



17 June 2020

Dear Ms. Arellano and Mr. Haslam,

I wish to express my appreciation for your letter of 12 May 2020, underlining the importance of UNHCR's communications being inclusive and accessible to persons with disabilities and proposing concrete measures to achieve this.

UNHCR is firmly committed to ensuring equal accessibility in our communications for persons with disabilities, including refugees and others of concern, our partners and other stakeholders. This is fundamental in our response to COVID-19 but also as a general principle.

We are conscious of the key role that communication plays at this critical time and are grateful for your bringing to our attention some of the barriers to accessing accurate and reliable communications for persons with disabilities. Our recent reporting exercise in the context of the United Nations Disability Inclusion Strategy has provided an excellent opportunity to identify areas of improvement in the accessibility and inclusiveness of our communications efforts. Finding solutions to these challenges has become even more urgent in the context of the global pandemic.

The measures you have suggested in your letter are very constructive, highly relevant and applicable to a range of other issues and scenarios, in addition to our response to COVID-19. We have initiated an internal dialogue to discuss these recommendations and identify measures that could be put into place to address them.

Building on our positive collaboration during the Global Refugee Forum in December 2019, and in line with our shared commitment to ensuring equal access to essential information for persons with disabilities, I would be pleased if our respective teams could work together to take this important initiative forward. We also look forward to the development of a memorandum of understanding between our organizations. Ms. Machtelt de Vriese, Senior Community-Based Protection Advisor, remains the focal point from our side.

I thank you for your advocacy and look forward to our continued close collaboration.

Yours sincerely,

**Filippo Grandi**

Ms. Ana Lucia Arellano  
Chair  
International Disability Alliance

Mr. Dominic Haslam  
Chair  
International Disability and Development Consortium