Introduction
Within the framework of the United Nations, the Office of the United Nations High Commissioner for Refugees (UNHCR) is mandated to provide international protection to refugees and other persons of concern worldwide. UNHCR’s primary purpose is to safeguard the rights and well-being of people who were forced to flee across borders, are forcibly displaced within their country or are without citizenship (stateless). UNHCR has been present in Ukraine and officially registered with the Government of Ukraine since 1996, supporting refugees, asylum seekers and stateless persons. Since 2014, UNHCR also advocates for the rights of and provides material assistance to internally displaced Ukrainians.

UNHCR’s strategic goals in Ukraine are described in its Multi-Year, Multi-Partner Protection and Durable Solutions (MYMPS) Strategy, 2018-2022, which is available at https://www.unhcr.org/ua/wp-content/uploads/sites/38/2018/06/Ukraine-MYMPS-Protection-and-Solutions-strategy-2018_2022_FINAL.pdf. Prospective partners are urged to familiarize themselves with this document.

For the purpose of this Call, the MYMPS zones will be further defined as follows:
Zone 1: GCA side of the Line of Contact
Zone 2: NGCA including NGCA-side of the Line of Contact
Zone 3E: GCA eastern oblasts
Zone 3CWS: GCA central, western and southern oblasts

Call for Expression of Interest (CEOI)
The purpose of this Call for Expression of Interest (CEOI) is to solicit interest from existing or prospective partners that wish to participate in the UNHCR operation in Ukraine and contribute complementary resources (human resources, knowledge, funds, in-kind contributions, supplies and/or equipment) to achieving common objectives as agreed in a Project Partnership Agreement (PPA). Through the submission of relevant documents (Concept Note with a project proposal) in English, a prospective partner can express interest, demonstrate its capacity as well as advantage and value added for undertaking a project in a specific sector. The Concept Note shall enable UNHCR to select the best fit and capable partner for the specified goals and objectives.

Submission
Organizations are kindly requested to respond to this CEOI with a Concept Note using the templates provided. Existing and potential partners are required to submit their application through the UN Partner Portal at https://www.unpartnerportal.org/.

Registration with UNHCR
Organizations not yet registered at the UN Partner Portal will have to register first in order to respond to this Call. The following steps and documents are required in order to register with UN Partner Portal: Registration with national authorities licensing the establishment of the organization, constitutional documents of the organization, recommendation letters by UN agencies, donor or similar reputable organization. Prospective new partners will be required to complete their organizational profile online before being able to submit their proposal. It is advisable to register immediately on the UN Partner Portal if you consider applying to this Call, since the registration process may take up to 10 working days.

Decision and Notification
ANNEX C: CALL FOR EXPRESSION OF INTEREST ISSUED BY UNHCR UKRAINE

All Concept Notes submitted in English and received by the specified deadline will be evaluated by UNHCR multi-functional teams. Applicants with submissions that meet the selection criteria but without a previous implementation record with UNHCR will be contacted for a risk assessment. The result will be reviewed by an appointed committee and submitted to the UNHCR Representative in Ukraine for the final decision. The final decision by the Representative will be communicated to the selected organization in writing and also uploaded in the Partner Portal.
## CALL FOR EXPRESSION OF INTEREST CEIUKR2019003

<table>
<thead>
<tr>
<th>Project title and Identification:</th>
<th>Project Location:</th>
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</thead>
<tbody>
<tr>
<td>Protection of internally displaced persons and other affected populations in Ukraine</td>
<td>UKRAINE</td>
</tr>
<tr>
<td>Zone 1: Contact Line (GCA, NGCA)</td>
<td>Zone 2: Non-Government Controlled Area (NGCA)</td>
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<tr>
<td>Zone 3: Government Controlled Area (GCA) (West, Central &amp; Southern; and East)</td>
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### Brief Background of the Project:

Since early 2015 with the adoption of the Minsk Agreement, Ukraine has had a partial ceasefire along a 427km-long line of contact running through Donetsk and Luhansk oblasts in eastern Ukraine. However, violations of the ceasefire occur daily, and the negotiations among parties to the conflict have reached a stalemate. Though civilian casualties decreased by nearly 54% in 2018 as compared to the previous year, families along the contact line continue to suffer the effects of regular shelling, including property damage, stress and economic blight. The protracted nature of the conflict tests social cohesion.

In 2017, UNHCR developed Multi-Year Multi-Partner strategy for Ukraine covering a period of five years from 2018-2022. The strategy refers to three distinct geographical zones within Ukraine: zone 1 – the line of contact (20 km on either side of the contact line); zone 2 – NGCA; and zone 3 – rest of Ukraine. Each of these zones has its own distinctive operational context.

Based on these results of the participatory assessment conducted during February-March 2019, UNHCR has taken the decision to prioritize protection advocacy, legal assistance, assistance to persons with specific needs, and community-based protection, as well as shelter activities. Protection monitoring will continue, but at a reduced scale in 2020. Results of the monitoring will feed into UNHCR advocacy efforts at local, regional and national levels to address IDPs’ protection concerns. Legal assistance and counselling to displaced, including representation of their interests before public institutions and in court, will continue into 2020, but will be scaled down in zone 3 where it is expected that state-run Free Legal Aid Centers will take over most legal assistance to IDPs. UNHCR will sustain protection referral mechanisms and strengthen support for community-level activities to prevent SGBV. UNHCR will also provide legal assistance to survivors of SGBV. Along the contact line, UNHCR will assist persons with specific needs, particularly older persons at risk, persons with disabilities and female-headed households. Support will include case management, psycho-social assistance, and cash assistance (where possible) or in-kind assistance. Priority will be placed on persons living in remote, rural areas along the line of contact where humanitarian needs are greatest. The vulnerability criteria for this assistance will prioritize persons who cannot receive state social support.

Based on the positive experience from previous years, community-based activities will continue in 2020. UNHCR will support communities in establishing centers that bring together local authorities and civil society to deliver a range of social services. Shelter activities will also be prioritized, particularly in NGCA. In GCA, UNHCR will continue some shelter activities with the intention to transfer responsibility for light repairs of damaged houses to the local authorities and State Emergency Services. UNHCR will conduct light, medium and heavy repairs of housing, in line with Shelter Cluster guidelines. Due attention will be given to shelter interventions in NGCA, since needs are high and fewer organizations provide assistance there. Recognizing that the homes of many vulnerable families require heavy repairs, but also that this intervention has a high per capita cost, UNHCR will seek a balanced approach by endeavoring to allocate up to 10\% of its shelter budget for heavy repairs, pending donor approval.

### Goal/Objective, Expected Outcome and Main Activities:

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3
Goal: Protection and Mixed Solutions

**Objective: 111 – Law and policy developed or strengthened**

**Problem:** Ukraine has adopted national legislation on internal displacement broadly consistent with international standards. Ukraine has also adopted a policy framework, including national policies on durable solutions for IDPs and a related action plan, a state targeted program on recovery in eastern Ukraine, a plan of action on the non-government controlled areas, as well as reviewed a national plan of action on human rights. However, the state has not allocated sufficient resources for implementation of these policies, so some provisions remain declaratory in nature. UNHCR will advocate with stakeholders so that the state budget better reflects the existing policy priorities.

Given the scope and detail of Ukraine’s regulatory system, there are many gaps and inconsistencies in the large body of regulation. One example relates to access to pensions. Compared to before the conflict, the number of persons residing in NGCA who receive their Ukrainian pensions has declined by 700,000 because government policy links pensions to IDP registration and entails multiple levels of verification that narrows access to pensions for IDPs and for persons living in NGCA. Persons who reside in NGCA are not eligible to receive their pensions unless they leave NGCA, register as an IDP and actually reside in GCA. Budgetary constraints resulted in further restrictions, creating gaps in the procedures for payment of accumulated pension debts. Another important regulatory gap relates to the checkpoints with NGCA. Even though the authorities made improvements at checkpoints in 2018, various problems remain, such as prolonged waits and exposure to shelling.

In 2016-2018, various policies have contributed to a greater de-linking of the ties between communities in NGCA and GCA. Maintaining these ties would create a foundation for sustainable peace.

**Annual impact target:** Law and policy consistent with international standards relating to internal displacement by 75%

**Output:** 111AA – Advocacy conducted

**Activities:**
- Advocate for the adoption and implementation of laws and policies that protect the rights of persons living in areas along the line of contact, with particular attention to: security; freedom of movement; housing, land and property rights; and access to social and economic rights;
- Advocate for the implementation of all possible measures that would facilitate protection of the rights of Ukrainian citizens living in NGCA and the Autonomous Republic of Crimea. This includes access to pensions and social benefits, as well as to the issuance of identity documentation and birth registration certificates by national authorities, as well as other measures;
- Advocate for the adoption of laws and policies regarding IDPs in line with international standards by providing legal analysis of draft legislation and amendments, as well as technical support and training for members of parliament, national human rights institutions, relevant authorities and partners; engage civil society and IDP communities in the process of law and policy development;
- Build the evidence base for advocacy on IDP protection by conducting protection monitoring and analyzing protection trends regarding IDPs.

**Annual performance target:** 150 advocacy interventions made at the national level
- Zone 3 CWS: 70%
- Zone 3 E and Zone 1: 30%

**Objective: 113 – Access to legal assistance and legal remedies improved**
ANNEX C: CALL FOR EXPRESSION OF INTEREST ISSUED BY UNHCR UKRAINE

Problem: Legal information and advice is particularly important to IDPs, especially to those with low legal awareness, persons who lack identity documents, or who have insufficient financial resources to pursue the enforcement of their rights. Focus group discussions with IDPs reveal that many are not aware of their rights, including due to continual changes in national law and policy related to internal displacement. Because there are numerous legal and administrative barriers to the exercise of rights, legal assistance will remain an important intervention for all populations of concern for the duration of the MYMP strategy. Legal assistance provides the basis for accessing national protection systems and the evidence base for advocacy, including through judicial interventions. Priority areas for legal assistance include social benefits and pensions, IDP registration, birth registration, documentation, freedom of movement, and housing, land and property issues.

Annual impact target: Persons of concern have access to legal assistance at the level of 80%

Output: 113AH - Legal assistance provided

Activities:
- Provide free primary and secondary legal assistance in zone 1, with particular attention to those who come from NGCA;
- Operate mobile legal aid and monitoring teams to reach out to conflict-affected persons along the ‘contact line’, including unregistered IDPs, persons without documents, persons waiting at checkpoints, and those in hard-to-access rural areas and areas along the contact line.
- Consult and represent strategic cases at all stages of the judicial procedure and before other government authorities in zone 3.

Annual performance target: 13,000 individuals receiving legal assistance
  - Zone 1: 40%
  - Zone 3 E: 40%
  - Zone 3 CWS: 20%

Output: 113AD - Capacity development supported

Activities:
- Provide capacity development support to Free Legal Aid Centres (FLAC) and attorneys through trainings, seminars and/or other activities;
- Establish, utilize and coordinate the mechanism for the referral of legal cases to FLAC.

Annual performance target: 130 legal service provider staff trained
  - Zone 3 E: 50%
  - Zone 3 CWS: 50%

Objective: 311 – Protection from effects of armed conflict strengthened

Problem: Zone I - defined generally as 20 km on either side of the contact line—continues to be affected by armed conflict. As long as the armed conflict continues, along with its consequences of civilian casualties, damage to housing and critical infrastructure, contamination of mines/UXOs, significant restrictions on the freedom of movement and disruption to normal life, people living along both sides of the line of contact will have serious protection needs. The main protection needs in zone I relate to physical protection from the effects of armed conflict, access to social and economic rights, documentation, housing/land/property rights, as well as SGBV and child protection.

Annual impact target: 5% of monitored sites where persons of concern and the civilian community are threatened by the presence of armed actors

Output: 311AI – Situation of persons of concern monitored

Activities:
- Conduct protection monitoring and analyzing protection trends on the situation of IDPs and
conflict-affected populations residing along the line of contact, as well as persons waiting at checkpoints;
- Provide protection information to UNHCR persons of concern on how they can exercise their rights.

**Annual performance target:** 3,800 monitoring missions conducted and recorded
- Zone 2: 40%
- Zone 1: 50%
- Zone 3 E: 10%

**Objective: 312 – Risk of SGBV is reduced and quality of response improved**

**Problem:** The breakdown of rule of law, displacement, economic hardship related to the ongoing conflict, psychological trauma, and presence of the military in civilian locations heighten the risk of SGBV among IDPs and those residing in areas along the contact line. It is observed that the topic of SGBV remain a taboo. Pre-existing gender norms and negative stereotypes normalize domestic violence in Ukraine. During the focus group discussions on women’s safety, participants expressed normalcy of such abuse and unwillingness to report it or take action. There are few reports of conflict-related sexual violence, and this may relate to lack of trust in existing remedies.

**Annual impact target:** 120 reported incidents of SGBV; known SGBV survivors receive appropriate support by 55%

**Output: 312AK – Participation of community in SGBV prevention and response enabled and sustained**

**Activities:**
- Conduct information sessions on SGBV prevention to raise awareness of IDPs, conflict-affected communities, host communities and government agencies;
- Established, utilize and monitor referral mechanisms for referring SGBV survivors to specialized organizations/service providers;
- Carry out outreach activities to encourage open dialogue on SGBV and empower survivors to seek assistance.

**Annual performance target/s:** 2 awareness raising campaigns on SGBV prevention and response conducted in Zone 1, 2, 3

**Output: 312AI – Legal assistance provided**

**Activities:**
- Provide free legal assistance to SGBV survivors.

**Annual performance target/s:** 75 reported SGBV incidents for which survivors receive legal assistance
- Zone 1: 40%
- Zone 2: 40%
- Zone 3 E: 20%

**Objective: 416 – Shelter and infrastructure established, improved and maintained**

**Problem:** The armed conflict in Ukraine has caused large-scale destruction of houses, buildings and communal infrastructure. Many communities along the contact line still suffer from regular shelling and are still in need of shelter assistance. It is estimated that some 740 houses were damaged in 2018, of which 500 were in NGCA. Though many homes have been repaired (either through humanitarian actors or by people themselves), the needs continue to exceed the current level of interventions by the Cluster members. The Shelter Cluster continued to observe developments in the repairing of damaged homes and estimated that at the end of 2018 some 3,000 households in GCA still required humanitarian assistance in order to repair their damaged houses. In GCA, UNHCR will
seek to complement efforts of the national and local authorities to repair damaged homes. In NGCA, the needs are higher; therefore, UNHCR’s shelter activities in NGCA will be prioritized in 2020. It is estimated that 10,000 households in NGCA require humanitarian assistance to repair their damaged homes. As the expected capacity of humanitarian actors will not meet all needs by the end of 2019, UNHCR plans to continue its shelter activities, albeit at a reduced level, in 2020.

Annual impact target: 72% of of households living in adequate dwellings

Output: 416AG – Long-term/ permanent shelter provided and sustained

Activities:
- Conduct light, medium and heavy repairs of the damaged houses to restore adequate residential conditions, providing privacy, protection, reducing barriers to occupancy, and basic thermal comfort;
- Establish logistics chain, including purchase, transportation and warehousing, to support implementation of shelter interventions;
- In lieu of provision of material and contracting works, the activity can be implemented through cash modality if conditions and capacities support such intervention;
- In GCA, support the efforts of national and local authorities to conduct shelter repairs;
- Carry out security and protection assessment of the intervention site; identify beneficiaries as per established criteria in consultation with local authorities and communities.

Annual performance target: 1,100 shelters repaired; 2,640 individuals receiving long-term/permanent shelter
- Zone 1: 50%
- Zone 2: 50%

Output: 416AI – Shelter materials and maintenance tool kits provided

Activities:
- Provide acute emergency shelter kits to affected population in Zone 1;
- Establish logistics chain, including transportation and warehousing, to support implementation of shelter interventions;
- Identify beneficiaries as per established criteria in consultation with local authorities and communities.

Annual performance target: 1,200 individuals received shelter tool kits; 500 shelter tool kits provided
- Zone 1: 60%
- Zone 2: 40%

Objective: 419 – Services for persons with specific needs strengthened

Problem: The Government of Ukraine currently provides cash assistance and pensions/social benefits to IDPs. The duty bearers in NGCA also provide for some social assistance. However, the suspension of pensions and social benefits to persons believed to reside in NGCA has had a particularly negative effect on older persons (disproportionately female), persons with disabilities and chronic illnesses, single women heads of household and others.

Annual impact target: 35% of persons of concern with disabilities receive services for their specific needs

Output: 419AG – Support to persons of concern with specific needs provided

Activities:
- Provide social accompaniment/individual case management to persons with specific needs;
- Provide one time in-kind support to vulnerable persons residing in NGCA as a part of the comprehensive case management;
- Provide consultations to persons with specific needs regarding social rights and state benefits
they are eligible for.

**Annual performance target:** 650 individuals in Zone 2

**Output:** 419AH – Sectoral cash/vouchers provided

**Activities:**
- Identify beneficiaries in GCA for one-time cash assistance (delivered by UNHCR) as a part of the comprehensive case management.

**Annual performance target:** 2,000 individuals in Zone 1

**Output:** 419AK – Specific services for persons of concern with psychosocial needs provided

**Activities:**
- Provide social accompaniment/individual case management to persons with specific needs;
- Provide psychosocial support to persons living in close proximity to the contact line;
- Establish and maintain contacts with NGO and government partners working with people with specific needs (disabilities, elderly, children, etc.) and establish referral mechanism among them;
- Provide consultations regarding social rights and state benefits they are eligible for.

**Annual performance target:** 1,000 individuals in Zone 1

**Objective:** 418 – Population has sufficient basic and domestic items

**Problem:** The armed conflict in Ukraine has caused large-scale destruction of houses, buildings and communal infrastructure. Many communities along the contact line still suffer from regular shelling and are still in need of humanitarian assistance.

**Annual impact target:** 85% of households whose needs for basic and domestic items are met

**Output:** 418AF – Core relief items provided

**Activities:**
- Provide emergency NFI kits to families at risk of displacement or newly displaced;
- Establish logistics chain, including transportation and warehousing, to support implementation of NFI distributions;
- Identify beneficiaries as per established criteria in consultation with local authorities and communities.

**Annual performance target:** 500 household receive core relief items
- Zone 1: 60%
- Zone 2: 40%

**Objective:** 510 – Community mobilization strengthened and expanded

**Problem:** In Ukraine, traditional support mechanisms such as extended families, friends, neighbours and other networks have been disrupted during displacement. Communities along the contact line (zone 1) are affected by the ongoing-armed conflict, which continues to threaten life and property and to disrupt the provision of basic services. Community Group Support Initiatives (CSI), implemented by UNHCR and its partners, include a range of activities designed to mobilize and empower communities, building on their education, skills, and capacities in order to strengthen their abilities to organize emergency response, protect themselves and identify solutions. Additionally, since decision-making powers are being de-centralized in Ukraine, it is particularly important that IDPs and conflict-affected persons are included in local decision-making and can exercise influence over policies and the allocation of resources at local levels.

**Annual impact target:** 85 % of programme priorities identified by the community that are implemented
### ANNEX C: CALL FOR EXPRESSION OF INTEREST ISSUED BY UNHCR UKRAINE

#### Output: 510AO - Community self-management supported

**Activities:**
- Support community groups in building their capacities to address their protection risks through the transfer of skills or experience in a variety of topics, such as training on community mobilization and empowerment, on (self) management, advocacy, or support for the establishment of an inclusive leadership structure and complaint mechanisms;
- Facilitate the establishment of a platform for exchange and dialogue with the authorities or other relevant actors; develop mechanisms that would enable community participation in government decision-making on measures that affect them, such as on decisions regarding durable housing solutions for IDPs.

**Annual performance target:** 200 community groups supported; 500 persons trained
- Zone 1: 20%
- Zone 2: 10%
- Zone 3 CWS and E: 70%

#### Objective: 511 - Peaceful co-existence with local communities promoted

**Problem:** Social cohesion is negatively impacted by the ongoing armed conflict. In the last several years, various policies have contributed to a greater dis-linking of communities' ties. This is detrimental, as maintaining such ties would sustain the basis for sustainable peace. In 2020, through Peaceful Coexistence Projects (PCP), UNHCR will support the creation of an atmosphere of peaceful co-existence between the displaced population and host communities, as well as in conflict-affected communities along the line of contact. PCPs, which will be carried out in zones 1 and 2, will have component of small to medium-scale repairs of social infrastructure conducted using a methodology that mainstreams age, gender and diversity and employs a community-based approach.

**Annual impact target:** Local communities support continued presence of persons of concern by 90%

#### Output: 511AC – Projects benefiting host and displaced communities implemented

**Activities:**
- Identify and implement Peaceful Coexistence Projects linking them with community support initiatives to build the capacity of community groups to sustain the project;
- Provide support to community centers in zones 1 and 2, with a focus on those that provide a ‘one-stop shop’ with a number of different services and that bring together civil society and local authorities.

**Annual performance target:** 65 projects benefiting local and displaced communities implemented; 32,500 local community members benefiting from projects
- Zone 1: 50%
- Zone 2: 50%

#### Objective: 612 – Reintegration made more sustainable

**Problem:** Ukraine does not have a structured legal framework providing restitution/compensation for civilian property damaged or destroyed in the course of conflict. Cases of looting and vandalism of property and illegal appropriation of public and private buildings along the contact line are underreported and inadequately addressed. In addition, lack of legal property documentation leads to challenges regarding property transactions and access to humanitarian assistance. For those living away from the contact line, with respect to adequate housing, there is a lack of affordable accommodation in areas of displacement. The state provides a small rental subsidy, but it is insufficient to cover housing costs. While 61% of IDPs rent accommodation, only 17% have a valid
lease contract, leaving them at risk of eviction and unable to access subsidies for utilities. Housing lies at the heart of recovery, with the rehabilitation and reconstruction of housing a prerequisite to reactivate the local economy and to stabilize conflict-affected areas.

**Annual impact target:** Housing, land and property restitution by 40%

**Output:** 612AC – Land, housing, property and documentation rights of persons of concern are upheld

**Activities:**
- Provide legal support IDPs and conflict affected population relating to their land, housing and property.
- Coordinate a technical working group on housing, land and property rights to build a common approach to the advocacy of humanitarian actors at national and local levels, and to disseminate best practices relating to housing, land and property rights.

**Annual performance target:** 50 decisions of administrative or judicial bodies leading to re-appropriation of land, housing, property or documentation to IDPs or conflict-affected persons
  - Zone 1: 80%
  - Zone 3 E: 20%
ANNEX C: CALL FOR EXPRESSION OF INTEREST ISSUED BY UNHCR UKRAINE

Intended Population of Concern:
- IDPs in Ukraine

Project Period [estimated start and end dates of project]:
- 1 January – 31 December 2020

Submission Deadline: Date Decision Results to be Communicated to Applicants:
- 31 July 2019
- 13 September 2019

Selection Criteria

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<thead>
<tr>
<th>Criteria</th>
<th>Criteria Description</th>
<th>Assigned Weighting</th>
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<tr>
<td>✓</td>
<td>Sector expertise and experience: the required specific skills, sector specialists, knowledge and human resources.</td>
<td>25</td>
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<tr>
<td>✓</td>
<td>Project management: ability to deliver project objectives, accountability mechanisms and sound financial management, taking into account the audit results of the previous UNHCR-funded projects, past performance and the external audit of partners' financial statements, where applicable.</td>
<td>20</td>
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<td>✓</td>
<td>Local experience and presence: ongoing programme in the area of operation; local knowledge; engaging refugees and other persons of concern; trust from local communities; local presence; partner policy on community relations; complaint mechanisms for persons of concern; self-organized groups of persons of concern; and other factors that would facilitate access to and better understanding of the persons of concern and that would reduce administrative difficulties.</td>
<td>25</td>
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<td>✓</td>
<td>Contribution of resources: evidenced and documented contribution of resources to the Project in cash or in-kind (e.g. human resources, supplies and/or equipment) by the partner that are presently available (or potentially mobilized by the partner) in order to supplement UNHCR resources.</td>
<td>5</td>
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<tr>
<td>✓</td>
<td>Cost effectiveness: level of direct costs and administrative costs imposed on the Project in relation to project deliverables.</td>
<td>10</td>
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<td>✓</td>
<td>Partner's capacity to undertake procurement: ability to undertake large-scale procurement, prior procurement experiences and value of procurement. Functioning procurement unit in the country of operation. Established effective internal-controls and PQP status (when procurement is US$100K and above).</td>
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Other information:
UNHCR will consider only concept notes submitted by non-profit non-government organizations (NGOs) registered with the government of Ukraine and authorized to cooperate with international agencies and the UN and maintaining a bank account in UAH currency in Ukraine.

Issuing UNHCR Office
- UNHCR Ukraine
- 16, Lavrska Str., Kyiv 01015
- ukrceoi@unhcr.org

Signature, Head of Office
- Pablo Mateu, Representative
- [Signature]

Date
- 19/06/2019