corporations dealing in products that are beneficial to our  
430 relief projects in Syria. Donations of basic necessities, such as medical supplies, food, personal hygiene  
431 products, and any other non-financial donations from large corporations would give corporations the  
432 opportunity to practice responsibility and receive a positive public image, while the vulnerable Palestinian  
433 refugee population within Syria would receive much needed aid. In addition, as further incentive for corporate  
434 donations, UNRWA should create a brand image for use by private producers and distributors, namely  
435 pharmaceutical and consumer product companies. This brand can be incorporated into their marketing and  
436 advertising campaigns.  
437

- 438 44. In particular, given the health needs of the Palestinian refugees living in Syria, which include physical trauma,  
439 daily colds and flus, women’s health, and lack of vaccinations, UNRWA encourages major pharmaceutical  
440 companies, such as Pfizer, Bayer, or Mylan, to donate much needed drugs or medical aid. These donations can  
441 greatly alleviate the suffering of these refugees.  
442
- 443 45. UNRWA encourages Member States who may be unable to increase their financial contributions to UNRWA to  
444 help the cause through other types of non-financial contribution as their capacity allows, for example through  
445 donations of food, nutritional supplements, vehicles, supplies for constructing or repairing infrastructure and  
446 best practices for the use of materials and non-financial donations.  
447
- 448 46. UNRWA proposes further that in long-term official development assistance (ODA) recipient countries such as  
449 Syria, Member States and private donors utilize flexible, multi-year funding commitments to allow agencies to  
450 better plan and resource long-term action and avoid the damaging effects of unpredictable single-year funding.  
451 This is not limited to financial donations but also includes non-financial donations.  
452
- 453 47. UNRWA should also take advantage of club services, like Rotary International and Lion’s Club, in potential  
454 donor countries. Rotary International has a delegation in the United Nations and has proven itself to be  
455 historically enthusiastic about aiding those in need. These organizations are poised to coordinate community  
456 and school drives to send basic necessities to the Middle Eastern region. Moreover, they have proven  
457 themselves to be historically enthusiastic about aiding those in need and would benefit from supporting  
458 UNRWA, an organization that fits well with their own objectives.  
459

#### 460 **D. INCREASING FUNDING THROUGH AN INTERNATIONAL MEDIA CAMPAIGN**

- 461
- 462 48. UNRWA recognizes the importance of increasing public awareness for the Syria Emergency Appeal in order to  
463 augment funding for the operation from private donors. As the bordering region is already highly influenced by  
464 the ongoing conflict, the main target of the traditional media campaign are countries which are not directly  
465 affected by the crisis. UNRWA acknowledges campaigns should be reflective of the respected culture of the  
466 media’s host country and therefore highly recommends strong collaboration between its Department of external  
467 relations and communications and professional local public relations agencies. The expertise of these agencies  
468 is considered to be vital for the success of the campaign.  
469
- 470 49. UNRWA recommends the present social media activities, launched by the Department of External Relations  
471 and Communications to be optimized and rebranded;  
472
- 473 a. The proposed campaign would include Facebook, Twitter, Instagram, Snapchat, YouTube and  
474 LinkedIn and content would be posted with edits on all mediums;  
475
  - 476 b. Content will focus on qualitative stories from Syrian Palestinian refugees and be recommended by  
477 local UNRWA personnel;  
478
  - 479 c. Creation of content will be done through contracts with local organizations. Personal stories and  
480 experience blogging will be effective for viewer attention, as it will allow viewers to witness firsthand  
481 the struggles faced by refugees;  
482
  - 483 d. The creation of a general hashtag will allow content to be organized collectively while allowing users  
484 to universally show their support across social media platforms. The hashtag that will be utilized for  
485 this campaign is #StuckinSyria;  
486
  - 487 e. The existence of a social media platform is crucial because it gives UNRWA a method of measuring  
488 and monitoring hashtag popularity and success.  
489
- 490 50. UNRWA insists on a multi-pronged media campaign including support for traditional advertising and public  
491 relation strategies;  
492

- 493 a. UNRWA will therefore purchase advertising spots on several platforms, such as, but not limited to  
494 newspapers, magazines, public transportation services and television channels. The ads will directly be  
495 linked to social media activities by referring to the hashtag and in doing so encouraging the viewers to  
496 utilize the hashtag on their personal social media. This will enhance a grassroots mobilization of  
497 support for Palestinian Refugees in Syria;  
498
- 499 b. The broader distribution of stories will be handled via press releases as well as general posting on the  
500 organization's website;  
501
- 502 c. UNRWA's budget is carefully located, and provides essential services to vulnerable Palestinian  
503 refugees. Therefore, these campaigns will be financed through generous additional donations from  
504 Denmark, France, Ireland, Italy, Japan, Switzerland, and the United Kingdom. In order to ensure  
505 transparency in the use of these funds, UNRWA will continuously review its expenditures and  
506 partnerships with the aforementioned public relations agencies.  
507
- 508 51. UNRWA is also in favor of building and promoting relationships with private and public sector media outlets  
509 and networks. This would be mutually beneficial in that these media organizations will broaden their customer  
510 base by showing their consumers that they are involved in humanitarian work. This media strategy and  
511 partnership will strengthen awareness of the work of UNRWA, and the services that we provide. This dynamic  
512 will aid the media outlets in improving corporate social responsibility while also building a favorable  
513 relationship with UNRWA;  
514
- 515 a. UNRWA proposes reforming the Newsroom tab on the official website in order to create a more  
516 interactive platform that is visually appealing to those who wish to participate in UNRWA's social  
517 media campaign to help promote awareness of the humanitarian crisis;  
518
- 519 b. This improvement does not require additional funds, it simply requires some allocation of time and  
520 creativity to build on the platform already present on the official website. In reforming this section of  
521 the website, the twitter handle, Facebook page, Instagram feed and other various social media  
522 applications will be provided to supply easy access to website viewers.

523 **Annex**

524

525 International rights obligations extend beyond providing humanitarian aid to include, as well, the long-term stability  
526 of the region. UNRWA encourages the global community to continue their efforts in facilitating sustainable  
527 peacebuilding.