

2023 Specialized Project Activities

(select only as applicable)

The Partner will perform the following specialized project activities, as selected in the Information Schedule:

Cash and Voucher Assistance to the Population of Concern

Select if cash assistance to the Population of Concern is applicable to the Agreement and provided for in the Project Description (Annex A) and the Budget (Annex B).

The Partner shall establish procedures, criteria and financial controls for cash assistance in accordance with UNHCR policy and in consultation with UNHCR, *inter alia*:

- a. Full traceability of funds and creation of audit trail.
- b. Appropriate documented controls in the form of a Standard Operating Procedure (SOP), including assigning authorized signatories on key steps of the implementation process such as the generation of distribution lists, authorizing and releasing payments, and reconciliation.
- c. A system for tracking, recording and reporting transactions, including statements of fees for FSP services, and evidence of the release to and receipt by the persons of concern of the card and PIN, SIM, bank account, cash or other where feasible, if a preferential tracking system exists, the Partner shall comply with that system.
- d. The latest information on distribution statistics, including a summary statement with the periodic Performance Report.
- e. A monitoring system for the cash/voucher transfer to ensure compliance with the agreed procedures, principles, risk analyses and proper end-use of transfer, including participation in on-site distribution and post-distribution monitoring activities.

Livelihoods and Economic Inclusion

Select if programming relating to livelihoods and economic inclusion programmes is applicable to the Agreement.

The Partner shall:

- a. Be guided by the policies, principles and objectives set out in UNHCR's Refugee Livelihoods and Economic Inclusion Global Strategy Concept Note, available at: <https://www.unhcr.org/publications/operations/5bc07ca94/refugee-livelihoods-economic-inclusion-2019-2023-global-strategy-concept.html> and UNHCR country-specific livelihoods strategy where these exist.
- b. Be guided by the Global Compact on Refugees, support advocacy efforts furthering refugees' livelihoods and economic inclusion together with UNHCR, government counterparts, development actors and private sector actors.
- c. Ensure livelihoods programmes are market based, focusing on access to (decent) employment and/or self-employment and designed through guidance from the Minimum Economic Recovery Standards (MERS), a Sphere Standards companion available at: <https://mershandbook.org/MERS-Handbook>.
- d. For financial services, be guided by two key documents:
 - a. The principles and standards described in "Serving Refugee Populations: The Next Financial Inclusion Frontier" available here: <https://sptf.info/images/Guidelines-for-FSPs-on-serving-refugee-populations-March2017.pdf>.
 - b. "Roadmap to the Sustainable and Responsible Financial Inclusion of Forcibly Displaced Persons" available here: https://www.afi-global.org/wp-content/uploads/2020/07/Roadmap_FI-of-FDPs_122019_0.pdf.
 - c. "A policy framework for Financial Inclusion of Forcibly Displaced" available here: <https://www.afi-global.org/wp-content/uploads/2022/09/Towards-Inclusive-Financial-Services-Financial-Capability-and-Financial-Health-for-All-A-Policy-Framework-for-the-Financial-Inclusion-of-Forcibly-Displaced-Persons.pdf>

- e. Monitor the livelihoods interventions to measure their impact. Where applicable, it is suggested that data on indicators of focus for UNHCR livelihoods is collected by consulting the Results-Based Management framework and the Livelihoods Information System.
- f. Ensure livelihoods programmes are considered throughout all phases of displacement; during emergencies, following emergencies, and towards a transition to durable solutions. Self-reliance should be advocated for and supported whether persons of concern will return home, be resettled or locally integrated.

Microfinance/ Revolving Loan Funds

Select if the establishment and/or management of a revolving loan fund is applicable to the Agreement.

Prior to establishing a revolving loan fund, the Partner shall assess whether the population of concern have access to or can be included in existing loan/credit/grant modalities, such as receiving financial services from formal Financial Service Providers (FSPs) like banks or accredited microfinance institutions, or through savings groups. In cases where inclusion in existing services is not possible or insufficient, the Partner may disburse loans through a revolving loan fund as a last resort.

Management of Fund

The Partner shall:

- a. Manage the fund in compliance with the objectives of the Project and the UNHCR operation and in consultation with UNHCR, following guidance in “Investing in Solutions: A Practical Guide for the Use of Microfinance in UNHCR Operations” (2011) available here: <https://www.unhcr.org/4eeb17019.html>.
- b. Not disburse any loans to the Population of Concern before a separate agreement based on a UNHCR template (Agreement on the Transfer of a Grant pertaining to UNHCR Revolving Loan Funds, see page 66 of above guidance) has been concluded with UNHCR.
- c. Not use the loan repayments and related interest for any other purpose than that provided for in the initial Partnership Agreement establishing the loan fund, unless with the written approval of UNHCR.

Ownership and Handover

The Partner shall:

- a. Conclude a separate agreement based on a UNHCR template (Agreement on Transfer of a Grant Pertaining to UNHCR Revolving Loan Funds) in order to obtain ownership of the funds that are part of the Agreement. Until such date, the funds remain the property of UNHCR.
- b. Not change the purpose of the fund unless justified by a careful assessment involving all co-funders.

Building, Shelter and Construction

Select if the construction of permanent or semi-permanent structures or infrastructure is applicable to the Agreement.

- a. The Partner shall implement construction activities involving the agreed construction or rehabilitation of family housing, buildings, infrastructure, civil and other works referred to in the Project Description (Annex A). The Project Description should include (a) a detailed Scope of Works, (b) a Schedule of Works, (c) Technical Specifications, (d) Bill of Quantities (BoQs) and (e) a full set of Technical Drawings following the national or international standards and including structural details, plans, sections and elevations, as applicable, (“the supporting documents”). Housing, Land and Property (HLP) considerations need to be assessed by the Partner before commencing any activity.
- b. The Partner shall not make any changes to the Project Description and the supporting documents without UNHCR approval.
- c. The Partner shall inspect and examine the Site(s), its surroundings, examining sub-surface, soil, hydrological and environmental conditions which may affect the duration and cost of any construction work. The Partner shall clarify HLP rights and discuss these with UNHCR before making any commitment to starting the works. Design and execution of works shall take into consideration end users’ HLP and cultural preferences, be they beneficiaries, local authorities, etc. The Partner shall be responsible for the correct positioning of the Works, in accordance with the Project Description and supporting documents, and shall rectify any error in the positions, levels, dimensions or alignment of the Works.

- d. The plant and materials for the construction and the completed works shall be recorded as Property and Goods.
- e. The Partner shall ensure that the works shall be performed in accordance with the highest professional and technical standards and practices also in line with local building codes, norms and standards. Documentation in relation to HLP rights and solutions identified shall be evidenced with official written documentation.
- f. The partner shall comply with Inter Agency Standing Committee (IASC) Guidelines for Integrating GBV Interventions in Humanitarian Action and adapt and implement interventions across all aspects of programming. (<https://interagencystandingcommittee.org/working-group/iasc-guidelines-integrating-gender-based-violence-interventions-humanitarian-action-2015>)
- g. The construction works shall be performed subject to the conditions referred to in the Project Description, and the following conditions, as applicable:
- Environmental sustainability measures shall be implemented, to the extent possible, from the initiation to the finalization of the works. Environmental impact of construction works onto local habitat and natural resources shall be minimized, including sustainable sourcing of materials, optimized design for minimum use of materials while ensuring overall functionality and structural stability, minimal generation of waste, reduction of air (e.g. dust) and noise pollution, etc. Partner is expected to contribute to achieving the expected outcomes of the Operational Strategy for Climate Resilience and Environmental Sustainability 2022-2025 (<https://www.unhcr.org/protection/environment/61b771964/operational-strategy-climate-resilience-environmental-sustainability-2022.html>).
 - The Partner shall ensure that works are executed (a) with due care, diligence and sufficient staffing; (b) with all labor, materials, equipment, transportation and other facilities necessary to complete the Works; (c) in accordance with recognized good practice; (d) using non-hazardous material and safely disposing of waste; (e) with full responsibility for the adequacy, stability and safety of all Site(s) operations and methods of construction during and after the Works and with no risks for staff and users; (f) in full respect and consideration of HLP rights; (g) by the date specified in the Agreement and the Project Description.
 - If required by the Project Description, liquidated damages shall be payable for any delay in completion.
 - Except for any reasonable initial down payment according to the prevailing local practice, payments to Partners' contractor(s) are made only based on work performed and/or milestones completed. Initial down payments may need to be considered, for example, to mobilize/rent equipment and machineries, manpower, construction materials, appliances, etc.
 - Any changes to the supporting documents during the execution of Works will need to be approved by UNHCR. Following UNHCR approval, all supporting documents must be amended to reflect the approved changes.
 - Completion of the works shall be subject to UNHCR acceptance in accordance with the technical specifications and quality standards specified in the Project Description and following a physical technical inspection by UNHCR.
 - Substantial and Final completion should be undertaken in accordance with the relevant clauses in the UNHCR's General Conditions of Contract for Civil Works (<https://www.unhcr.org/rw/wp-content/uploads/sites/4/2020/04/General-Conditions-of-Contract-for-Civil-Works.pdf>).
 - When the Partner notifies UNHCR that the Works have been completed, all relevant stakeholders will carry out an inspection and may generate a defect list. The Partner must fulfil its responsibility to repair and fix the defects without increase to the Project Budget. Once major defects have been addressed, the Works may be handed over. The defects liability period shall be 12 months unless otherwise agreed between the Parties, in consideration of the size and complexity of the construction and other factors. A final technical inspection should be carried out following the defects liability period to ensure that no additional defects have evolved and that all outstanding works have been completed.
 - Aggregate amounts due on or by completion of the works shall not exceed 90% of the total contract price, with the balance of 10% withheld as a retention that shall not be paid until the defect liability period is over and satisfactory completion of all work and remedy of all defects has been accepted. Initial down payments shall be deducted from subsequent payments.
 - A delivery document shall be signed between the Partner and its contractor(s), indicating the date of the handover to the Partner and certifying satisfactory completion in conformity with the contract requirements (including approved plans, technical specifications and quality standards). If, in

exceptional circumstances, delivery is accepted prior to satisfactory completion, the delivery document shall provide a clear justification for the exceptional circumstances, as well as detail all outstanding work to be performed for satisfactory completion and the date when such works shall be finished. The delivery document shall state the commencement date of the defects liability period (either the date of handover or, if outstanding work is to be performed, the date of performance and acceptance of such work, whichever is later).

- To facilitate the final handover of the Works after Completion from the Partner to UNHCR, and local entities, if relevant, a dated delivery document shall be signed certifying the satisfactory completion in conformity with the Project Description. The delivery document shall state the commencement date and the duration of the defects liability period. This delivery document shall enable the intended use/function of the completed Works.
 - The Partner shall have the right to enter into a replacement contract if the contractor is, for any reason, unable to fulfill his/her obligations under the contract or if he/she delays or neglects to complete the building within the time prescribed and fails to proceed with such work. Before entering into a replacement contract, the Partner shall obtain the prior written approval of UNHCR.
- h. With respect to payment of retained amounts, one of the following options may be selected by the Parties: (i) Partner refunds the retained amount and UNHCR and the Partner enter into a Partnership Agreement in the subsequent year, in which UNHCR allocates funds to cover the withheld guarantee amount after satisfactory verification of compliance by the contractor with the retention conditions; or (ii) Partner reports the retained amount in the current year and simultaneously establishes a bank bond that would only be released by the consent of UNHCR in writing to the issuing bank upon satisfactory verification of compliance by the contractor with the retention conditions.
- i. Unless otherwise agreed on a case-by-case basis, and in accordance with local practice and the availability of appropriate insurance, the Partner will ensure that all buildings for which the overall final construction or rehabilitation cost shall exceed USD 20,000 (per building including appliances, connected works and services, etc. as applicable to the project scope), or its equivalent in local currency at the applicable United Nations official rate of exchange, are at all times during the course of construction kept adequately insured with a company of good reputation in the full value thereof against loss or damage by fire, lightning, flood, storm or such other hazards as may be considered advisable, until all work has been completed, or in those cases where a contractor is employed, until such time as the building has been formally handed over by the contractor. Thereafter, and for as long as the building is being used for the purposes of the Project, similar insurance coverage shall be maintained in the full replacement value thereof at the end user's own cost, unless otherwise agreed.
- j. The Partner shall consult with UNHCR, at least 90 days prior to the end of the Implementation Period, on the future use of all such buildings thereafter. Under no circumstances shall such buildings be disposed of or earmarked for disposition without prior approval of UNHCR.

Food and Non-Food Item Distribution

Select if the distribution of food and non-food items are applicable to the Agreement.

The Partner shall:

- a. Comply with the UNHCR principles for the distribution of agreed in-kind non-food assistance as stated in the [UNHCR Operational Guidelines on Non-Food Item Management](#) (UNHCR/OG/2021/04). In particular, the Partner shall comply with those principles ensuring that distribution is equitable, based on needs, effective, timely, culturally appropriate, involves refugee women at all levels and in all phases of the process, protects vulnerable groups from exploitation and abuse, and shall consult with UNHCR before distributing any other item not part of the agreed assistance package.
- b. Where WFP provides and/or supports the distribution of food assistance, comply with the terms stated in the signed "Tripartite Agreement between UNHCR, World Food Programme and the Partner on the Distribution of Food Assistance", particularly Annex 1 on General Conditions and other relevant agreements on data sharing and targeting of assistance including the Global UNHCR-WFP Data Sharing Agreement (2018), Joint Targeting Principles (2018) and Joint Targeting Guidelines (2020). All of these are available on the website of the Joint UNHCR-WFP Targeting Hub: [Documents - WFP-UNHCR Joint Hub \(wfp-unhcr-hub.org\)](#)
- c. Monitor the distribution of food and non-food items effectively in order to ensure compliance with the agreed procedures and principles, and actively participate in post-distribution monitoring activities aimed at assessing the end-use of relief items by the Population of Concern, as well as their perspectives on the distribution process and the quality of the items they received.

- d. Participate in monthly reported reconciliations, to the extent feasible, with UNHCR to account for items dispatched prior to distributions, items distributed to the Population of Concern and items that are put to temporary storage after distributions.

Warehouse and Inventory Management

Select if warehouse and inventory management are applicable to the Agreement.

The Partner shall implement the warehouse and inventory management activities described in the Project Description in accordance with the “Warehouse and Inventory Management Standard Operating Procedures” [<https://www.unhcr.org/protection/operations/615ed26d4/sop-warehouse-inventory-management-unhcr.html>](https://www.unhcr.org/protection/operations/615ed26d4/sop-warehouse-inventory-management-unhcr.html).

Public Health and/or Nutrition

Select if the implementation of public health and or nutrition programmes is applicable to the Agreement.

The Partner shall:

- a. Comply with the objectives of universal health coverage to enable refugees and other persons of concern to access the essential promotive, preventive, curative, palliative, and rehabilitative health services they need, at an affordable cost and of sufficient quality to be effective. These services should be implemented through a primary health care approach and adhere to relevant UNHCR policies and guidance that have been established for the implementation of public health programmes, including:
- i. UNHCR Global Public Health Strategy <https://www.unhcr.org/publications/brochures/612643544/unhcr-global-public-health-strategy-2021-2025.html>
 - ii. Essential medicine and medical supplies policy and guidelines <https://www.unhcr.org/protection/health/527baab09/unhcrs-essential-medicines-medical-supplies.html>
 - iii. The establishment of laboratories in UNHCR supported primary health care facilities (<http://www.unhcr.org/4f707fd49.html>);
 - iv. Epidemic preparedness and response in refugee camp settings (<http://www.unhcr.org/4f707f509.html>);
 - v. UNHCR’s principles and guidance for referral health care for refugees and other persons of concern (<http://www.unhcr.org/4b4c4fca9.html>) and its country specific standard operating procedures for referral care;
 - vi. UNHCR Policy Statement on HIV Testing and Counseling in Health Facilities (<http://www.unhcr.org/4b508b9c9.html>); and
 - vii. UNHCR operational guidance for Mental Health and Psychosocial Programming (MHPSS) (<http://www.unhcr.org/525f94479.html>).
 - viii. UNHCR, WHO and UNFPA guidance for clinical management of rape and intimate partner violence survivors: developing protocols for use in humanitarian settings (<https://www.who.int/publications/i/item/9789240001411>)
- b. Take into account age, gender and diversity criteria and contribute towards the fulfilment of rights of all forcibly displaced and stateless people including through meaningful dialogue, to ensure that the programming, interventions, and advocacy are informed by community perceptions and priorities.
- c. For urban and out-of-camp situations, comply with the principles for ensuring access to health care in urban areas - Operational Guidance on Refugee Protection and Solutions in Urban Areas (<http://www.unhcr.org/4e26c9c69.html>) and to UNHCR’s principles and guidance for primary and essential referral health care for refugees and other persons of concern (<http://www.unhcr.org/4b4c4fca9.html>) and its country specific standard operating procedures for referral care.
- d. For partners with a medical referral budget accurately report on referral numbers to secondary or tertiary level facilities and the cost of each referral and ensure the referrals are in line with the latest country standard operating procedures for medical referral care. The UNHCR Medical Referral database should be used where relevant.
- e. Ensure that basic clinical mental health care is made available at every health care facility. At minimum this includes that general health care workers are trained and supervised to assess and manage priority mental health conditions. Where possible, psychological interventions must be available for people impaired by prolonged distress. For detailed guidance, see:

- i. UNHCR operational guidance for Mental Health and Psychosocial Programming in refugee settings (<http://www.unhcr.org/525f94479.html>).
 - ii. Sphere Handbook 2018: Health Standard 2.5: Mental health care.
- f. Ensure that the Minimum Initial service Package for reproductive health (MISP) is available as of the onset of an emergency and that services are expanded to comprehensive care as soon as feasible.
- g. Ensure survivors of rape and intimate partner violence have timely access to clinical care and protection services.
- h. To ensure appropriate management of medicine and medical supplies the following are expected:
 - i. Comply with the timelines in the annual procurement plan for annual quantification, ordering and distribution of medicines and medical supplies.
 - ii. Ensure the UNHCR pharmacist at headquarters technically reviews and validates all medicine and medical supply orders procured locally. The partner must demonstrate that the essential quality assurance requirements are followed in line with the UNHCR Medicines and Medical Supplies guidance.
 - iii. Ensure appropriate management of the medical stocks through staff with adequate training and qualifications.
 - iv. Have in place tools and processes to guarantee that stock levels are closely monitored. As a minimum, the following should be ensured in every pharmacy and medical store.
 - A. Stock management tools (stock cards/bin cards) should be in place for every item in the stock
 - B. Periodic complete inventories conducted in every store and compiled in a report, clearly showing and explaining any discrepancies found. The recommended frequency to conduct inventories is:
 - (i) Before every new drug order
 - (ii) On a quarterly basis in big medical stores (e.g. central and regional warehouses)
 - (iii) On a monthly basis at camp/settlement medical health facilities/pharmacies.
 - (iv) Complete consumption and distribution reports of medicines and medical supplies should be submitted from health facilities and medical stores to high levels on a monthly basis.
 - v. Ensure the adequacy of storage arrangements. At a minimum the following practices should be in place in every medical store/pharmacy:
 - A. Medicines and medical supplies must be arranged and classified as it follows:
 - (i) By category (oral drugs, injectable drugs, dressings, laboratory materials etc.).
 - (ii) Within each category, products should be classified alphabetically
 - B. Arrangement of all medicines and medical products must respect first in first out (FIFO) principle
 - C. Temperature has to be consistently monitored twice a day in every storeroom and refrigerator storing medicines and medical supplies.
- i. Comply with the objective of improving the nutrition status of refugees and other people of concern, and to reduce the prevalence of malnutrition (undernutrition and overweight/obesity), with adherence to the guidance and policies that have been established for the implementation of nutrition programmes, including:
 - i. For management of acute malnutrition: Guidelines for selective feeding: the management of malnutrition in emergencies (<http://www.unhcr.org/4b7421fd20.html>), and CMAM (Community Management of Acute Malnutrition) national or international protocol
 - ii. For the use of milk products for infant and young child feeding: The UNHCR policy related to the acceptance, distribution and use of milk products (<http://www.unhcr.org/4507f7842.html>), and Infant and young child feeding practices: Standard Operating Procedures for the Handling of Breastmilk Substitutes (BMS) in Refugee Situations for children 0-23 months (<http://www.unhcr.org/55c474859.html>)
 - iii. For the implementation of nutritional surveys: UNHCR Standardized Expanded Nutrition Survey (SENS) Guidelines, (<http://sens.unhcr.org/>)
 - iv. For the improvement of infant and young child feeding practices: Infant Feeding Strategies and Policies (<https://www.unhcr.org/nutrition-and-food-security.htm>)
 - v. For preventing stunting and micronutrient deficiencies: UNHCR operational guidance on the use of special nutritional products to reduce micronutrient deficiencies and malnutrition in refugee populations (<https://www.unhcr.org/4f1fc3de9.html>), and the UNHCR Operational Guidance on

the use of Fortified Blended Foods in Blanket Supplementary Feeding Programmes (<https://www.unhcr.org/5877589c7.html>)

j. Establish and maintain active assessment, monitoring and analysis of the health and nutrition situation by using the integrated Refugee Health Information System in refugee camps and settlements, the Balanced Score Card for health facility assessments, the Medical Referral Database where relevant and, where applicable in out-of-camp or urban situations, use the urban health information tools that have been developed such as the Health Access and Utilization Survey Plus (<https://his.unhcr.org/home>).

Water, Sanitation and Hygiene (WASH)

Select if the implementation of water, sanitation and hygiene is applicable to the Agreement.

The Partner shall:

- a. Comply with the UNHCR indicators and targets for water quantity, water access, water quality, hygiene and solid waste management for emergency and post emergency settings in the implementation of all WASH programmes (<https://wash.unhcr.org/unhcr-wash-indicators-and-targets-for-refugee-settings/>) as well as WASH Guidelines and Forms for Refugee Settings (<https://wash.unhcr.org/wash-guidelines-and-forms-for-refugee-settings/>).
- b. Follow implementation protocols described in the UNHCR WASH manual for operational interventions in all WASH activities (<https://wash.unhcr.org/unhcr-wash-manual-for-refugee-settings/>)
- c. Establish and maintain active assessment, monitoring and analysis of the WASH programmes by using the UNHCR WASH monitoring system (<https://wash.unhcr.org/wash-monitoring-system/>), which includes a Monthly Report Card of basic WASH indicators and an annual UNHCR standardized KAP (Knowledge, Attitude and Practices) surveys protocol for the implementation of WASH programmes and as a reference to implement WASH strategies.
- d. Mainstream environmental sustainability considerations throughout the entire lifecycle of WASH programmes, from planning and implementation through to monitoring and evaluations, in line with the Operational Strategy for Climate Resilience and Environmental Sustainability 2022-2025 (<https://www.unhcr.org/protection/environment/61b771964/operational-strategy-climate-resilience-environmental-sustainability-2022.html>). This is particularly important for groundwater monitoring and the solarization of motorized water systems.
- e. When drilling boreholes, the Partner should ensure to execute the Project based on best practices and in accordance with local norms and standards. Partner should also ensure that the relevant templates and guidance are used including, among others, the Borehole Drilling Log and Pump-Testing Template (F-300/2017a) (<https://wash.unhcr.org/download/unhcr-well-construction/>), Sample Drilling Contract and Specification for Refugee Settings Template (F-301/2017a) (<https://wash.unhcr.org/download/drilling-contract-and-specification/>) and F-302/2015a Well Cleaning and Chlorination Log Sheet Template (<https://wash.unhcr.org/download/well-cleaning-and-chlorination-log-sheet/>)
- f. When organizing water trucking, the partner should ensure that the relevant tools and guidance are used including:
 - a. F-305/2019a Sample Water Trucking Service Contract and Guidance Notes
 - b. F-306/2019a Water Tanker Logbook Template (<https://wash.unhcr.org/download/water-tanker-logbook-template/>)
 - c. F-307/2019a Refugee Water Monitor Logbook Template (<https://wash.unhcr.org/download/refugee-water-monitor-logbook-template/>)
 - d. F-308/2019a Water Tanker Inspection Checklist and Certificate (<https://wash.unhcr.org/download/water-tanker-inspection-checklist-and-certificate/>)
 - e. F-309/2019a Water Trucking Guidance Documentation and Forms
- g. Confirm that employed WASH staff are familiar with and senior staff are working to fully ensure the UNHCR WASH Accountability and Protection Principles (<http://wash.unhcr.org/download/wash-protection-and-accountability/>) are considered and respected in the implementation of all WASH programmes.
- h. Comply with [IASC Guidelines for Integrating GBV Interventions in Humanitarian Action](#) and adapt and implement interventions across all aspects of programming (<https://interagencystandingcommittee.org/working-group/iasc-guidelines-integrating-gender-based-violence-interventions-humanitarian-action-2015>).
- i. Where appropriate Partner uses UNHCR approved technical designs and complies with equipment specifications (<https://wash.unhcr.org/wash-equipment-specifications/>).

Gender-Based Violence (GBV)

Select if the implementation of GBV prevention and response programmes is applicable to the Agreement. GBV risk mitigation interventions are required across all sectors.

The Partner shall:

- a. Comply with the principles, objectives and core actions of UNHCR's Policy on the Prevention of, Risk Mitigation and Response to Gender-based Violence (<https://www.unhcr.org/publications/brochures/5fa018914/unhcr-policy-prevention-risk-mitigation-response-gender-based-violence.html>).
- b. Apply a survivor centered approach and the GBV Guiding Principles in all aspects of programming.
- c. Use an intersectional analysis to inform GBV programmes. Programming must be designed based on priorities set by diverse women and girls as well as other groups at heightened risk of GBV while women and girls' leadership as well as gender equality must be promoted throughout all interventions. Prevention programs focusing on engaging men and boys must be accountable to women and girls.
- d. Comply with [Inter-Agency Minimum Standards for GBV in Emergencies](#) Programming in all aspects of programming. If conducting case management, compliance with the [Inter-Agency GBV Case Management Guidelines](#) is required.
- e. If conducting GBV case management, ensure that the collection, storage and analysis of GBV data is in compliance with the WHO Guidance on [Ethical and Safety recommendations for researching, documenting and monitoring sexual violence in emergencies](#). A data sharing protocol should be in place following the principles of the GBV Information Management System (<http://www.gbvims.com>). Partner organizations providing GBV case management services are not required to use UNHCR's institutional tool, proGres v4 for GBV case management. An adequate alternative must be in place, in adherence to the aforementioned principles and guidance.
- f. Comply with [IASC Guidelines for Integrating GBV Interventions in Humanitarian Action](#) and adapt and implement interventions across all aspects of programming (<https://interagencystandingcommittee.org/working-group/iasc-guidelines-integrating-gender-based-violence-interventions-humanitarian-action-2015>).
- g. Establish and maintain a monitoring mechanism for GBV prevention and response programmes. If conducting GBV case management, ensure that client feedback mechanisms (e.g. surveys) are in place, as per guidance provided in the [Inter-Agency GBV Case Management Guidelines](#) and in line with the survivor centered approach and the principle of Do No Harm. For information management, consider the Technical Note on Sharing Personal Protection Data.
- h. Comply with the [GBV AoR Media Guidelines](#) in working with the media or in producing external relations and reporting documents.
- i. Implement an annual in-person training plan for staff to continue to develop knowledge, skills and attitudes. This will include training and refresher training on GBV Guiding Principles and the GBV Minimum Standards.
- j. Ensure that Duty of Care protocol is in place for staff, particularly staff working directly with persons at-risk of GBV and survivors of GBV. For Partners' implementing case management, a clear supervisory structure and protocol must be in place.
- k. Undertake, in partnership with all key stakeholders, particularly the community and displaced Women-led organisations, regular GBV safety audits.
- l. Ensure sharing of data is in the context of referrals and with informed consent, or any data shall not compromise the survivor's confidentiality or create safety risks for their communities. (UNHCR's Technical Note on Sharing Personal Protection Data, GBVIMS Information Sharing Protocol). (<https://www.gbvims.com/gbvims-tools/isp/>, <https://cms.emergency.unhcr.org/documents/11982/52542/Confidentiality+Guidelines/360dac54-bbf5-456f-9094-9e53faa65185>)

Protection of Children

Select if programming relating to the protection of children is applicable to the Agreement.

The Partner shall:

- a. Comply with the policies, principles and objectives set out in UNHCR's global Framework for the Protection of Children (<http://www.unhcr.org/50f6cf0b9.html>), and apply a child protection systems approach to programming for child protection.
- b. When undertaking individual casework with children of concern to UNHCR, apply the best interest procedure outlined in the UNHCR Guidelines on Assessing and Determining the Best Interests of Child (<https://www.refworld.org/docid/5c18d7254.html>)
- c. Be guided by the principles and standards set out in the 2019 inter-agency Minimum Standards for Child Protection in Humanitarian Action (https://alliancecpha.org/en/system/tdf/library/attachments/cpms_2019_final_en.pdf?file=1&type=node&id=35094).
- d. Establish and maintain a monitoring mechanism for child protection activities, project performance and impact.

Education

Select if programming relating to education programmes is applicable to the Agreement.

The Partner shall:

- a. Comply with the policies, principles and objectives set out in UNHCR's global Education Strategy, *Refugee Education 2030, A Strategy for Refugee Inclusion* (<https://www.unhcr.org/publications/education/5d651da88d7/education-2030-strategy-refugee-education.htm>) and UNHCR country-specific education strategy where this exists, especially when it comes to supporting the inclusion of refugee students into national schools, strengthening national education systems, working in partnership with local education authorities Ministries of Education and local education groups.
- b. For urban and out-of-camp situations, comply with the principles for ensuring access to education in urban areas - Operational Guidance for Refugee Protection and Solution in Urban Areas (<http://unhcr.org/4ea9552f9.html>).
- c. Be guided by the principles and standards set out in the INEE (Inter-agency Network for Education in Emergencies) Minimum Standards for Education in Emergencies: Preparedness, Response, Recovery (<http://www.ineesite.org/en/minimum-standards>).
- d. Bolster the protection of girls and boys and young people of concern to UNHCR, as well as teachers and education personnel by ensuring and promoting safe learning environments, free from violence and exploitation and by supporting conflict-sensitive planning and programming in line with Strategic Objective 2 of *Refugee Education 2030* (<https://inee.org/collections/conflict-sensitive-education>).
- e. Undertake joint planning with refugee and host communities, teachers, parents and education authorities.
- f. Establish and maintain a monitoring mechanism for education activities, project performance and impact. This includes data collection and management in order to identify and address gaps in access and quality education provision (tracking school attendance, learning achievement and implementing targeted strategies to respond to emerging issues) in accordance with the UNHCR-UIS recommendations. This should be done in collaboration with national authorities and in line with national Education Management Information Systems (EMIS) where applicable.

Energy & Environment

Select if environmental considerations are applicable to the Agreement.

The Partner shall:

- a. Align with local environmental policy, key principles and guidelines. In order to run rapid environmental assessments, the Partner is encouraged to make systematic use of the module III of the FRAME - Framework for Assessing, Monitoring and Evaluating the Environment in Refugee-related operations (<http://www.unhcr.org/environment> and <http://www.unhcr.org/3b03b2a04.html>).

- b. Contribute to advancing the objectives of the UNHCR [Strategic Framework for Climate Action \(https://www.unhcr.org/604a26d84.pdf\)](https://www.unhcr.org/604a26d84.pdf) throughout the implementation of the Agreement's activities
- c. Contribute to achieving the expected outcomes of the Operational Strategy for Climate Resilience and Environmental Sustainability 2022-2025 (<https://www.unhcr.org/protection/environment/61b771964/operational-strategy-climate-resilience-environmental-sustainability-2022.html>).
- d. Undertake joint planning with refugee and local communities, government and other stakeholders, and mainstream environmental concerns and management issues in all operations - from emergency response to protracted situations and the pursuit of durable solutions.
- e. Comply with the Global Strategy for Sustainable Energy (2019-2025) (<https://www.unhcr.org/5db16a4a4>), taking into consideration national energy policies of the respective host countries, if any, to ensure that "refugees and other displaced people are able to safely and sustainably satisfy their energy needs, without fear or risk to their health, well-being and personal security".
- f. Establish and maintain a monitoring mechanism, to ensure that energy and/or environmental project performance and impact are properly measured and monitored.
- g. Ensure that the project's beneficiaries (refugees and host communities) are involved throughout the project cycle and properly trained to promote ownership and a maintenance mechanism is set in place to ensure sustainability after the project closure.

Fuel Management

Select if fuel management is applicable to the Agreement

At the start of the Partnership Agreement period UNHCR will provide a list of all vehicles, generators and other motorized equipment which will be fuelled by the Partner. The list will be updated by UNHCR throughout the year, as required.

Fuel Management Technology:

Partners in charge of fuel management on behalf of UNHCR must ensure that fuel is well monitored and controlled in order to minimize the risk of mismanagement, leakage, loss and theft. It is therefore imperative to use modern technology for fuel dispensing and reporting as discussed and agreed with UNHCR.

Fuel Storage:

In certain remote locations where the regular supply of fuel cannot be guaranteed throughout the year, some UNHCR offices have established fuel storage tanks. Any quantity of received and dispensed fuel must be recorded in the log sheet. Monthly reports on issued fuel must be verified by the responsible manager. While this is an exceptional measure, every effort must be made to limit such initiatives to a minimum. The storage of larger quantities of fuel in jerry cans, barrels and other containers is not authorised.

Reporting/Data Analysis:

Partners in charge of fuel management must regularly report to UNHCR - in the format agreed - on quantities received and dispensed. The Partner shall indicate to UNHCR in a timely manner any major deviation from the standard fuel consumption of one or more vehicles, generators, and other motorized equipment; and must report immediately to UNHCR any substantiated suspicion of fuel mismanagement or fuel theft.

Any fuel quantities, not consumed by end of the year, must be reported in the Partner's last report of the year with location, quantity/litres and estimated value/USD.

Environmental protection:

Effective fuel management includes the regular maintenance and calibration of all fuel dispensing and storage equipment, in order to ensure that there are no leakages and to avoid pollution of the environment. Maintenance and cleaning of fuel tanks and fuel stations, as well as the disposal of waste fuels must be conducted in line with international standards on safety and environmental standards.

Maintenance/Repair of UNHCR Vehicles

Select if vehicle workshop management is applicable to the Agreement

At the start of the Partnership Agreement period, UNHCR will provide a list of all vehicles and other motorized equipment assigned to the vehicle workshop(s) operated by the Partner. The list will be updated as required by UNHCR throughout the year.

The Partner in charge of vehicle maintenance and repair on behalf of UNHCR must ensure that UNHCR vehicles are always in road-worthy condition and that the downtime of vehicles is kept to a minimum during servicing and repair.

Equipment and staff

The Partner workshop shall be equipped with the professional tools and equipment, required and aligned with the number of vehicles to be serviced/ repaired. It is imperative that Partner staff working in a UNHCR-funded vehicle workshop have successfully completed the required training/ apprenticeship and are certified professionals in their field i.e. car mechanic, welder, technician etc.

Major Maintenance/Repair activities

Partners operating a workshop on behalf of UNHCR shall focus on 3 major activities:

- Scheduled Maintenance - Service A (standardized inspection, after 5,000 km);
- Scheduled Maintenance - Service B (extended Service A, after 10,000 km); and
- Minor repairs as authorised by UNHCR.

Major repairs of vehicles, such as replacement of the engine or modifications to the vehicle (e.g. a change in the number of seats) require prior written authorization from UNHCR (Maintenance & Repair Unit). All maintenance and repair activities must be in line with the manufacturer's instructions and always recorded on FleetWave.

The Partner shall further ensure that each vehicle has a functioning odometer and shall repair or replace these as required.

Light Vehicles which are 5 or more years old and trucks which are 10 or more years old shall only be maintained/ repaired by the Partner after written confirmation by the respective UNHCR office.

Maintenance/Repair activities for Armoured Vehicles

Partners may only conduct service activities on armoured vehicles which do not impact the armouring components (i.e. welding, fitting). Only workshops certified by the manufacturer are authorised to carry out any repairs on the armoured components. All AVs shall be inspected by an authorised AV partner with a minimum interval of 2 years in between inspections.

Spare parts, Tires, Engine Oil, Lubricants

For maintenance and repair activities, the Partner shall use original spare parts, as per the manufacturer's instructions. In order to avoid large stocks of spare parts becoming obsolete, the quantities of spare parts held - based on the number of vehicles serviced/ repaired by the workshop - should not exceed the quantity expected to be utilized within one year. The same applies also for the procurement and storage of tires, engine oil and lubricants.

Mobile workshops

In some remote locations and for offices with a small number of vehicles, UNHCR may decide to engage a mobile vehicle workshop to service those locations regularly. It is imperative that the Partner develops both ToRs for the activities to be carried out as well as a work schedule based on the number of locations and vehicles to be serviced.

Reporting/Data Analysis:

Partners in charge of maintenance/ repair of vehicles must regularly report to UNHCR on the number of vehicles serviced/ repaired, their down-time as well as the costs incurred per vehicle. The Partner shall indicate to UNHCR any major deviation with regard to standard costs for one or more vehicles in a timely manner and must report immediately to UNHCR any substantiated suspicion of mismanagement or theft of spare parts and other materials or of workshop equipment.

Environmental protection

UNHCR is committed to the protection of the environment. Waste oils, lubricants, fluids, other chemicals, used spare parts such as oil/fuel filters, air conditioner parts, etc. shall be properly contained and

subsequently disposed of, in full compliance with the local regulations and by adhering to best practices of environmental responsibility.

Vehicles on loan to the Partner

Select if vehicles are made available to, and transport services are provided by, the Partner under the Agreement

Right of Use

In order to implement activities as stipulated in the Agreement, UNHCR may provide the Partner with UNHCR vehicles on loan, which remain the property of UNHCR. The Parties will enter into a separate Right of Use agreement identifying the specific UNHCR vehicles to be provided to the Partner and setting forth the terms and conditions for the Partner's use.