NGO Joint Messages: 2018 UNHCR High Commissioner's Dialogue

*This paper provides a range of NGO perspectives[1] on the theme of this year's Dialogue, "**Protecting and assisting refugees and other forcibly displaced persons in urban settings: engaging with cities**". Drawing from NGOs' experiences of working directly with affected populations in urban contexts, it provides an overview of the challenges faced by people displaced in cities. It also provides a set of targeted recommendations for city governments and local authorities, humanitarian actors and the private sector.*

Key recommendations from NGOs:

a. **Partner with city governments:** Partnership, collaboration, and trust-building with city governments is important in delivering effective programming and supporting the self-reliance of displaced people in cities. Where appropriate, working with city governments results in programs that are more feasible, relevant to, and sustainable in the urban context. Successful collaboration will lead to more sustainable outcomes, not only for the people directly benefitting from programs, but also for the broader population of the city.

b. **Ensure humanitarian intervention contributes to urban development outcomes:** Rather than deliver programs in sector-specific silos, humanitarian and development communities must reconsider humanitarian intervention as not simply emergency response, but also as a resource to solve urban challenges exacerbated by displacement. This means taking an area-based and multi-sectoral approach to programming, while also engaging in meaningful partnerships with other organizations, including non-traditional humanitarian partners and the private sector, to safeguard specific rights of refugees, IDPs, and other urban displaced.

c. **Ensure inclusive participation of relevant stakeholders**: City governments, humanitarian and development sectors need to proactively engage refugees, IDPs, and members of the host community in their response to displacement. In particular, engaging displaced women, boys and girls as well as people living with disabilities in meaningful dialogue is central to finding effective, long-lasting solutions to urban challenges.

Introduction:

Urban displacement is an increasingly protracted, complex and importantly heterogeneous experience. While urban settings are increasingly viewed as a more viable option for displaced populations over traditional camp-based or rural settings owing to the potential for livelihoods and income-generating opportunities, services, and greater levels of autonomy, evidence shows that in a large number of contexts the urban advantage is often unrealised. Proximity to services does not necessarily mean access. Despite living close to hospitals, schools and social centers, many displaced urban residents are still unable to use services due to issues of status, documentation, lack of

---

[1] This paper was developed collectively by a group of NGOs with ICVA assisting in a coordinating role.

access to information[2] as well as less evident barriers, such as social norms and behaviors related to gender, age and competition over resources. Lack of tenure security and property rights increases the risks of secondary displacement. Some displaced individuals and families often need to hide from the authorities and police for fear of being arrested and/or deported. Many individuals and families living in urban areas are extremely difficult to identify and locate resulting in an inability to access available humanitarian assistance and protection. The active participation of diverse, affected populations and the implementation of robust accountability mechanisms by local, national and international actors and stakeholders is essential to realise the rights, protection, and prosperity of all affected populations, both displaced and host.

Trends

In 2018, millions of refugees and internally displaced people were living in urban areas. This trend is broadly concentrated in lower-income and fragile countries, where displaced and host communities are significantly exposed to humanitarian crises, often protracted in nature. It is further compounded by urban poverty, which is increasingly concentrated in rapidly expanding, high-risk, and largely unplanned informal settlements[3].

Both refugee displacement, and displacement caused by conflicts and natural disasters tend to become protracted[4]. Yet national and international responses to internal and cross-border displacement are often characterized as short-term in nature and operational within 6-12 months' parameters. While some local authorities and national governments have assumed responsibility for urban displacement, and even turned this into an opportunity, responses to IDPs and refugees largely remain temporary and transient, which can marginalize displaced groups and deepen protracted (often intergenerational) deprivation and poverty[5].

Other important factors

Absent or limited policies to promote social cohesion and inter-community engagement, although not the only factor, can also lead to tension, violence and conflict between displaced and host communities, who might consider themselves in competition for limited resources[6]. This risks deepening divides, often based on national, historical, ethnic, cultural and religious differences, collectively resulting in poorer outcomes for the entire urban population. The precarious status of displaced individuals and families in urban settings, insecurity, bullying, harassment, violence and discrimination from host

---

[2] Even in contexts where refugees have documents and access to information, there are challenges to accessing services due to wilful non-compliance of the law by state officials and police officers resulting in cases of extortion, bribery, harassment, arrests, illegal incarceration and confiscation.

[3] Urban Crises Charter: https://unhabitat.org/wp-content/uploads/2016/05/Global-Alliance-for-Urban-Crises-Charter-for-WHS-Final.pdf

[4] 'Basics' won't do: A response to Marc DuBois' 'new humanitarian basics', 13 November 2018: http://blogs.icrc.org/law-and-policy/2018/11/13/basics-won-t-do-a-response-to-marc-dubois-new-humanitarian-basics/

[5] For more information on the role of cities in building inclusive societies for displaced populations, see this report from the International Rescue Committee: https://www.rescue.org/sites/default/files/document/3273/ircurbanrefugereportlaandkampalahighspreads.pdf

[6] Numerous studies indicate that poor or absent integration or social cohesion policies can lead to tension and/or violence. See, for example, a report by the World Bank on Social Cohesion and Displacement: https://reliefweb.int/sites/reliefweb.int/files/resources/128640-WP-P163402-PUBLIC-SocialCohesionandForcedDisplacement.pdf

communities, lack of employment opportunities, and other related challenges cause extreme stress and violence in families including SGBV, and result in children withdrawing from schools and forced into child labour and early marriages. Climate change and environmental degradation coupled with poor disaster risk reduction and mitigation measures, threaten to act as a multiplier of urban displacement and disproportionately impact low-income and fragile contexts and marginalized populations. The absence of sustainable urban planning, including climate-smart policies, building disaster resilient infrastructure and the effective management of natural resources threaten to cause the collapse of entire urban systems and lead to mass and often secondary displacement.

A wide range of acute and differentiated vulnerabilities

Experiences of urban displacement are extremely heterogeneous in nature and are determined by each urban context. This depends on the capacity of urban settings to receive populations and the existence and effectiveness of relevant policies and resilience of urban governance structures. It is also influenced by the agency of displaced individuals and communities, which in turn is determined by an array of factors including status, nationality, ethnicity, age, gender, disability, cultural, and religious associations. Some of the most vulnerable categories in urban settings that require special focus include:

Refugee populations in urban settings: More than half of the world's refugees live in an urban context. In addition to the limited or lack of social, economic, and political capital owned by refugee populations, particularly newly displaced groups, many lack necessary civil documentation and essential information. Refugees, many of whom have suffered significant trauma and psycho-social challenges in their country of origin or in transit often live in urban slums, poor and inadequate housing, and lack access to health and sanitation services, education, livelihood opportunities, and legal services. Furthermore, tensions with host communities over resources and access to basic services may sometimes also lead to victimisation of refugees. Often a lack of rights and recognized protection under international law renders refugees vulnerable to various forms of exploitation with significant consequences for their physical, social, and emotional wellbeing.

"I can't qualify for cash assistance, as I have no ID. That's why I can't send my kids to school or take them to the hospital when they are sick"
A Syrian refugee in Gaziantep, Turkey.

Internally displaced persons in urban settings: Internal displacement is increasingly an urban phenomenon. In low-income and fragile urban contexts, IDP populations typically enter parts of urban systems defined by insecurity, vulnerability and informality. Urban IDPs face challenges in accessing services and employment[7] and often find themselves at risk of exploitation and extortion. These factors impede their efforts to achieve durable solutions and increase their risk of becoming trapped in protracted, repeated or cyclical displacement. Moreover, refugees and IDPs in certain contexts will

---

[7] Some services and employment opportunities, however, are more accessible in urban areas as compared to rural settings – this also one of the reasons why displaced persons tend to move towards urban areas.

actively choose to remain invisible from state and non-state actors and forgo any assistance and services for fear of forcible relocation.

As such, the full scale of internal urban displacement and its association with conflict, violence, and disasters, remains largely unknown due to an absence of quality data and evidence[8].

Children in urban displacement are often acutely vulnerable, with the scope and nature of protection challenges determined by gender, age, ability, and proximity to family and care givers[9]. In urban contexts, where national and local policies and systems for refugee and IDP children are often absent or fail to reach them, children are at significant risk of separation from parents and care givers, sexual and gender-based violence, trafficking, child labour, forced early marriage, poor health including psychosocial health, malnutrition, and deep-rooted and protracted poverty and deprivation associated with limited or restricted access to formal education, and lack of documentation.

> *"I am Abdullah, and I am seven years old. I was born in Pakistan and I have recently returned to Afghanistan with my family a few months ago. Now, I'm staying in a relative's house in Jalalabad. After we came back to Afghanistan, my father has been having difficulties in finding a job without an ID. So, I also spend my day in the city to collect plastics from the street. This is how we make money to live. I used to go to school and liked studying when I was in Pakistan. Here, I haven't got opportunities to study in school yet and I've seen many children working in the streets like me."*

Adolescents and youth in urban displacement form a majority of UNHCR's 'Persons of Concern'. With limited access to post-primary education and livelihoods opportunities, and without the right to work especially for refugees, and with no certainty of a durable solution, young people are often unable to plan a future life for themselves and have described their lives as being in a state of limbo. Additionally, the lack of gender and age sensitive services as well as cultural and social norms poses serious challenges for adolescent girls and young women in urban displacement to access primary and secondary education and to sexual and reproductive services. The lack of livelihood opportunities for young women puts them at significant risk of adopting negative coping strategies, such as survival sex or early marriage[10], while male youth are at times regarded as a potential security threat (not least because displaced male youth often become the target for forced recruitment by armed groups). Instead of supporting them to transit successfully into responsible adulthood, they are left marginalised, prone to negative copying behaviour. They are denied the opportunity to contribute, despite the potential youth engagement can bring. Men and boys also face specific protection risks in urban settings.

---

[8] For more on internal displacement in urban contexts including challenges in the availability of quality data, see this report from the Internal Displacement Monitoring Centre: http://www.internal-displacement.org/publications/unsettlement-urban-displacement-in-the-21st-century. See also, the collective call "uprooted 2018, Massive data gaps leave refugee, migrant and displaced children in danger and without access to basic services": https://www.unhcr.org/news/press/2018/2/5a8583f94/massive-data-gaps-leave-refugee-migrant-displaced-children-danger-access.html

[9] World Vision International, Making Sense of the City: https://www.wvi.org/urban-programmes/publication/making-sense-city

[10] Women's Refugee Commission, Peril or Protection: https://www.womensrefugeecommission.org/images/stories/GBV_livelihoods_FINAL.pdf

Girls and women in urban displacement, particularly in protracted situations, face a disproportionate number of protection threats and challenges. These include, among others, sexual and gender-based violence, trafficking, exploitation and harassment (often linked to economic vulnerability and dangerous employment), poor housing facilities, economic and food insecurity, aggravated constraints in accessing healthcare, education and formal income-generating activities, significant psycho-social health challenges, the adoption of negative coping strategies including survival sex, self-enforced isolation to avoid harassment and bullying largely because of unfamiliarity with the customs and cultures of their new home, and cycles of multi-dimensional poverty.

People living with disabilities in urban contexts are among the most hidden and neglected of all displaced people[11], and are very often excluded from mainstream assistance programs because of physical, social and institutional barriers[12]. They are often forgotten when specialized and targeted services are established and face significant challenges in acquiring civil documentation, including birth and marriage registration resulting in additional barriers in accessing support from national systems and services. The lack of access to proper medical and psychological care prolongs or worsens disabling conditions among children, older people and other members in the community. Many of the challenges faced by people living with disabilities also concern displaced elderly populations. Older people are particularly impacted when they are displaced from rural to urban settings. Their experience and social positioning are often not valued in urban contexts, and many elderly people end up being regarded as a burden, thus also losing their sense of self-worth. Older people are also rarely considered a target group for livelihood programmes, which makes it hard for them to find alternative means of survival in urban settings[13].

> *"My child is disabled and needs a wheelchair and medications, but I can't afford that with my current income."*
>
> *A Syrian refugee in Gaziantep, Turkey*

LGBTQI: People who identify as lesbian, gay, bisexual, transgender, queer or intersex (LGBTQI) are often at heightened risk of discrimination, stigma, and sexual and physical violence irrespective of context. In urban settings, they may face barriers to accessing healthcare, housing, education, employment, information and humanitarian facilities. For example, they often face discrimination in assistance programmes that are based on "conventional" family units, such as for emergency accommodation or food distribution. Such barriers affect their health and survival and may have long-term consequences on integration.

Lack of status, denial of rights and services, and further marginalization[14]:

---

[11] UNHCR, Working with Persons with Disabilities in Forced Displacement, 2011: http://www.unhcr.org/4ec3c81c9.pdf

[12] 80% of the global population with a disability live in low-income countries. See WHO factsheet: https://www.who.int/en/news-room/fact-sheets/detail/disability-and-health

[13] For further reading on the particular challenges faced by the elderly in urban displacement, see report by the Help Age International and the Humanitarian Policy Group: https://www.odi.org/publications/11155-older-people-displacement-falling-through-cracks-emergency-responses

[14] Limited right of movement especially in encampment situations and lack of documentation and or lengthy period through which RSD determinations are concluded may lead to more marginalization.

The uncertain legal status of refugees, associated lack of rights and the invisibility of IDPs, often distinguishes them from other vulnerable groups by limiting their access to formal work or basic services including land and housing, and an overrepresentation and reliance on informal, unregulated, and often dangerous livelihood opportunities, including child labour. Compounding forms of political, social, and economic marginalization is the lack of or limited information provision. Even when services are available, it is often the case that specific urban groups (like urban refugees or newly arrived migrants) do not know about them or do not know whom to ask, especially in big cities and large urban agglomerations. Additionally, when status is not recognised and protected, refugees and IDPs actively choose to remain invisible from state and non-state actors and forgo any assistance and services for fear of being forcibly relocated.

Other vulnerable groups, though not qualified as refugees might still need protection, for example, unaccompanied and separated children or people who escape natural disasters and threats. People often move from one statutory category to the other, requiring responses that go beyond status categorisation, but provide protection and solutions based on individualised assessment of needs.

While not all internally or internationally displaced populations are financially poor, their dislocation from physical, social, economic, financial and political capital makes them particularly vulnerable. Their wealth and assets deplete the longer they remain displaced without effective legal and employment rights. As such, urban displaced populations regularly occupy a unique and precarious space between national systems, services, rights and entitlements, and international assistance programmes, placing many at significant risk of limited or no assistance or pathways for self-reliance.

Affected population's participation is essential

The distinct vulnerability, capacity and agency of diverse groups of displaced populations in urban settings denote the need for a systematic, meaningful and effective participation of displaced persons and host communities promoted by local, national and international authorities and stakeholders. Participation of displaced persons in decision-making processes is likely to lead to more effective, appropriate and sustainable policies. This is also recognised in the Global Compact on Refugees, which states that "responses are most effective when they actively and meaningfully engage those they are intended to protect and assist" (para 34).

Participation is a right, enshrined in human rights law and a key component of humanitarian and development action in which its spectrum is determined by both context and the approach of the aforementioned actors. At the very least local and national authorities and service providers should ensure that information provision, consultation, participation, and mechanisms for feedback and complaint are in place and utilized to their full capacity, are child-friendly, gender-responsive, and reflective of diverse capacities. To the extent possible, participation of displaced persons should also occur at all stages of policy design. In all periods of displacement including conflict, post-conflict and protracted crises, particular effort is required to promote meaningful and effective participation in all decisions concerning affected populations. Particular

attention should be paid to ensuring participation of children, especially adolescent girls[15] who can suffer a double exclusion due to their age and gender. This participation serves not only to advance the protection and recovery of diverse displaced populations, but also the advancement and prosperity of urban settings in which they dwell through harnessing the full socio-economic capital and promotion of recovery and self-reliance.

Data and evidence

The unavailability of comprehensive, timely and reliable data on urban displaced populations in middle, low-income, and fragile contexts remains one of the greatest barriers to effective and inclusive urban response planning[16]. To address urban poverty, displacement and marginalization, it is essential to do so at scale through city-wide and area-based approaches. Current data collection methods are insufficient; they better apply to camp or camp-like settings, typically only calculate monetary poverty, and fail to capture the complexity of informal settlements dispersed and invisible groups, and the many levels and complexities of urban poverty[17]. National and international initiatives such as the Sustainable Development Goals (SDGs) and the New Urban Agenda outline the need to generate comprehensive data. The Global Compact on Refugees must ensure the development of urban-specific indicators for implementation and review. As such, national statistics offices, mandated civil society organizations including humanitarian NGOs and think tanks have a significant role to play in the identification of at-risk groups and collection of essential demographic data. At the same time, there is also a need to calculate the additional investments required in urban systems so that no one is left behind.

Further, forecasting and modelling using innovative methods to assess the risks of urban displacement is also critical if effective policies and plans – including for disaster risk reduction, early warning and prevention – are to be developed to address and reduce the drivers of displacement risk.

The role of local and national governments

SDG 11 "Making cities and human settlements inclusive, safe, resilient and sustainable" is premised on the provision of quality and sustainable housing, public services, and inclusive planning for all populations. The role of national and local governments and institutions in the identification, protection and recovery of displaced populations cannot be underestimated. In many contexts, localized authorities and municipalities are the first line of response for displaced groups, but may lack adequate monetary and decision-making authority, as well as required competencies, to implement inclusive city planning.

National and local governments have an essential coordination role to play with international humanitarian and development agencies. This partnership and collaboration needs greater formalization however, to ensure all actors deliver the best

---

[15] According to a recent report by Plan International, girls are falling between the cracks of humanitarian and development action, especially when it concerns consultation and participation in decision-making: https://plan-international.org/publications/adolescent-girls-crisis

[16] A lot is happening and has been achieved on data and analysis on urban displacement, including by NGOs particularly on area-based approaches to data management and analysis.

[17] See ODI 2014 Report: Monitoring progress on urban poverty Are current data and indicators fit for purpose? https://www.odi.org/sites/odi.org.uk/files/odi-assets/publications-opinion-files/9206.pdf

possible outcomes for all affected populations through area-based programming that builds on existing governance structures and service delivery mechanisms to promote the welfare of all residents. The ability to harness the full social and economic capacity of urban displaced populations at scale, noting the large youth demographic, lies with local and national authorities. Urban policies that promote the rights, recovery and self-reliance of all residents regardless of status can contribute toward greater collective outcomes for the entire population, and where possible the return and repatriation of displaced groups when conditions are safe to do so[18].

In the face of urban displacement, municipalities and urban services, without adequate support, may find themselves overly stretched. This may negatively impact host communities' access to services resulting in flaring of tensions.

The role of NGOs

In many urban contexts and situations of displacement, NGOs and local and national civil society actors have long-standing relationships with affected populations both internally and across borders, and leverage community trust, participation, and accountability for the best possible outcomes for all persons of concern. NGOs play a crucial role in the identification of marginalized and at-risk groups and community-led recovery and empowerment for displaced and host communities alike. NGOs, especially national NGOs, also may play a crucial role in catalysing policy improvements by advocating with governments to prioritize rights and economic, social and civic participation for displaced populations. NGOs continue to represent a constant in the protection of human rights and leaving no one behind, in increasingly complex and challenging environments where displaced communities find themselves, often for decades. Despite this important role, NGOs are increasingly facing administrative hurdles in responding to the needs of affected populations in many contexts, including in urban settings.

Despite the challenges of coordination, availability of comprehensive data, a diversity of mandates, and difficulties associated with accessing displaced populations in urban contexts, NGOs are increasingly working across diverse partnership networks. Where possible, NGOs develop new and maintain strong existing relationships with national authorities and governance structures across national and localized levels as well as non-traditional actors including faith actors, greatly contributing toward the localization of capacity, urban recovery and prosperity, and disaster preparedness. NGOs also play a vital role in facilitating and building the participation of refugees, IDPs and others in decision-making processes. Specifically, the diverse expertise and experience of international NGOs along with the role of local NGOs as capacity interlocutors for national and local government authorities is, and will continue to, contribute toward addressing contemporary urban displacement challenges by supporting national systems and public services such as health, water, education and social protection, resilience building, the strengthening of local markets and formalization of informal economies, food security, environmental degradation and climate change mitigation initiatives.

---

[18] See Alexander Betts, Refugee Economies Urban Case Study from Uganda: https://www.rsc.ox.ac.uk/refugeeeconomies. See also: https://www.theguardian.com/world/2017/mar/22/why-denying-refugees-the-right-to-work-is-a-catastrophic-error

The implementation and review of the Global Compact on Refugees in urban settings will be fully supported by local, national and international NGOs and civil society organizations. They are strongly placed to realise the principles of the compact and elevate the active participation of all affected groups, the development and strengthening of multi-stakeholder partnerships, and the promotion of international standards, best-practice and accountability. Therefore, NGOs call for the full participation of civil society and displaced persons in all the key fora related to the Global Compact.

Importantly, national and international NGOs are key advancers of the humanitarian, development, human rights and peace-building nexus in urban contexts. Many NGOs have the capacity to transition from emergency-life saving to recovery, self-reliance and civic participation programming through area-based approaches, partnership with local and national governments and policy-makers, and contribute to the strengthening of national systems, institutions and markets, city-wide knowledge of social, economic, and political conditions; and deep-rooted relationships with host and displaced groups.

Recommendations

All stakeholders should:

1. Prioritise local municipal leadership in determining response to urban crisis that is aligned with development trajectories and promotes the active participation and collective action of affected people.
2. Promote and sustain active participation and leadership of women from all affected urban populations to both mitigate the distinct vulnerabilities of women, youth, children (particularly girls) and harness the capacity and leadership of women in peace building and recovery for displaced populations in urban settings.
3. In response to the disproportionate child and youth demographic within displaced populations, prioritise systematic and sustained support for child protection interventions including formal and inclusive education, ensuring that they are gender responsive, non-discriminatory, non-exclusionary and engage with children and youth as active participants within their own recovery.
4. Prioritise integrated services, host and displaced population engagement and peace building initiatives. This should include efforts to identify hidden and purposely invisible populations in urban settings to ensure no one is left behind.
5. Increase engagement with, and support for non-traditional response actors working with all affected populations, including faith actors and community-based groups.
6. Allocate significant investment and resources toward collecting comprehensive, reliable, timely, gender and age disaggregated data, where possible in collaboration with national authorities and national statistical offices on all affected populations that is representative of the full demographic and their access to services and systems in urban settings.
7. Use forecasting and modelling to assess the risk of urban displacement in order to support effective policy-making and planning for disaster risk reduction, early warning and prevention, to address and reduce the drivers of displacement risk.
8. Provide multi-year and flexible financing, particularly in protracted situations, including for public services.

City governments and local authorities should:

9. Increase participation: Sustained and systematic efforts by all local, national and international authorities and stakeholders to promote the highest level of participation of and accountability to all urban populations regardless of status, with a specific focus on women, youth, boys and

girls and marginalized groups; including inclusive city planning, self-reliance initiatives and livelihoods, and the design, implementation and review of urban policies and service provisions.

10. Promote bottom-up approaches mobilizing all local resources and capacities through broad partnerships, including with and among the private sector, local professionals, civil society, faith actors, traditional and non-traditional humanitarian donors, community-based organizations, trade unions and displaced persons themselves.

11. Work in collaboration with national and international NGOs to identify and access displaced urban populations and advance the capacity of community and affected population-led organizations working with refugee, IDPs, and host communities.

International humanitarian actors should:

12. Work, where possible, in collaboration with local and national governments and support existing institutions, services and accountability structures, with clearly defined trajectories for transition from emergency response to longer-term development approaches, when the conditions allow, to avoid duplication and parallel processes, while advancing conditions for the entire urban population.

13. Prioritise the prepositioning and rapid mobilization of flexible and multi-year financing, while advancing conditions for the entire urban population to mitigate the impacts of rapid and protracted urban displacement with the support of the international community and in keeping with the principle of international responsibility-sharing outlined in the Global Compact on Refugees.

14. Identify and assess the diverse and distinct conditions for refugee populations in urban environments, within the framework for measurement for the Global Compact on Refugees.

15. Increase support to new and existing disaster risk reduction measures and climate smart urban policies, which are designed to mitigate environmental damage and the impacts of climate change and other hazards on urban populations, specifically at-risk groups.

16. Respond to disabilities: National authorities and international actors must make specific considerations and put in place adequate resources to meet the needs of and empower older people and people living with disabilities in urban displacement, in keeping with the Convention on the Rights of Persons with Disabilities.

17. Support cities, municipalities, civil-society organizations, NGOs, and affected populations themselves in processes that enable national, regional and international counterparts' engagement in order to promote exchange, best practices and key learning from responding to urban displacement.

The private sector should:

18. Together with local and national governments, at the very least consider the full range of impacts their investments may have and work with local communities (including displaced populations), civil society and other relevant actors to minimize any negative impacts.

19. Invest in cities and displaced populations to achieve mutually beneficial outcomes, for example by hiring from vulnerable populations; designing and developing business products and services targeted at displaced populations and supporting effective programs to scale; providing technical support and training to city officials and the displaced; and bringing resources and funding directly to city projects that support the displaced and the marginalised and work toward city development goals.

20. Take risks and speak out in support of displaced populations where appropriate, for example, by using business platforms to advocate for greater political support of displaced populations.