



**Letter of Understanding  
Between  
The Municipality of Budapest and  
The Representation of the Office of the United Nations High Commissioner for Refugees in Central  
Europe  
for the period 1 Aug 2022 -31 December 2022**

This LETTER OF UNDERSTANDING ("LoU") is hereby signed between the Municipality of Budapest and the Representation of the Office of the United Nations High Commissioner for Refugees in Central Europe ("UNHCR"), hereinafter individually referred to as "the Party" and collectively as "the Parties".

RECOGNIZING the complementarity of each other's work and acknowledging the benefits of closer cooperation and strategic partnership within the context of assistance to refugees, as well as other individuals who are fleeing Ukraine (including non-Ukrainian nationals).

NOTING that both entities share number of areas of concern and will explore collaboration with each other in order to better serve the needs of these individuals.

TAKING NOTE of the specific mandate of each party and the respective role that each organization plays in ensuring that activities for peaceful coexistence and social cohesion are enhanced and coordinated.

WISHING to convene regularly to identify the needs and means of cooperation initiated by this Letter of Understanding.

NOW AGREE to conclude this Letter of Understanding governed by the following principles and provisions:

### **1. Purpose and Objectives of Collaboration**

The purpose of this collaboration is to establish and operate the "Budapest Helps! Community and Info Centre" (hereinafter, the "Centre"). The main objectives of the Centre are to improve accessibility to information and services for refugees, as well as other individuals fleeing Ukraine, to facilitate their inclusion and to provide the opportunity for the host community to build relationships with refugees and to strengthen social cohesion.

### **2. Areas of Collaboration**

Activities under this collaboration will be guided by *rights-based, age, gender and diversity* as well as *community-based approaches*. They will be carried out in cooperation with refugees, refugee-led organizations, various UNHCR partner organizations, as well as other entities designated by the Municipality of Budapest. They will include, but not be limited to, the following:

- Legal counselling & information, including on temporary protection and other legal status
- Counselling on employment, education and other administrative matters

- Mental Health and Psychosocial Support
- Identification of persons at risk and with certain vulnerabilities
- Referrals for child protection, women at risk, gender-based violence and other vulnerabilities.
- Interpretation services
- Activities for children
- Occasional distribution of non-food items
- Outreach activities and participation of refugees and host communities

The Parties commit to carrying out all their activities with the highest ethical and professional standards, both within their respective organizations and externally, in conformity with the humanitarian nature of their work. Both parties have a policy of zero tolerance to sexual exploitation and abuse ("SEA") and agree to collaborate in prevention, protection from, and response to SEA.

### **3. Resources and Partnership**

The intervention will be co-funded by the Parties, while some interventions will also be implemented through their respective partners. Each Party shall bear its own costs and expenses generated as a result of this LoU or any project initiated under this LoU, unless otherwise specifically agreed by the Parties.

**UNHCR** will contribute to the following:

- Coordinating the operation and management of the Centre.
- Coordinating and ensuring staffing presence during operating hours (to be determined by UNHCR according to changing needs) in collaboration with UNHCR partners, and other entities designated by the Municipality of Budapest.
- Ensuring interior decoration and furniture.
- Disseminating awareness and information through UNHCR's channels for communication.
- Organizing trainings, focus group discussions and counselling sessions in coordination with partners.
- Linkages with refugee-led organizations.

The Municipality of Budapest will contribute to the following:

- Providing space for the Centre.
- Covering all general expenses related the premises (running cost, stationery, refurbishment, utilities, wifi, heat/air conditioning, water, light and electricity, rubbish disposal, toilet facilities and cleaning services).
- Printing and design of visibility and promotional materials.
- Availing volunteer interpreters.

For specialized support, interventions and activities, the Parties shall conclude annexes to the present Letter of Understanding in line with the present provisions.

The implementation of activities under this LoU by the Parties will be carried out in accordance with each Party's applicable regulations, policies and procedures.

The Parties shall mutually agree on the scope of public information and visibility in line with the requirements of the intervention.

The Parties agree to report on the implementation of activities under this LoU, review and assess the progress of such implementation when necessary and propose any revisions and amendments. Should there be a need to change or modify the contents of the intervention governed by this LoU, the Parties shall sign an amendment as an annex to this LoU.

#### **4. General Provisions**

The Parties shall use their best efforts to resolve any disputes that may arise through consultations. Any such dispute or controversy which is not settled amicably may be referred by a Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such dispute or controversy.

This Letter of Understanding will come into force on the date of its signature by the duly authorised representatives of both Parties and remain in force until 31 December 2022. The Letter of Understanding will not renew automatically at the end of the term unless the Parties agree to extend it through an exchange of letters.

Nothing in or relating to this Letter of Understanding shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations, including its subsidiary organs and /or of UNHCR (as a subsidiary organ of the United Nations).

IN WITNESS WHEREOF, the undersigned, duly authorized representatives of the respective Parties, have reviewed and signed this Letter of Understanding.

On behalf of the Municipality of Budapest

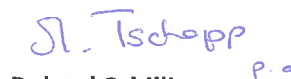
Signature:

  
Gergely Karacsony  
Mayor

Date:

On behalf of the Representation of the Office of  
the UN High Commissioner for Refugees in  
Central Europe

Signature:

  
Roland Schilling  
Representative

Date: 17.8.2022