



# ANNUAL REPORT 2012

**DRC** DANISH  
REFUGEE  
COUNCIL

LEBANON



# TABLE OF **CONTENTS**

**03** Introduction

**04** Key figures

**05** Main Projects

# 06

## **EMERGENCY RESPONSE TO THE SYRIAN REFUGEE CRISIS**

07

Support for Newcomers

09

Distribution of Food and Non-Food Items

11

Shelter

13

Protection

17

Livelihood

# 19

## **DEVELOPMENT PROGRAMME**

19

Palestinian Youth in Lebanon

21

Women at Risk in Lebanon

# INTRODUCTION

## The Danish Refugee Council

The Danish Refugee Council (DRC) is a humanitarian, non-governmental, non-profit organisation founded in 1956 that works in more than 30 countries throughout the world.

DRC fulfills its mandate by providing direct assistance to conflict-affected populations – refugees, internally displaced people (IDPs) and host communities in the conflict areas of the world; and by advocating on behalf of conflict-affected populations internationally, and in Denmark, on the basis of humanitarian principles and the Human Rights Declaration. We understand «durable solutions» as any means by which the situation of refugees can be permanently and satisfactorily resolved, enabling them to live normal lives. Durable solutions can be voluntary repatriation, local integration or resettlement.

## DRC in Lebanon

The Danish Refugee Council began operating in Lebanon in 2004. Since then, the organization has partnered with local and international NGOs to implement different programs that followed the country's needs. Today, DRC's main focus is on assisting those affected by the Syrian crisis, including refugees and members of the hosting communities. DRC also provides assistance to Palestinian refugees, migrant domestic workers and women at risk. DRC currently addresses the needs of four displaced population groups, as well as the affected Lebanese communities:

- Syrian refugees fleeing the ongoing conflict in Syria.
- Palestinians fleeing the ongoing conflict in Syria.
- Palestinians who have fled from Palestine in 1948.
- Migrant Domestic Workers and Women at risk.



# KEY FIGURES

**7** Ongoing  
Projects

**13** DONORS &  
PARTNERS

**STAFF**

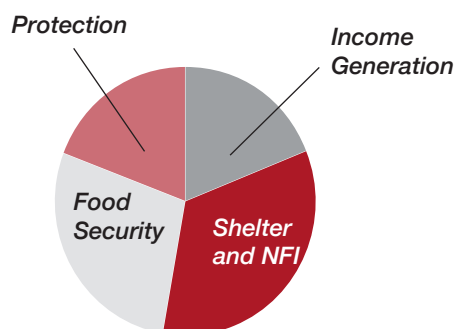
<b>143</b> LOCALS	<b>8</b> EXPATRIATES
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**\$ 25,627,572**  
Total Budget for 2012

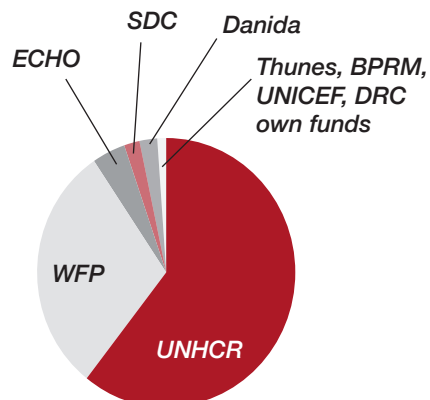
Beneficiaries  
in 2012  
**194,096**

# MAIN PROJECTS

Sectors of Intervention



Funding By Donor



Projects	Budget (USD)	Area (s)	Targeted Population	Donor
Emergency response for displaced Syrians	\$ 14,729,133	North Lebanon and the Bekaa	Syrian refugees and asylum seekers	The United Nations High Commissioner for Refugees (UNHCR)
Emergency food distribution to displaced Syrian and vulnerable Lebanese host families	\$ 8,385,047	Akkar, Tripoli	Syrian refugees	The World Food Programme (WFP)
Emergency assistance to conflict and displacement-affected populations in Syria and neighbouring countries	\$ 1,240,053	North Lebanon and Bekaa (Akkar, Tripoli) Daraa, Damascus and Rif. Damascus	Newcomers	The Humanitarian Aid and Civil Protection of the European Commission (ECHO)
Protection of women at risk in Lebanon	\$ 489,065	Beirut and Saida	Women at risk and migrant domestic workers	The Swiss Agency for Development and Cooperation (SDC)
Regional emergency assistance to populations affected by the Syrian crisis in Lebanon	\$ 212,158	South and Nabatyeh regions	Syrian refugees and host communities	The Danish International Development agency (Danida)
Emergency distribution to displaced Syrians and vulnerable families	\$ 211,392	North Lebanon and Bekaa	Syrian refugees	The Danish Refugee Council (DRC)
Life skills development for young Palestinians in Lebanon	\$ 99,452	Ein El Helweh refugee camp, Saida	Palestinian youths in Ein El Helweh camp	Erik Thune's
Enhanced protection mechanisms for displaced Syrians in North Lebanon	\$ 88,470	Akkar and Tripoli	Refugees and non-refugees	The Bureau of Population, Refugees and Migration (BPRM)
Emergency response to Syrian displacement in the North of Lebanon	\$ 41,675	North Lebanon	Syrian refugees	Swiss Agency for Development and Cooperations (SDC)

# EMERGENCY RESPONSE TO THE-SYRIAN REFUGEE CRISIS



DRC, with UNHCR funding, has provided assistance to up to **107,770** individuals (21,554 Households) per month in 2012

**DRC**  
PROVIDES

FOOD

NON-FOOD  
ITEMS

PROTECTION

SHELTER

LIVELIHOODS

## Introduction

The number of displaced Syrians fleeing into Lebanon has increased exponentially since January 2012. By the end of 2012, 175,042 Syrian refugees were receiving protection and assistance from the Lebanese Government, UN and NGO partners. The largest number of registered refugees, 77,037, was recorded in North Lebanon, while 65,287 refugees were registered in Bekaa, and 32,718 in Beirut and the South combined. The humanitarian situation in the region, and especially in Lebanon, worsened throughout the year and DRC stepped up its efforts to assist and protect all refugees and host communities in need.

In 2012, DRC Lebanon assessed the needs of displaced families, and provided nearly 70% of the refugees in North Lebanon and Bekaa governorates with food and non-food items (NFIs), shelter, protection and trainings in livelihood activities. A large number of refugees sought residence in the South governorate, and in response, DRC began operating in South Lebanon in November 2012.



## Newcomers

Unregistered and newly-arriving Syrian refugees often fall through the gaps of humanitarian aid and constitute a particularly vulnerable group. According to UNHCR, the average waiting period for Syrian refugees to register is under two and a half months. Only about 20% of new refugees find immediate accommodation in tents or public structures, and they are therefore in dire need of assistance.

DRC has chosen to focus on the needs of those who are not benefiting from the international community’s standard interventions. DRC was one of the first organizations to implement a “Newcomer Programme” targeting unregistered, unassisted, newly-arrived families, Palestinians from Syria, and Lebanese returnees and minorities.

In collaboration with the European Commission Humanitarian Office (ECHO), DRC was initially conceived to assist approximately 450 newly arrived families per month in North Lebanon and the Bekaa region. However, data showed that at least 5,000 households flee Syria to Lebanon on a monthly basis, with additional influxes occurring when the unrest spreads to new areas in Syria. As the number of new arrivals is increasing day by day, DRC is stepping up its efforts to address the critical situation.

Newly displaced, unregistered and conflict-affected households (HH) are assessed by DRC through livelihood and protection profiling based on HH demography, material conditions and assistance received by other local actors (hosting community, authorities and charities). Priority is given to women-headed households with children under 18 years old, households with an injured or disabled breadwinner, families who have accumulated more than 2,000 USD debt, and families facing a threat of eviction.

Moreover, meaningful beneficiary involvement is a source of legitimacy for DRC. That is why extensive consultations with displaced and host communities took place through focus group discussions, participatory assessments, door-to-door interviews and feedback received through the complaint mechanism hot-line service.



DRC conducts rapid protection assessments before providing refugees with aid.



DRC identifies and assists newly arrived Syrian refugees on a regular basis.

“ My family and I arrived in Lebanon without anything. The local municipality alerted DRC who assessed our situation and provided us with a newcomers kit consisting of hygiene items, mattresses, a kitchen kit, a stove and blankets. ”  
 \_ Nasra.

PROJECT	<b>ECHO</b>
Newly arrived individuals assisted with Non-Food Items (NFIs)	12,560
Unregistered individuals (Palestinians from Syria) assisted with needs- and vulnerability-based NFIs	995
Newly arrived individuals, minorities, Palestinian Refugees from Syria, host individuals assisted with winterization kits	15,180
Individuals assisted with cash for rent in Tripoli	1000
Total number of beneficiaries	29,735

In partnership with ECHO, DRC assisted 29,735 individuals (5,947 households) in 2012.

In partnership with Sheild, DRC assisted 6,770 individuals in 2012.

PROJECT	<b>DANIDA</b>
Number of individuals profiled	6,845
Number of individuals provided with transportation fees to travel and register with UNHCR	520
Number of vulnerable individuals who received needs-based assistance	3,750
Number of newly arrived HH who received needs-based assistance	2,500
Total number of beneficiaries	6,770

## Distribution of Food and Non-Food Items (NFIs)

Upon leaving their homes in Syrian, many refugees lose their sources of income and support. They arrive in Lebanon in an extremely vulnerable situation and are therefore in dire need of basic amenities.

In 2012, DRC collaborated with its partners and donors to ensure the distribution of Food and Non-Food items (NFIs) to Syrian refugees registered by UNHCR.

The distributions were carried out over monthly cycles in Northern Lebanon, the Bekaa Valley and South Lebanon. The distribution process and security arrangements are continually monitored and adjusted to maintain the highest level of efficiency and safety for staff and beneficiaries.

DRC established protection desks at distribution sites in order to identify persons with specific needs (PWSN) and to provide appropriate referrals.

DRC also started a new system of contacting displaced Syrians. Beginning in the September distribution cycle, beneficiaries were informed about the date, time and place of distribution via text messages - SMS.

Assistance	Quantities Jan-Dec 2012
Personal Hygiene kits	82,098 households
Baby kits	36,080 households
Fuel vouchers	128,944 individuals
Mattresses	8,720 individuals
Blankets	78,522 individuals
Food vouchers	240,558 individuals
Food Parcels	50,061 households
Clothes	28,983 individuals



## Winterisation

The harsh conditions of winter in parts of Lebanon pose significant challenges for displaced populations. Keeping displaced families warm has become a key priority. DRC concentrated its efforts on providing vulnerable refugees and members of the hosting communities in the Bekaa, and North and South Lebanon with winterisation packages consisting of mattresses, blankets, heating stoves, fuel and clothes vouchers. In addition, all DRC-supported community shelters were provided with heaters, and their windows were insulated.

Key Winterisation Items	Individuals Oct-Dec 2012
Fuel vouchers	83,378
Clothes and clothing vouchers	26,719
Blankets	74,137
Heating stoves	80



N.B. The figures include newcomers funded under the ECHO project.

Since January 2012, DRC has provided 107,770 individuals with food vouchers, personal hygiene kits, baby kits, fuel vouchers, mattresses, blankets, heating stoves and clothes.

## Shelter

Ensuring adequate shelter solutions for Syrian refugees remains one of DRC’s key priorities.

Many Syrian refugees continue to live in unfinished buildings and tents, or are obliged to pay high rental costs for apartments shared with three to four families. DRC’s shelter solutions consist of identifying and rehabilitating buildings for use as collective shelters, manufacturing shelter boxes for a single family unit to live in, providing assistance in the form of cash-for rent and rehabilitating the homes of hosting families.

DRC coordinates with local actors to find alternative accommodation solutions for families with no shelter options and those in need of urgent relocation. In certain cases, refugees with special needs are placed in collective shelters - mostly rehabilitated public schools or mosque halls. The majority of the prefabricated shelter boxes are usually attached to local homes, providing the displaced families with access to sanitation facilities and an added sense of security. In October, DRC began piloting a shelter box that included a sanitation facility. This would provide displaced families with additional flexibility and independence.

As part of the project, DRC employed refugees and locals to assist with the construction and installation of the box shelters, thereby enhancing the project’s positive impact on the community. Those employed by the project gained skills that can be transferred to income-generating livelihood activities. By the end of 2012, 268 Syrian refugees were employed in this project.

DRC also assisted 225 families in Tripoli and 25 families in Akkar under the cash-for-rent component. DRC continues to assess and identify locations for potential collective shelters across Lebanon.

Type of Shelter Support	Capacity (no. of beneficiaries)
Collective shelters, rehabilitated schools or abandoned buildings	<b>North:</b> 861 <b>Bekaa:</b> 365
Shelter boxes, individual housing units to accommodate a single family	<b>North:</b> 826 <b>Bekaa:</b> 140
Shelters for hosted families, rehabilitated houses for one or more families in each	<b>Bekaa:</b> 165 individuals in 20 boxes
Cash for rented accommodation	<b>North:</b> 1250 <b>Bekaa:</b> 1500



Ensuring adequate shelter solutions for Syrian refugees remains one of DRC’s key priorities as the numbers rise.

In 2012, more than 5,107 people benefited from DRC’s collective and individual shelters.

“

DRC provided us with a temporary rehabilitation shelter before offering us a fully furnished shelter box. My family is grateful but we are still depending on DRC for fuel, food and clothes vouchers ”

\_ *Fatima*

Collective Shelters	
North Lebanon and Bekaa	
Location	Individual Capacity (number of individuals)
Akkar	85
	105
	35
	15
	40
	115
	225
	40
	90
	40
Bekaa	50
	40
	55
	55
	60
	50
	45
120	

■ Completed  
■ Ongoing



Syrian refugee family in front of their new shelter box



Shelter boxes provide displaced families with an added sense of security, privacy and independence

## Protection

The international humanitarian system recognizes protection as a life-saving part of humanitarian response. The displaced population from Syria is facing numerous protection risks. In Lebanon, protection remains central to DRC's emergency response.

In line with DRC's protection mandate in Humanitarian Action, the overall objective of emergency response in this sector is to ensure that refugees and host communities are protected from violence, abuse and exploitation. DRC's emergency protection interventions also aim at strengthening the capacities of the local and regional Lebanese authorities, civil society and the existing community-based structures.

DRC continued to identify and follow up on cases of persons with disabilities and chronic disease, victims of torture, separated children, women at risk, and individuals in need of psychosocial support. As the main individual case manager in the North of Lebanon and in the Bekaa's, DRC has played a leading role in assessing and referring cases to partner agencies and existing services. This helped streamline the process and provided a wider range of available resources for beneficiaries in need. Furthermore, the protection team conducted participatory assessments and group discussions to identify issues of concern among the refugees. The team also conducted home visits for protection monitoring. DRC used in-house expertise to build, consolidate and expand DRC's internal capacity in conducting quality protection monitoring.

Specific type of need	Cumulative cases Jan-Dec 2012
Urgent medical condition	278
Women/Children/Elderly at risk	276
Mental illness and psychosocial needs	192
Physical disability	152
Chronic disease	72
Security issues/Physical protection	56
GBV survivor	48
Pregnant Women	28
TOTAL	1,102

A total of 1,102 cases were managed by DRC in 2012



“

My father and daughter both suffer from stress induced heart problems as well as complications from drinking tap water. DRC referred us to a specific hospital and provided us with other useful contacts. ”

-Amina



Child safety is a key component of DRC's protection activities



## Livelihood

DRC engages in a cross-cutting and inclusive approach to livelihood through a combination of actions targeting vulnerable members of the refugee and hosting communities. DRC identified a lack of social services and limited livelihood opportunities for Syrian refugees in Lebanon. Therefore, DRC organized several trainings to help beneficiaries develop skills that can translate into income-generating livelihood activities.

Refugees who have fled the Syrian crisis have lost their sources of income and are therefore relying on the humanitarian aid to survive. Due to the protracted nature of the conflict, the long lasting displacement has left refugees with depleted savings. This critical situation has required DRC to invest additional resources in creating sustainable livelihood solutions.

In 2012, DRC established three community centers in North Lebanon - Tripoli, Halba and Amayer. The centers provide activities such as skills training (sewing, hairdressing, aesthetic), day care, computer and English courses, nursing, counseling and psychological support, social assistance desk, recreational activities for children, and medical services. In Sidon, the beneficiaries at the Women Resources Center (WRC) participated in vocational trainings, and psychosocial and legal support. The WRC is the first center of its kind in South Lebanon offering holistic services to women.

In the Bekaa, DRC held preliminary discussions with municipalities and local partners to identify possible locations for community centres in 2013.

Livelihoods are also supported through DRC's cash for work programmes under both shelter and Quick Impact Projects activities.



Lebanese and Syrian women crafting handmade accessories in Halba Center.



Beautician training in Amayer community center

“

I come to the Women Resource Centre (WRC) to get away from the pressure of my unsupportable living conditions just for a few hours. I learned new sewing techniques and hope to make a living from it soon to support my family.

-*Sopia, Sidon.*

”

In 2012, more than 1,372 people benefited from livelihood opportunities.

Livelihood support	Beneficiaries (approx. 50% Syrian-50% Lebanese)
Vocational trainings at community centers on sewing, hairdressing, aesthetic	265
Education activities	30
Nursing	46
Computer literacy courses	39
Awareness sessions (including gender based violence, problems and conflicts between wives and husbands, problems between parents and children)	652
Recreational activities	1,372

:

## Quick Impact Projects

Quick Impact Projects (QIPs) provide essential and immediate relief for displaced Syrians and Lebanese hosting communities.

QIPs are small, rapidly implemented projects intended to help support Lebanese hosting communities and displaced Syrians through rapid community-driven interventions. These projects take advantage of development opportunities and help strengthen the absorption capacity of target areas, while meeting urgent community needs.

In 2012, DRC responded to the needs of the Syrian refugees by implementing 15 Quick Impact Projects (QIPs) in Northern Lebanon (Akkar area). DRC supported dispensaries with equipments, constructed playgrounds for children, provided electric generators and supported agriculture cooperatives, to name a few.



The source of renewed power at the dispensary, Wadi Khaled

More than 68,625  
persons benefited  
from QIPs in 2012

“

Our dispensary was operating below capacity due to having only 3 hours of electricity per day. For example, I couldn't use the ultrasound machine, leaving many pregnant women to find assistance in other dispensaries far away, sometimes outside Wadi Khaled. The installation of the generator facilitated our work and the number of beneficiaries has increased a lot with the guarantee of working medical equipment to diagnose and treat all patients. ”

- Zeina, Gynecologist, Qarha village (Wadi Khaled)

## AKKAR

North Lebanon (Akkar)	
Location	Ongoing QIPs
Abbodeieh	Equipping a mosque hall
Mashha	Support dispensary with equipment
Moqaibleh	Ground preparation for public garden
Knaiseh	Equipping a mosque hall
Kfartoon	Support bobcat with accessories
Bireh	Support mosque hall with a generator
Akroom	Equipping a mosque hall

North Lebanon (Akkar)	
Location	Completed QIPs
Kobayat	Procurement of fertilizer
Al Rama	Constructing playground
Qarha	Electric generator provided
Bebnine	Rehabilitation of the fish stand
Moonseh	Equipping the city hall
Tal Abbas	Support Tal Abbas agricultural cooperative
Andkit	Rehabilitation of public garden
Hisheh	Support dispensary with generator

## BEKAA

Bekaa	
Location	Ongoing QIPs
Majdal Anjar	Equipping a computer lab
Bar Elias	Equipping a basketball playground
Baalbeck	Equipping a theater at Al Fidaa Association
Baalbeck	Equipping a sports room as part of Al Shams Sports
Sawiri	Clinic equipment

Bekaa	
Location	Completed QIPs
Baalbeck	Mobile theatre & equipments.
Baalbeck	Public garden children space
Bar Elias	Equipping a basketball playground
Aarsal	Garbage bins
Aarsal	Movie club
Rawda	Shelter boxes
Majdal Anjar	Rehabilitation and maintenance of school
Majdal Anjar	Rehabilitation and maintenance of classrooms and desks.

# DEVELOPMENT PROGRAMME

## The Development of Life Skills in Palestinian Youth

As part of this three-year project, DRC is supporting three local NGO partners in providing life skills training and associated activities to 500 young Palestinians, aged 12 to 18, in Ein el Helweh camp, Saida. Unemployed school dropouts and other at-risk students referred by UNRWA are amongst the participants in this project. The partner NGOs will also improve the quality of their educational services through training centre upgrades and procurement of educational materials and equipment.

After the success of the first year of the Life Skills Development for Young Palestinians in Lebanon project, the Danish Refugee Council continued its implementation throughout the second year. The project is in partnership with five local non-governmental organizations active in Ein-el-Helwe Camp (EHC), the largest and most volatile Palestinian refugee camp in Lebanon. A total of 264 beneficiaries, whose ages ranged between 11 and 20, directly benefited from the program, along with parents and the partner NGOs.

In total, 250 life skills sessions were delivered to the different groups of participants on topics such as interpersonal communication, managing emotions, critical thinking, teamwork, advocacy, and others. Psychosocial activities involved a total of 1045 individual interventions, group interventions, home visits, school visits, group meetings and referrals were implemented by the partner NGO social workers. A child rights event organised jointly by DRC and World Vision was held in a peaceful and fun atmosphere beyond the imposing walls of the camp.

A regional two-day capacity building workshop on life skills activities took place with partner NGOs, followed by a three-day training workshop on motivational interviewing, targeting the life skills facilitators and social workers. In addition, four sessions on effective communication were implemented, mostly targeting beneficiaries' parents. A safe space for the life skills sessions and social work interventions was ensured through rehabilitation works and equipment of all partner NGO centers.

Through the life skills program, the beneficiaries gained knowledge and adjusted negative behavioral patterns. Most participants now feel they have a heightened sense of self-awareness and are less aggressive, more forgiving, more respectful of others of all ages, and more patient. Beneficiaries are also finding it easier to express themselves.

“

I didn't know how to express myself before and I used to be shy, but after I started attending these sessions, I became daring and I now know how to express myself.

(Beneficiary)

”



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## NUMBER OF BENEFICIARIES IN 2012

TOTAL OF  
**1045**  
INDIVIDUAL  
INTERVENTIONS

**250**  
life skills sessions  
were delivered

**264**  
beneficiaries, whose  
ages range from 11 to  
20



## Protection of Women at Risk

The purpose of this 15-months project is to empower women at risk and victims of Sex and Gender Based Violence (SGBV) through a protection-oriented response based on livelihood support. The project promotes self-reliance in 300 vulnerable women and raises awareness in duty-bearers about SGBV and human trafficking.

The main activities conducted under this project are:

### **Awareness campaigns on violence against women and building communities of survivors**

In 2012, two awareness campaigns were implemented in the Saida area and Ein Elhelweh Palestinian Camp. The campaigns targeted the general public in these areas and raised awareness on violence against women. In addition, DRC supported a nation-wide media campaign that targeted the Lebanese public and called for the abolition of the sponsorship system ('Kafala' in Arabic) that controls the working conditions of migrant domestic workers in Lebanon.

### **Assistance to 200 women at risk through a holistic package of support services delivered in a newly established centre in Saida**

In 2012, the Women Resource Centre (WRC) in Saida area was selected and renovated to enable Women at Risk and survivors of Sexual and Gender Based Violence to receive a full package of livelihood and psychosocial services. A market study entitled "Creative entry points to the job" was implemented in Saida and the findings focused on training women in transferrable skills rather than a specific type of job, thereby increasing their competitiveness.

### **Referral of vulnerable women to the centre by nine partner NGOs**

A total of 146 targeted candidates attended trainings on livelihood and psychosocial activities (vocational training on industrial sewing, home care and medical secretary; information sessions, social counselling, support group, awareness raising activities, legal services, kindergarten, support groups, direct assistance).

### **Capacity building for partner NGOs and caring for caregivers**

In order to enhance the skills of the social workers who refer beneficiaries to WRC, DRC contracted Abaad, who conducted a series of workshops on gender based violence, art therapy and neuro-linguistic programming. Through these trainings, social workers were able to identify work challenges and fears and they gained personal skills that can help them better manage cases of social intervention.

### **Coordination of efforts and capacity building in local NGOs delivering services to migrant domestic workers**

With the support of DRC, a consortium of NGOs was formed to enhance coordination and referrals amongst its member. An electronic referral system was established to organize the referral and follow-up processes.



Campaign and event on gender based violence in Saida



Migrant domestic workers parade

---

## NUMBER OF BENEFICIARIES

(JAN-DEC 2012) Broken down by activity

1159 migrant domestic workers received services through our Beirut partner NGOs

146 vulnerable women received livelihood and psychosocial services

---

“

As soon as I set foot in the Women Resource Center, I felt that many things have changed in my life. My life changed with my son, my husband, and the society in which I live. I've learned patience and discussion. I also learned how to get rid of anxiety, fear, hatred, violence and how to deal with my son. I was so relieved when one time my son told me "I wish you remain calm like this and not scream at me like before." No matter how much I speak about the center, there aren't enough words that describe how much better my life became when I started going to WRC. And I thank the Woman Resource Center for the services it provided to me; services that I won't forget in my life.

- (migrant domestic worker)

”



# Coordination

## Lebanon Humanitarian International NGO Forum (LHIF)

DRC Lebanon was a founding member of the LHIF, established in October 2012. This platform serves as a powerful advocacy tool on humanitarian issues related to the Syrian crisis.

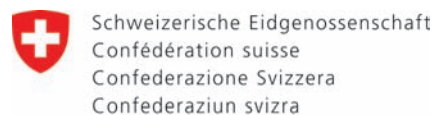
## Lebanon INGO Safety Security Forum (LISSF)

DRC Lebanon established and maintains the only INGO safety platform, LISSF. The Safety and Security Division maintains this platform, in addition to ensuring the maximum security for the staff working in the field. LISSF activities include:

- Safety information sharing, coordination and alerts;
- Coordination;
- Combined training resources; and
- Liaison with UN.

Moreover, DRC has provided safety & security training to over 250 humanitarian actors, including 12 other INGOs, 3 UN agencies and two donors organizations.

# Donors



Swiss Agency for Development  
and Cooperation SDC



**POLITIKEN**



## Partners



## Private Donors

The Danish Refugee Council would like to extend its gratitude to its private in-kind donors, whose generosity allows the organization to maintain its support services to the Syrian refugees in Lebanon.