

Emergency appeal n° MGR65002

Operation update n° 2;

Date of publication: 5 May 2022

Operation start date: 28/02/2022

Funding requirements (CHF):

IFRC: CHF 550 million

Federation-wide: CHF 1.2 billion

Number of people to be assisted: 3,600,000 people

Red Cross Red Crescent Movement partners currently actively involved in the operation:

See the map on page 9

The IFRC Emergency Appeal, which seeks CHF 550 million, has received to the date of publication of this report, 138.9 million CHF of funding (25% of unmet requirements). Further funding contributions are needed to enable the National Societies in the region, with the support of the IFRC, to continue to provide humanitarian assistance and protection to people affected by the crisis.



Ukraine Red Cross Society staff and volunteers have been at the forefront of this response since the beginning. More than 15,000 people used the river crossing in Demydiv when the bridge was destroyed in February 2022. People could neither evacuate nor receive humanitarian aid. Volunteers jumped into action and worked with locals to build a crossing. They were able to evacuate thousands of people and brought in hundreds of tons of humanitarian assistance.



Though some stayed in Ukraine, 5.2 million people crossed over the borders, the majority into Poland. Arriving in Lublin, they met volunteers like Emily, handing out food and warm drinks at the train station.

This is the story of the Federation-wide response

The **International Federation of Red Cross and Red Crescent Societies** has mobilized with unprecedented speed and scale across eight countries directly impacted by this crisis and in a growing number of secondary impacted countries in Europe and beyond.

Already, **1.5 million people in need of assistance have been reached.**



Travelling further into Warsaw, displaced people met **IFRC delegates** like Jenelle, helping to unload a truck for distribution at a local branch.



In Romania, displaced people encounter **Romanian Red Cross** volunteers like Alexandra, who help them navigate the rail system at Gara de Nord in Bucharest. Volunteers also help at border points and refugee centres across the country by providing food, water, and SIM cards to help people stay connected. The Romanian Red Cross is providing financial assistance to people fleeing the conflict wherever they are in Romania with an app-based registration system.



In Slovakia, displaced people are able to receive cash assistance, with IFRC launching its largest ever emergency cash program. IFRC delegates held a training session on registration and distribution for volunteers and branch directors of the **Slovak Red Cross**.



In Moldova, displaced people are welcomed at the border by volunteers of the **Moldova Red Cross Anenii Noi branch** with hot drinks and food.



Just south in Hungary, Spanish Red Cross has deployed its health Emergency Response Unit to support. Team Leader Dr. Albert helps move an elderly displaced person from Ukraine to a bed at a temporary shelter, which is supported by the **Hungarian Red Cross**.



In the Rostov region of Russia, volunteers with the **Russian Red Cross** provide psychosocial support to displaced people. There are toys and activities for the children and listening and providing support for adults.

SITUATION ANALYSIS

Description of the emergency

More than 5.6 million people have fled Ukraine into neighbouring countries since Russian troops entered Ukraine on February 24. Most of those fleeing Ukraine have entered immediate neighbouring countries, primarily Poland, Hungary, Slovakia, Romania, and Moldova (see map below for estimated figures). The number of people moving into neighbouring countries continues to be much lower than at the start of the conflict. At the same time, tens of thousands are reported to be returning to Ukraine every day. IFRC is closely monitoring the flow of people to anticipate needs and situations, which change daily.

A further 7.7 million are estimated to be internally displaced within Ukraine, approximately half of whom have fled to western Ukraine. Critical infrastructure has been damaged or destroyed, including more than 1,071 educational facilities and 150 health facilities. Pharmacies are closed, and stocks of medicines are low, leaving people without access to health care and life-saving medicines. Hundreds of thousands of people are living without access to basics such as water, food, and electricity.

Updated: 4 May 2022

Displacement Situation Overview Ukraine and Impacted Countries crisis



Over

7,707,000

Estimated IDPs in Ukraine by IOM on 17 April 2022

Of which

1,784,802

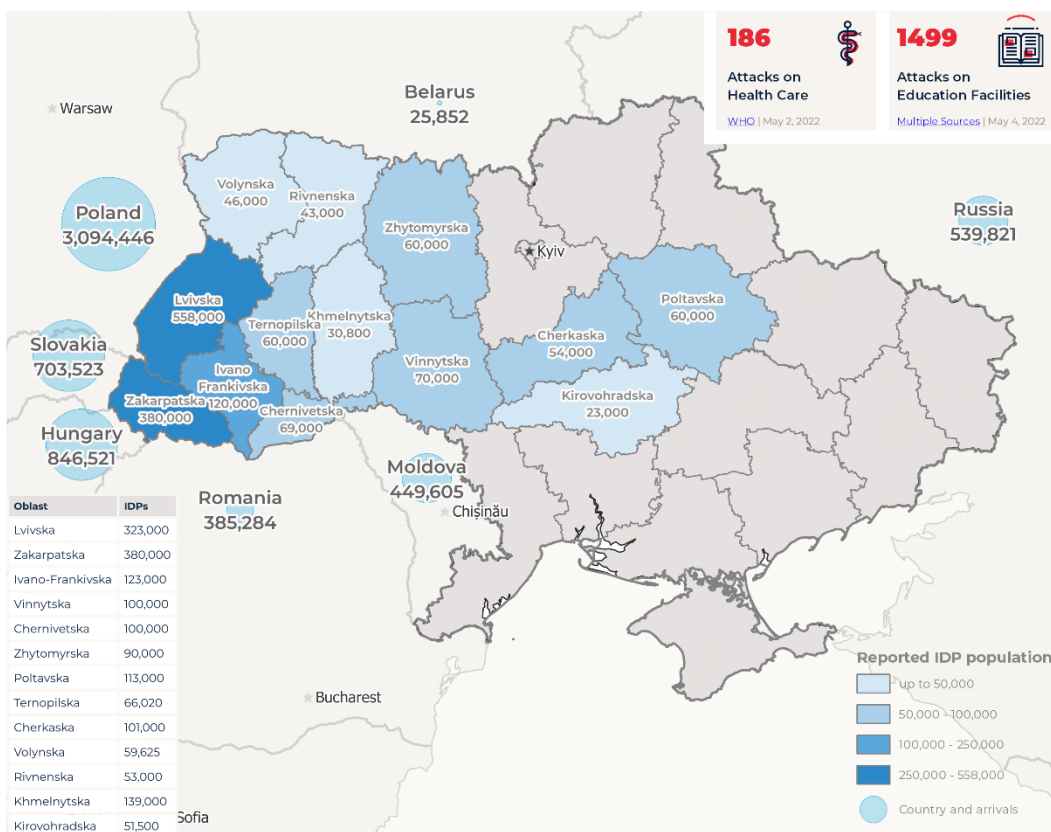
IDPs registered thus far by 13 oblast administrations *

Over

5,657,185

Refugee Arrivals from Ukraine (total) by UNHCR on 3 May 2022

Data Sources:
Refugees: UNHCR, 3 May 2022
IDPs per oblast: Latest official communication reports by Oblast Administrations as of 20.04.2022, reporting times vary by oblast
Admin boundaries: UN OCHA
Disclaimer: The maps used do not imply the expression of any opinion on the part of the International Federation of Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities.
* Oblast IDP figures as reported by the heads of oblast civil-military administrations. These figures are used temporarily and during the transition phase until national data is available. The system of national IDP registration was rolled out on 13th of March - Resolution 509. National IDP registration is currently conducted by social protection; centers for provision of administrative services; executive authorities in villages and hromadas; and the Dila portal of the government e-services system under the Ministry of Social Policy of Ukraine (MoSP) (Source: REACH).



Severity of humanitarian conditions



Significant damage to infrastructure in Ukraine. Military activity has impacted crucial supply chains and restricted access to vital services and goods in many parts of Ukraine, with a heavier impact on the central and eastern parts of the country and sporadic damage in the western part, which to date is less affected by ongoing hostilities. **Direct infrastructure damage is estimated to be at over 790 billion CHF.**¹



Critical medical supplies are becoming increasingly scarce in the areas affected by the conflict, including medications and oxygen, putting growing pressure on an already deficient healthcare system. According to the World Health Organization (WHO), the health system in Ukraine has been severely disrupted, with around 300 health facilities situated in areas affected by hostilities and 1,000 health facilities in changed areas of control.²



The shortage of agricultural labourers and inputs, destruction of food systems assets and infrastructure and the reduced access to arable land will likely **limit domestic production and food availability in Ukraine markets over the coming few months.** Some rural households are likely to have above-average levels of food stocks and/or financial resources, which will provide some buffer as livelihoods and incomes are disrupted by the conflict. However, if the war continues and spreads, there will be increased pressure until food from the next harvest becomes available in the summer, assuming planting can occur.³



1.4 million people are currently without running water across eastern Ukraine. Hostilities-related damage to infrastructure and power cuts put an additional 4.6 million people across Ukraine at risk of losing access to piped water.⁴



Ukrainian men between the ages of 18 and 60 are prohibited from leaving the country, which means **people crossing borders are predominately women, children, older people, people living with disabilities, and other groups facing different vulnerabilities and risks.** In times of conflict, there are increased risks of conflict-related sexual violence, trafficking for sexual

exploitation, sexual exploitation and abuse of vulnerable groups, and pre-existing and increased displacement related risks of violence.



The conflict in Ukraine is also unleashing a **three-dimensional crisis in food, energy, and financial markets.** Soaring staples prices, energy price hikes and supply shortages are increasing pressure on households worldwide in the poorest countries, likely to push up to 323 million people into acute levels of food insecurity.⁵ The Russian Federation and Ukraine produce around 30 per cent of the world's wheat and barley, one-fifth of its maize, and over half of its sunflower oil. In addition, the Russian Federation is the world's top natural gas exporter and second-largest oil exporter. Belarus and the Russian Federation also export around a fifth of the world's fertilizers.⁶ Preliminary analysis suggests that as many as **1.7 billion people in 107 economies are exposed to at least one of three risks, mostly in Africa, Asia and the Pacific, and Latin America and the Caribbean.**⁷



Neighbouring countries' **capacities to provide long-term and safe shelter** is getting stretched a month into the conflict. In Poland, where nearly half of all arrivals from Ukraine have arrived, shelter is being provided primarily by citizens in their private homes. But local officials in Poland are increasingly concerned the goodwill toward refugees/displaced people will begin to decline and temporary housing capacities are uncertain.⁸



Estimates suggest that half of those who have fled Ukraine are children. While some educational activities for displaced children continue, neighbouring countries' capacities **to absorb children into the formal education system** are varied and language abilities pose great challenges. The special nature of this crisis, where long term plans and needs of the affected population are ever-changing, education access and continuity for children will remain complex.

¹ [Kyiv School of Economics. 18 April 2022.](#)

² [OCHA. Ukraine: Humanitarian Impact. Situation Report. 15 April 2022.](#)

³ [Food and Agriculture Organization \(FAO\). Ukraine - Humanitarian response update. 11 April 2022.](#)

⁴ [OCHA. Ukraine: Humanitarian Impact. Situation Report. 15 April 2022.](#)

⁵ [UN. Global Impact of war in Ukraine on food, energy and finance systems. 13 April 2022.](#)

⁶ [OCHA. Ukraine: Humanitarian Impact. Situation Report. 15 April 2022.](#)

⁷ [UN. Global Impact of war in Ukraine on food, energy and finance systems. 13 April 2022.](#)

⁸ [The Wall Street Journal. April 4, 2022.](#)

FEDERATION-WIDE SUMMARY OF RESPONSE

Ukraine and impacted countries crisis Operational Update | Federation-wide Overview

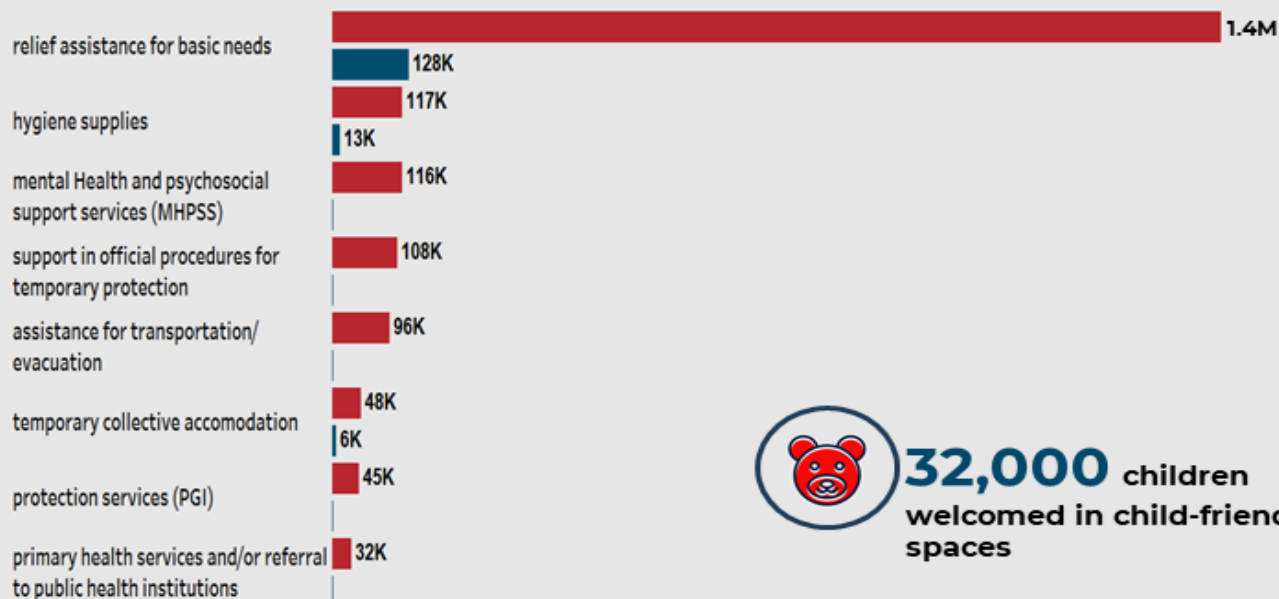
Response at a glance

24 National Societies reported their domestic or international activities

data as of 2 May 2022



People reached with



32,000 children welcomed in child-friendly spaces



27,000 people received multipurpose cash
CHF **1.8M** have been distributed



Volunteers involved in the operation
42,000 domestically, **111** internationally



46,000 people trained in First Aid domestically



Humanitarian Service Points/ distribution points
107* domestically, **1** internationally



20 host families supported by National Societies



Branches responding
1,000 domestically, **34** internationally



60 people accommodated by host families

*This number reported previously included information points. Both figures will be monitored separately in the future. Figures in this overview are rounded to the nearest figure for ease of reading. Exact figure for each indicator is available on GO platform.

People reached by the Red Cross and Red Crescent response in Ukraine and impacted countries

The data outlined below shows a Federation-wide overview of all assistance provided to people in need, either through the IFRC Appeal or through bilateral support between member National Societies. Many National Societies are also working in their own countries to support people arriving.

This data and supporting narrative is presented according to the headers of the IFRC Appeal:

- Health and care, including Water, Sanitation, and Hygiene
- Integrated assistance
- Protection, Prevention and National Society Strengthening

Health and care, including Water, Sanitation, and Hygiene



46,000 people have been trained in First Aid and 32,000 have received public health care services

Health and well-being are critical for the people affected by this conflict. RC volunteers have been trained and are providing First Aid and basic health services for those at border crossings or transit points and in temporary accommodation, in most of the impacted countries.



111,000 people have received psycho-social support and 116,000 people received hygiene parcels

A key area of support is PSS and psychological first aid, with RC volunteers providing this timely support in both transit and settlement locations. The provision of hygiene supplies has also been vital for people on the move and are particularly the needs of women and children.

Integrated Assistance



27,000 people have received multipurpose cash

To ensure the flexibility of the response to this rapidly changing context, the IFRC network is quickly scaling up its delivery of cash, through pre-charged cards, to assist those on the move. The rapid scale up of country-wide cash systems is challenging but moving quickly in the Ukraine, Poland, Slovakia, Romania and some third ring countries, such as Spain, Italy and Germany. It will also soon be operationalised in other impacted countries. Community Engagement and Accountability measures are being set up across all programming to ensure effective communication with affected people.



1.8 million kilograms of assistance has been procured and distributed

The IFRC is working through joint pipelines, including with the ICRC, to ensure the effective supply of goods to the URCS warehouses, to be distributed by their volunteers. This has been an effective way to get much needed assistance to those affected by the conflict. In neighbouring, impacted countries, some items are being pre-positioned for potential future waves of people fleeing the conflict.

Protection, Prevention and National Society Strengthening



107 Humanitarian Service Points are active in domestic contexts

The IFRC network has experience working with refugees and migrants across Europe and is supporting Humanitarian Service Points (HSPs) to provide for a range of needs, from physical and mental health (see above) to the need for information, access to legal advice, signposting, RFL services, phone contact through to referrals for vulnerable people including children. The HSPs can be flexible mobile units or centres providing multi-functional support as needed.



45,000 people received protection services and 32,000 children enjoyed child-friendly spaces

Protection and gender-based violence issues are critical for vulnerable people inside the Ukraine and on route to other countries. Women, children, older people and people with disabilities are particularly vulnerable. The RC is reaching out to recognise these needs at border points, transit stations and in host families and to support or refer people to safe and appropriate settings as required. CEA measures are being set up across all programming to ensure effective communication with affected people.



1,000 branches responding domestically, 34 internationally

The strengthening of the National Societies' capacities and management in each country is central to the IFRC network's ability to respond effectively at a national and local level. It is vital that the network works together in a coordinated way to strengthen both the national management capacity of each Society, as well as its regional branches and grass-roots capacity and the interface between them.



42,000 volunteers are working domestically in the response

The work of the National Society volunteers is at the heart of the effective delivery of this response. Many National Societies have received new volunteers in response to the crisis and need support to urgently develop and strengthen their volunteer recruitment, retention and management systems to integrate this growing volunteer base for both the immediate and long-term future.

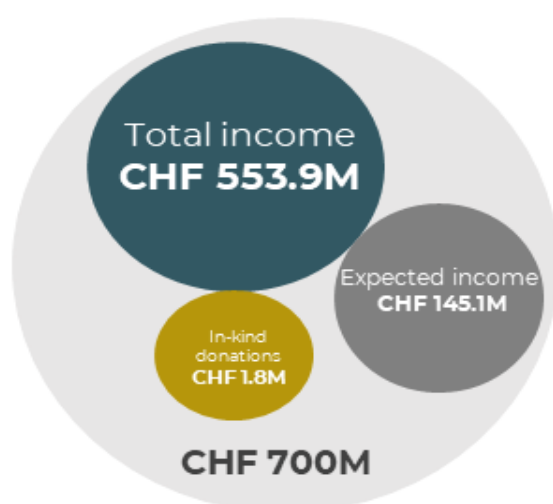
Financial data

Since the beginning of the Ukraine and impacted countries crisis, IFRC obtained financial data from 40 National Societies, 23 reports through Federation-wide data collection and 17 reports through secondary sources. At this stage of the response and due to the fluidity of the situation, the reports might be based on estimations or plans developed by each National Society rather than actuals. National Societies are not required to give full income and expenditure breakdowns, so the number of reporting National Societies might not be consistent across different sections and breakdowns might not add up to the total figures provided.

Income

CHF 553.2M

Income data is available for 40 National Societies, out of which 18 with a full or partial breakdown



Sources of income (CHF)

Individuals	186M
Corporations	58M
Home government	48M
Foundations	19M
Other Sources	1M
NGOs	1M
Foreign government	147K
UN agencies & other multilateral agencies	68K
Pooled funds	46K
Other National Society	17K

Expenditure

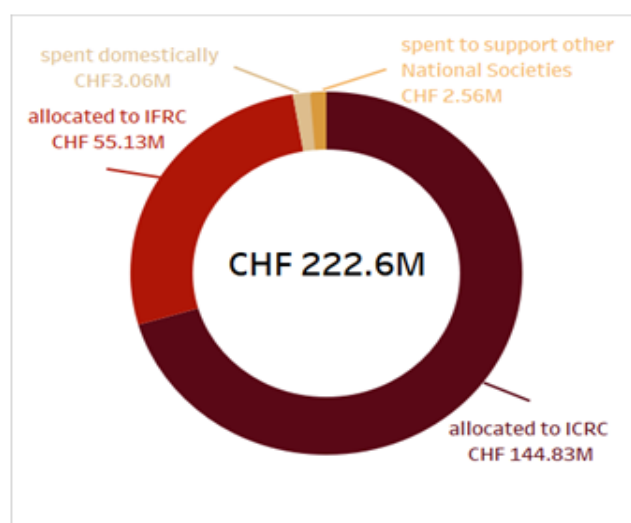
CHF 222.6M

Expenditure data is available for 20 National Societies, out of which 18 with a full or partial breakdown

Many National Societies have highlighted that reports are based on estimations and allocations might be based on initial plans and discussions.

National Societies might report financial figures in their local currency. FDRS uses an average exchange rate over the month before the reported date to convert the currency to Swiss Francs.

This chart shows the expenditure and fund allocation breakdown reported as of 2 May 2022 by National Societies



IFRC Membership coordination

Updated: 05 May 2022

National Societies Response Ukraine and Impacted Countries Crisis



The scale and extent of this crisis are unprecedented and have mobilized a significant response from across the IFRC wide network. Many National Societies have responded internationally to support sister National Societies, like the Ukrainian Red Cross Society, either through the IFRC Appeal or through bilateral support between member National Societies, while many others are working in their own countries to support people arriving (to date 23 National Societies have provided data against indicators and 40 have provided financial information). So far, 34 National Societies are contributing with funding (see [Donor Response](#)) under the Emergency Appeal. The whole Federation-wide current needs add up to 1.2 billion CHF (550 million CHF through the IFRC Emergency Appeal). The IFRC has received, to date, 138.9 million CHF, only 25% of the total appeal.

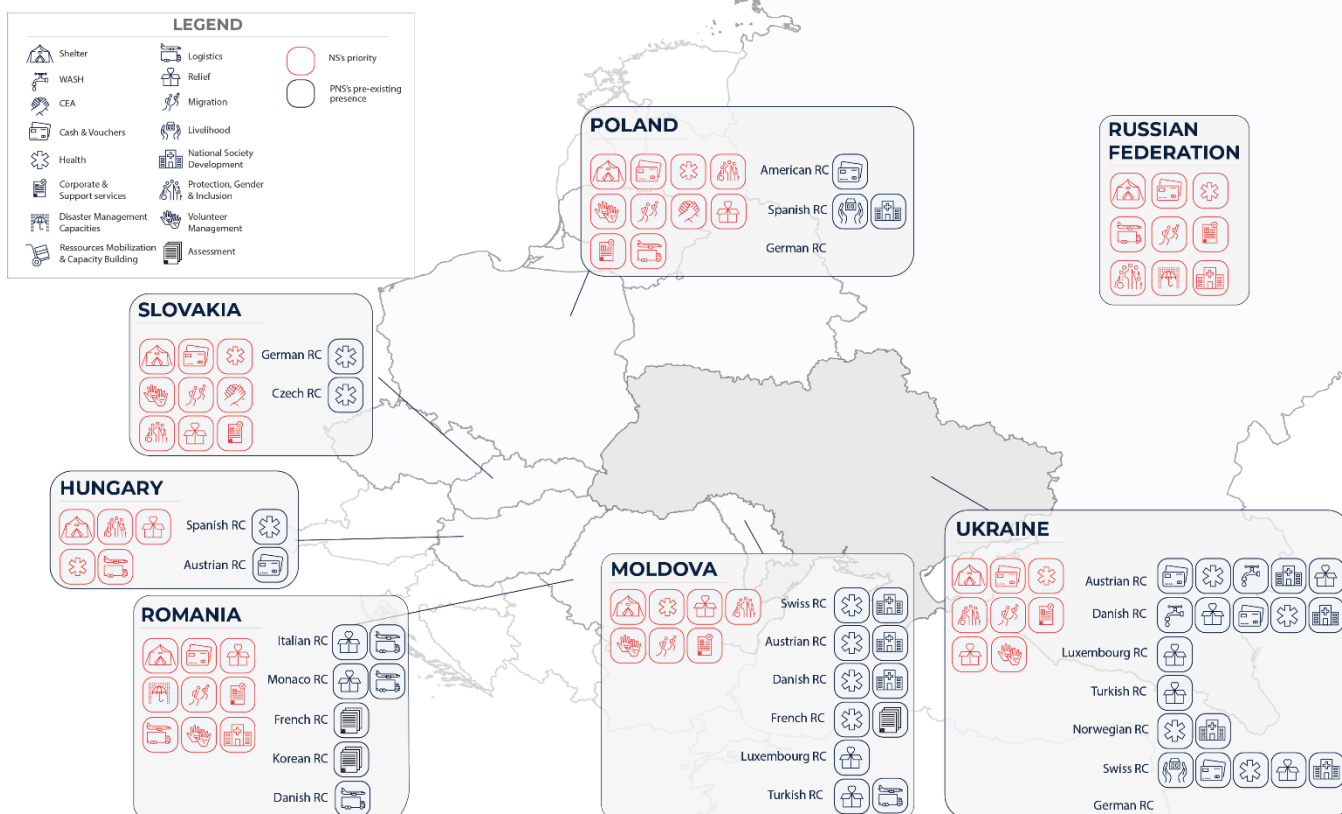
To ensure effectiveness and efficiency of IFRC members' support to the URCS and National Societies in the neighbouring countries, the IFRC has mobilised membership coordination support through the Regional

	Food	CTP	RFL	MHPSS	Shelter	Trans- port	Relief	Health	First Aid	CEA	WASH
Portuguese Red Cross											
Spanish Red Cross											
French Red Cross											
Italian Red Cross											
Irish Red Cross											
British Red Cross											
Islandik Red Cross											
Belgium Red Cross											
Belgium Red Cross (Flem.)											
Netherland Red Cross											
German Red Cross											
Danish Red Cross											
Norwegian Red Cross											
Swedish Red Cross											
Finnish Red Cross											
Lithuanian Red Cross											
Latvian Red Cross											
Estonian Red Cross											
Czech Red Cross											
Red Cross of Montenegro											
Austrian Red Cross											
Malta Red Cross											
Bulgarian Red Cross											
Bosnia & Herzegovina Red Cross											
Croatian Red Cross											
Red Cross of Serbia											
Hellenic Red Cross											
Magen David Adom											
Luxembourg Red Cross											
Monaco Red Cross											
Slovenian Red Cross											
Swiss Red Cross											

Office for Europe to build appropriate channels for membership engagement and coordination at regional and across all country levels in Ukraine, neighbouring countries and countries beyond those bordering Ukraine. Deployment of a rapid response Membership Coordinator to help partner National Societies in channeling their support across this response operation allowed for National Societies' discussion on priority areas of engagement in the affected countries, sharing information on challenges in the response, and identification of solutions to ensure that all the members can engage in an adequate response. A senior Membership Coordinator has also been deployed to support URCS to coordinate at the national programme level and bring all partners working in different country regions. This will be refined to respond to the evolving crisis and in response to new populations movements as appropriate and will look at new models to support National Societies to scale up (e.g., CVA) and to sustain their capacities for both response and future preparedness.

Updated: 05 May 2022

IFRC membership priorities and presence Ukraine and Impacted Countries Crisis



Updated: 4 May 2022

IFRC Logistics Report: Provided Goods Ukraine and Impacted Countries Crisis



This infographic is showing the provided goods since the beginning of the operation. It also shows the most provided items and the biggest donors. Data source: IFRC pipeline report.

Provided Goods per country

Country	Total KG	Total M3	Trucks	Aircraft
Ukraine	1,365,784	11,717	87	7
Hungary	332,744	2,460	33	1
Poland	250,833	1,120	8	
Romania	223,111	705	15	
Moldova	732	5		
Total	2,173,204	16,007	143	8

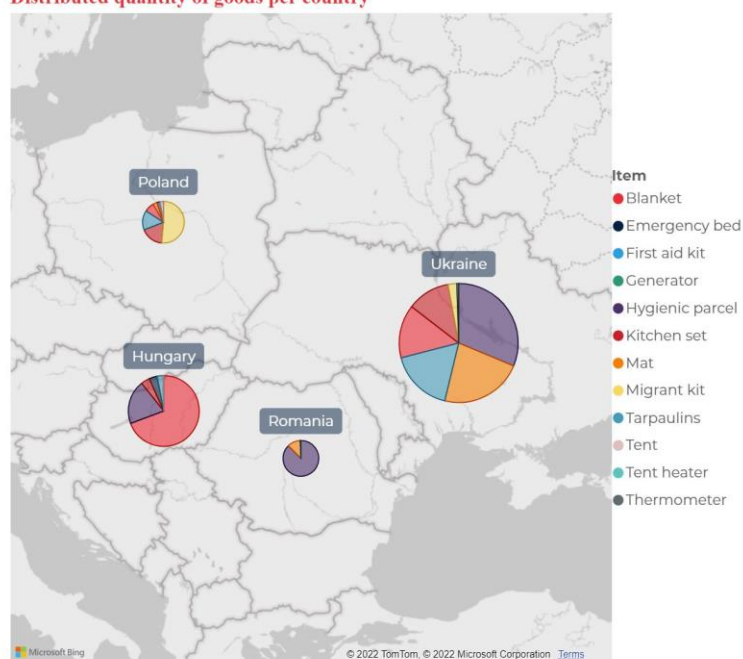
Most provided goods per item

Item	Value in CHF	ItemQty
Hygienic parcel	1,874,122	113,272
Migrant kit	1,043,138	25,200
Kitchen set	1,019,393	36,765
Tarpaulins	660,736	46,685
Blanket	645,465	109,319
Mat	229,118	53,700

Biggest donors

Donor	Consignment Cost
French Red Cross	1,810,098
Austrian Red Cross	1,535,071
turkishredcrescentlo	755,172
Finnish Red Cross	598,151
German Red Cross	577,558
Spanish Red Cross	411,589

Distributed quantity of goods per country



IFRC Logistics Teams are coordinating logistics efforts and ensuring that relief items reach people in need in all impacted countries. The Operational Procurement structure has been established, functioning logistics structure have been established in Poland (Lublin), Ukraine (Chop, Chernivtsi), Hungary (Bucharest and Debrecen), Slovakia

and Romania. An operating supply chain has been established in Poland, Hungary, Romania and Moldova. **Over 2 million kilograms** of aid have been delivered thanks to coordinated logistics efforts.

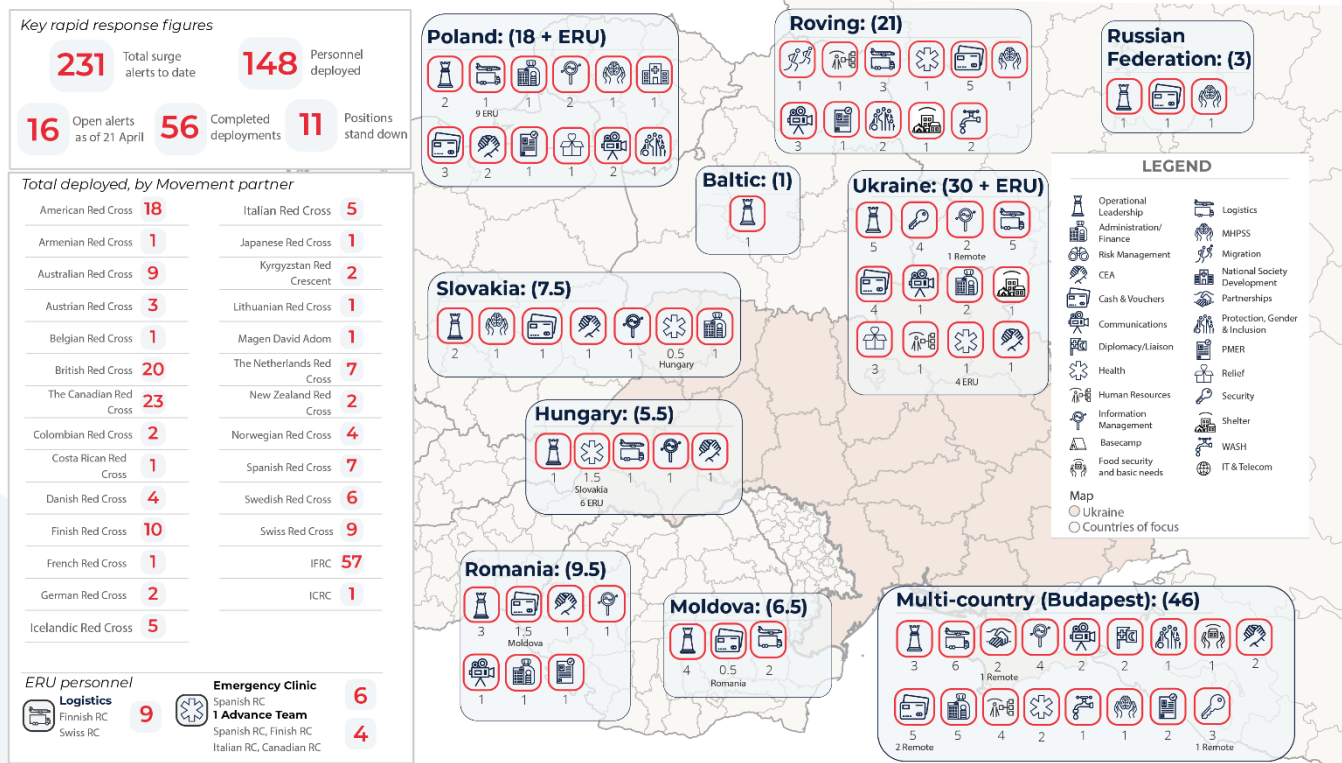
Since the launch of the Emergency Appeal and the activation of the IFRC surge system, IFRC Rapid Response personnel have been requested, with the majority already deployed from member National Societies and IFRC Secretariat staff to support the Red Cross National Societies in Ukraine, Poland, Slovakia, Hungary, Romania, Russia and Moldova (see infographic below).

Updated: 04 May 2022

Rapid Response/ERU Personnel Deployed Ukraine and Impacted Countries Crisis



The following **Rapid Response / ERU personnel** have been deployed to this operation. This team is supporting the **Ukrainian Red Cross Society (URCS)** and neighbouring **National Societies** to provide humanitarian aid to the population affected by the crisis.



Movement coordination

The ICRC's operation in Ukraine is one of its most significant operations globally. It currently has a delegation in Kyiv and sub-delegations in Donetsk, Luhansk, Mariupol, Sieverodonetsk and Sloviansk, with over 600 staff in the country. The ICRC expanded its presence in Ukraine in 2014 to protect and assist conflict-affected people in the eastern part of the country and worked with Ukraine communities for eight years. As soon as security conditions allow, the ICRC's delegation will expand its geographical scope and, where necessary, establish new structures to manage its activities and respond to the humanitarian needs. In neighbouring countries, the ICRC has also had a presence and is now looking to scale up its support where necessary and relevant to support the Movement's collective response.

While putting the National Societies in the center the IFRC and the ICRC are working to ensure the most effective levels of coordination across all levels – from the headquarters level to coordination at the country level. At a strategic level, the two international components are meeting at Geneva, regional and country levels, led by the senior management of the relevant partners. On 1 March, both the ICRC and the IFRC coordinated the launch of the IFRC Emergency Appeal for the response in Ukraine and Impacted Countries (100 million Swiss francs) and the ICRC's preliminary budget extension for its 2022 operations in Ukraine and neighbouring countries (150

million Swiss francs). Recently, the senior management of both the ICRC and the IFRC carried out a joint visit to Ukraine to discuss the response coordination with the URCS and with partners on the ground.

Movement Coordination in the country aims to support the URCS's capacity to lead the response nationally across all areas. This includes bringing together the various regional approaches into more coherent and qualitative national approaches, coordinated by the URCS at a national level and assisting URCS in identifying capacity needs and critical human resource needs. Strategic level meetings between the URCS, IFRC and ICRC are firmly in place, and operational level coordination meetings, including the Movement Emergency Operations Centre (MEOC), involving partner National Societies, are up and running. Technical-level Working Groups are also being set up to help coordinate the areas of Cash Programming, Relief, Logistics, Health, and National Society Development and are starting to meet regularly and provide minutes of meetings and decisions made..

In addition to the country-level coordination, the ICRC will also convene the global and regional discussions on Ukraine. The ICRC and IFRC will work with the URCS to ensure coordinated reporting and communication on the response through media and social media channels and through formal reporting and tools such as the Movement Picture, which is currently being developed.

The Movement components are also committed to ensuring meaningful coordination and support to the National Societies in the neighbouring countries. As co-convenors, IFRC or ICRC, they bring Movement components around the table so that all components that wish to can contribute to the collective response, as per their available resources and know-how. Movement coordination frameworks have been set up in Moldova, Russia and Poland to bring together Movement actors and streamline approaches, with coordination and technical support from both Regional and Geneva levels.

The IFRC and ICRC have also set up a series of joint briefings to Permanent Missions and donors to ensure that it gives a clear and complementary overview of the response and speaks to partners with one voice. This includes two joint briefings in Geneva and a joint briefing to diplomatic missions in Budapest..

Summary of response in Ukraine and neighbouring countries



Ukrainian Red Cross Society capacity and ongoing response

Core areas of operation



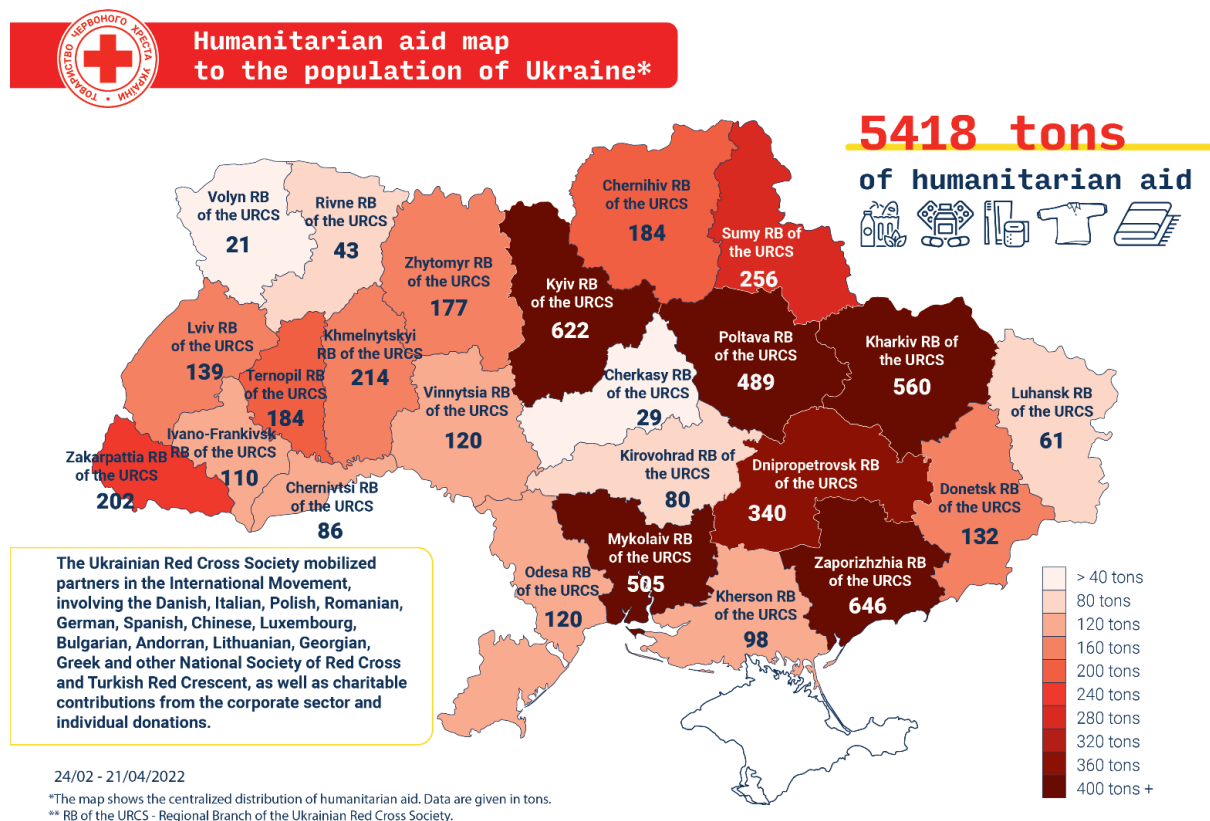
Number of staff:	535
Number of branches:	224
Number of volunteers:	2,500 active volunteers with another 3,000 registering across the country within one week, supported by a new onboarding mechanism

The aim of the URCS, founded in 1918, is to ensure human life protection and to prevent and mitigate human suffering during armed conflicts and natural disasters. The URCS also supports the medical services and public healthcare services, assisting the public authorities of Ukraine in their humanitarian activities. Since 2014, URCS has responded to the needs of persons affected by the conflict in the Donbass

More than 980,000 people have already received assistance from the Ukrainian Red Cross Society (URCS) with the distribution of emergency relief stocks, the voluntary evacuation of people trapped by the conflict, the delivery of food, water and hygiene items to people taking refuge in shelters, first aid and psychosocial support (PSS) interventions, as well as multi-purpose vouchers distribution. Together with Movement partners, URCS continued providing emergency health services to internally displaced and public health authorities (through medicines and medical supplies) and plans to significantly **scale up its health response**.

URCS is coordinating with local authorities to **holistically assist internally displaced people**, many of whom will not or cannot cross the border into a neighbouring country. This includes the scaling up of assistance at Humanitarian Service Points as well as reception centres which are being established in schools and other community buildings to accommodate a growing number of internally displaced people. Importantly, in the current phase of the crisis, we are also seeing people who fled the country return and the distinct needs of those returning will also be considered throughout the provision of assistance. **Cash assistance** is being considered a key modality. URCS also continues to coordinate with neighbouring National Societies, with the support of IFRC and ICRC where relevant to support **people crossing borders**.

Relief assistance includes food items, water, hygiene kits, blankets, shelter items and medicine dispatched to all regions in Ukraine. Humanitarian cargo was received from several Partner National Societies. The ICRC also works closely with the URCS across the country. Across the response, special attention from the IFRC will be given to the **cash programme, national health strategy** (for chronic and new health risks), **humanitarian logistics** to deliver aid to those in need, **national shelter programme and National Society Development of the URCS** in view of the multifaceted risks and needs of the affected population.



Capacity and response of neighbouring countries



Polish Red Cross

Core areas of operation



Number of staff: **PRC has 697 full-time and 4,724 part-time staff members**

Number of branches: **202**

Number of volunteers: **Nearly 40,000 volunteers, with thousands more joining since the crisis began, including newly-arrived displaced persons**

The PRC has been present countrywide since 1919, running 2,261 programs (blood donors clubs, rescue teams, youth clubs, etc.) and working on dissemination of International Humanitarian Law (IHL), Restoring Family Links (RFL) and tracing services, voluntary blood donation, social care and assistance to vulnerable groups, health and environmental sustainability promotion, first aid training, education programs, and providing humanitarian assistance in crises and disasters domestically and abroad. Before the current situation started, PRC responded to the humanitarian needs of migrants, including refugees/displaced, people arriving from Belarus in October 2021.

The Polish Red Cross has assisted **222,400+ affected people with an estimated 1,674 metric tons of relief goods, and essential items**. Additional to assistance provided by PRC, 5 trucks of relief items containing mattresses, blankets, kitchen sets, and hygiene parcels were shipped to Vinnytsia, 3 trucks to Romania Suceava and 1 truck to Ternopil. Additional to relief item distributions, 23 Generators were received through the IFRC pipeline in the warehouse. The warehouse contract which will allow IFRC to increase the storage of goods and relief items has been signed and the warehouse is fully functional in Lublin. At this stage of the operation, 2 warehouses are online in Lublin- Poland.



Hungarian Red Cross

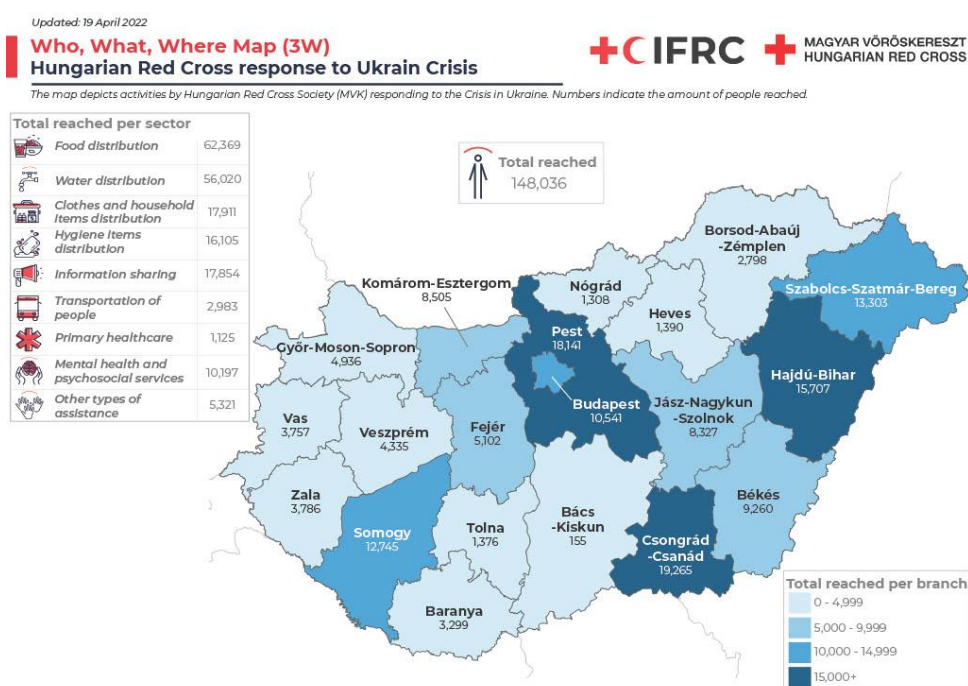
Core areas of operation



Number of staff:	951
Number of branches:	1,548
Number of volunteers:	Approx. 12,000

The Hungarian Red Cross was established in 1818, and its main tasks include blood donor recruitment, first aid, social welfare, disaster management and Red Cross Youth activities. Its Tracing Service restores family links broken due to armed conflicts or natural disasters. The Hungarian Red Cross county, town and area branches cover the entire country. Unconditional help and the permanence of charity are how the Red Cross cares for the weak and vulnerable with its volunteers.

Since the beginning of the crisis, Hungary has received at least 465,000 newly displaced people over the Ukrainian border, plus a significant number of people via bordering countries. Many of the newly arrived displaced people transit through Hungary to go further into Europe. HRC quickly mobilised at the onset of the conflict to provide health posts (primary care, first aid, and emergency referrals) near the border. Info points and temporary shelters have also been established at the Záhony train station and border crossings.



The staff and 12,000 HRC volunteers have reached more than **148,036 people**, including:

- 62,369 through food distributions
- 56,020 through water distributions
- 10,197 through mental health and psychosocial services

To add to the activities already realised, the HRC is in discussions for a mid- to long-term shelter strategy for displaced people who plan to stay in Hungary.



Core areas of operation



Number of staff: **419**

Number of branches: **SRC has a base of 34 branches across the country.**

Number of volunteers: **More than 3,000 long-term volunteers and training and deploying spontaneous volunteers to support this operation.**

The activities of the Red Cross in Slovakia territory date back to the establishment of the Czechoslovak Republic in 1918. In Slovakia, branches were gradually established in cities such as Banská Štiavnica, Nitra, Bratislava and Košice. Since then, in compliance with the Geneva Conventions and their additional amendment protocols and the resolutions of international conferences of the Slovak Red Cross and Red Crescent Movement, the Slovak Red Cross Society has performed essential duties in times of peace or warfare.

The Slovak Red Cross (SRC) is present at all three of the country's border crossings with Ukraine, providing services such as warming shelters, referral to essential services, and first aid. The crisis quickly spread away from the borders, with many refugees finding temporary accommodation across the country. With this shift, SRC is quickly scaling up support not just along the routes where people are on the move, but also scaling support for livelihoods, referrals for social services, and other medium- to long-term support for people who are staying in Slovakia. This support includes psychosocial support and providing child-friendly spaces, including in overnight shelter sites; providing social services, particularly referral for services, including education, healthcare, and registration for legal status; providing first aid, health assessments, referrals to clinical care, and COVID-19 testing; meeting basic needs through cash, voucher and in-kind programming; Restoring Family Links and tracing; and supporting existing and preparing for expanded access to temporary shelters for people on the move.

Since the conflict started the **Slovak Red Cross (SRC) has reached more than 230,000 people**, including:

- Nearly 800 volunteers engaged since the beginning of the crisis
- More than 18,000 people supported to access to social services
- Nearly 9,000 people supported with PSS
- Nearly 60,000 hot meals served to refugees/displaced people, and more than 90,000 given food items, snacks, or groceries
- Nearly 24,000 people provided with basic goods such as clothing

Branches in communities with significant numbers of hosted refugees/displaced people are already shifting to longer-term programming, with a particular focus on livelihoods, education, social services, and other integration services.



Red Cross Society of the Republic of Moldova

Core areas of operation



Number of staff: **280,728**

Number of branches: **16**

Number of volunteers: **1,300 active volunteers**

The Moldova Red Cross Society (MRCS) mission is to assist vulnerable people in coping with the effects of emergencies and socio-economic crises by mobilizing the power of humanity and ensuring appropriate means and services to protect human life and dignity.

Since the beginning of the humanitarian crisis, 8 Branches of the MRCS have been organizing donation points where people can drop donations of food and warm clothes for the displaced people. People offer hot tea, warm food, and personal protective equipment for COVID-19 (masks). MRCS volunteers are visiting the placement centres to provide support for people displaced, play with children, and help in preparing food and other necessary support. Older adults, people with disabilities, and families with many children need a particular focus.

The supply chain has been established in collaboration with DHL to mobilize additional household items within the region. Thus, based on the MCRS agreement, mid-thermal blankets, 2,100 will be submitted and will allow completion of the requirement of 6,000 blankets.



Romanian Red Cross

Core areas of operation



Number of staff: **2,641**

Number of branches: **47**

Number of volunteers:	6,000 registered volunteers, and is scaling up its activities, engaging more volunteers
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The Romanian Red Cross (RRC) was founded on 4 July 1876, in Romania and began work in the present headquarters of the Colțea Hospital in Bucharest. The RRC is the only humanitarian organization in the country which has clear duties as an auxiliary to public authorities, especially in the field of prevention and intervention in case of disaster.

The Romanian Red Cross (RRC) volunteers across all border branches have been deployed at all border crossing points and are distributing food, water, essential household items, hygiene products, and SIM cards to newly arriving displaced persons.

On 25 February, per the National Disaster Response Strategy, a Crisis Cell was established within RRC to plan and respond nationwide. The cell then implemented a nationwide collection and transportation of relief items to the northern and eastern border stations and refugee centres. **A humanitarian convoy of 18 trucks with relief from RRC, Italian Red Cross and Turkish Red Crescent left for Ukraine on 4 March, heading to the warehouse in Chernivtsi in Ukraine.** Supported by Danish Red Cross, RRC has established a logistics hub at the border with Ukraine in Suceava. This hub acts as an entry point for goods and supplies destined for Ukraine.



The Russian Red Cross Society

Core areas of operation	
	
Number of staff:	300
Number of branches:	600
Number of volunteers:	Approx. 20,000

The Russian Red Cross provides assistance to vulnerable populations in health and care, disaster management, humanitarian values, and organisational development. Since May 2017, the IFRC and the Russian Red Cross Society have been implementing projects that provide humanitarian assistance to 10,000 most vulnerable conflict-affected displaced people from eastern Ukraine in the Russian Federation.

Following the movement of people from Donbas area, from 18 February, the Russia Red Cross Society (RRCS) has been providing food, winter clothing, hygiene items, mental health, and psychosocial support (MHPSS), Restoring Family Links (RFL), health promotion and infectious disease prevention and cash and voucher assistance in temporarily accommodation points (TAPs) located on the territory of the Russian Federation. **As of 5 March 2022, the RRCS delivered more than 187 tons of humanitarian aid for displaced people.** The hotline of the RRCS receives hundreds of requests from Ukraine and Russia daily. Most of the requests are related to the possibility of evacuation of civil population, humanitarian corridor and issues of detained persons.

The RRCS activated its internal emergency coordination mechanism in the Rostov regional branch and adjacent branches delivered assistance to the region. The RRCS joined local authorities in Rostov in the primary assessment of the situation and needs of people arriving in the region and accommodated in temporary facilities. The RRCS is recruiting additional volunteers to assist with relief efforts in the region, training them on the principled humanitarian approach of the Movement and the Code of Conduct.

The RRCS continues to leverage domestic resources, coordinating and collecting in-kind humanitarian aid in different regional branches to provide humanitarian assistance to displaced people from Donbas as long as needed, while also working closely with ICRC and IFRC in line with Movement principles and approach.



Belarus Red Cross

Core areas of operation



Number of staff: **424**

Number of branches: **158**

Number of volunteers: **Approx. 17,000**

The Belarus Red Cross (BRC) is the largest humanitarian organization in Belarus, present in all 158 districts. BRC works in humanitarian aid (including COVID-19 response), home-based care and active ageing, community mobilization, health promotion and disease prevention, disaster response, and refugees' integration. BRC has also been responding to other population movements since mid-2021 which has impacted an estimated 20,000 people spread across several countries, mainly Belarus, Poland, and Lithuania, and continues providing support to 700 people in the dedicated logistics centre.

Belarus Red Cross (BRC) is assisting with the provision of hygiene kits and food and coordinating with both local authorities and international actors (including IOM and UNHCR). BRC has assisted so far **1,403 people, including 362 children, 409 men and 632 women.** Accommodation was provided to 720 people, first aid was provided to 382 people. Psycho-social support was provided to 1,263 people. 201 Telephone Helpline processed 155 requests. 391 requests for restoring family links received. 557 people passing through the point Gden received assistance.

2,075 services were provided at the Poddobryanka border crossing point (for people coming from Ukraine to receive services and returning) – meals, referral for medical support, PSS, and availability of mobile pharmacy. 81 people passing through Novaya Huta received assistance.

BRC is following developments closely and mobilizing its teams for further provision of assistance in Belarus to displaced persons from Ukraine. It is in close cooperation with the border services of the Republic of Belarus, the Department of Citizenship and Migration of the Ministry of Internal Affairs of the Republic of Belarus, and international partners to ensure maximum preparedness for the changing situation. The Ministry of Foreign Affairs of the Republic of Belarus, the State Border Committee of the Republic of Belarus and BRC signed an agreement on cooperation in humanitarian assistance to migrants to ensure effective coordination of joint actions to assist migrants. BRC also works closely with IFRC and ICRC, which have offices in Minsk.

Capacity and response of secondary impacted countries

In addition to countries bordering Ukraine, the impact of the crisis is also affecting countries beyond immediate neighbouring states. In the first instance, this includes other European countries receiving increasing numbers of refugees and displaced people, particularly diaspora countries and countries where they have connections or family members/friends. National Societies in these countries are using domestic capacities and funding to support these new arrivals. Approximately 80% of the 54 National Societies in the IFRC Europe region have reported actions in response to the situation. These actions are related to their response domestically, internationally or in raising resources for the response in Ukraine. The IFRC has established a support and monitoring strategy for the National Societies beyond Ukraine and immediate neighbouring countries and a matrix for the prioritization of resources based on the needs and operational strategies of each National Society. The strategy seeks spaces for coordination, peer support, knowledge management, resource allocation and technical support in an adequate and orderly manner. The IFRC has also established a mechanism to provide support to nationals temporarily stranded in foreign countries (outside of Europe and the Central Asia Region) who face short-term difficulties in terms of basic needs and are supported by Red Cross Red Crescent National Societies upon the request of authorities. The main services are focused on providing information through fixed and mobile HSPs and the provision of health services, re-establishment of family contacts, psychosocial support, distribution of humanitarian aid (water, food, clothing), and shelter solutions. The impact of the crisis is also seen at a global level, where countries in other regions of the world are starting to see this affecting economic and food security terms. The IFRC monitors, analyses, and considers scenarios for this potential indirect impact beyond Europe, outside of this Emergency Appeal.

Albanian Red Cross (ARC)	Albanian Red Cross organized a fundraising campaign to collect funds from the public and institutions. For this campaign, the entire ARC volunteer network in 39 branches was mobilized, collecting donations in public spaces daily using the motto "Donate for Ukrainian Red Cross in help of civilian population". These efforts are further supported via social media channels.
Austrian Red Cross	International Support – Activities in Ukraine: The Austrian RC deployed 20 people to support the response in Ukraine (second rotation in Lviv and Zakarpattia regions), either bilaterally or through IFRC/ICRC, including secondments from the Finnish Red Cross.

Procurement and transport of relief goods were done through and/or coordinated with the IFRC pipeline. Following an agreement with URCS and IFRC, a part of the goods was picked up by the AutRC Uzhhorod team from the IFRC warehouse in Debrecen to directly supply URCS Uzhhorod branch, supporting the distribution of items to 5,500 families.

In total, around 2.5 million Euro of Non-Food Items (NFIs) have been allocated so far:

- More than 50,000 hygiene kits for approx. 250,000 people have been processed, with approximately 32,000 kits delivered to date;
- 10,000 blankets have been delivered to Uzhhorod branch and another 63,000 are in delivery to IFRC hubs;
- An additional 5,500 families will be targeted with Family kits in Uzhhorod, planned for April/May, the kits include a hygiene and a food component;
- Additional kitchen sets and field-cots are currently in transit;



Shipment of 4200 hygiene kits delivered to the Ukrainian Red Cross warehouse in Chop. Credits: IFRC.

Together with URCS, German RC and ICRC, Austrian RC has conducted a Shelter and WatHab assessment in around 30 IDP shelters in Lviv Oblast, combined with the distribution of institutional cleaning kits. Items were purchased and delivered based on the identified needs, including washing machines, microwaves, fridges, and drying racks. Also, jointly with German RC, a perception survey for people staying in IDP shelters was developed. People can fill out the Kobo-based questionnaire via QR.

Also, Austrian RC is in discussion with Zakarpattia regional branch to provide vouchers and/or MPCA to IDPs in collective shelters (phase 1 incl. pilot) and to host families (phase 2). The CVA activity is conducted in close coordination with Danish RC, Swiss RC and IFRC to ensure a coordinated and coherent approach in Ukraine. With the support of Austrian RC and in close coordination with ICRC, the URCS has piloted a Mobile Health Unit (MHU) in Irpin, Kyiv region, to provide first aid, medication, and, if needed, transportation for people in need of medical assistance. Additional MHUs are currently planned for Kyiv and Chernihiv regions. Moreover, Austrian RC supported the URCS Lviv regional branch with laptops and the Zakarpattia branch with IT equipment.

Croatian Red Cross

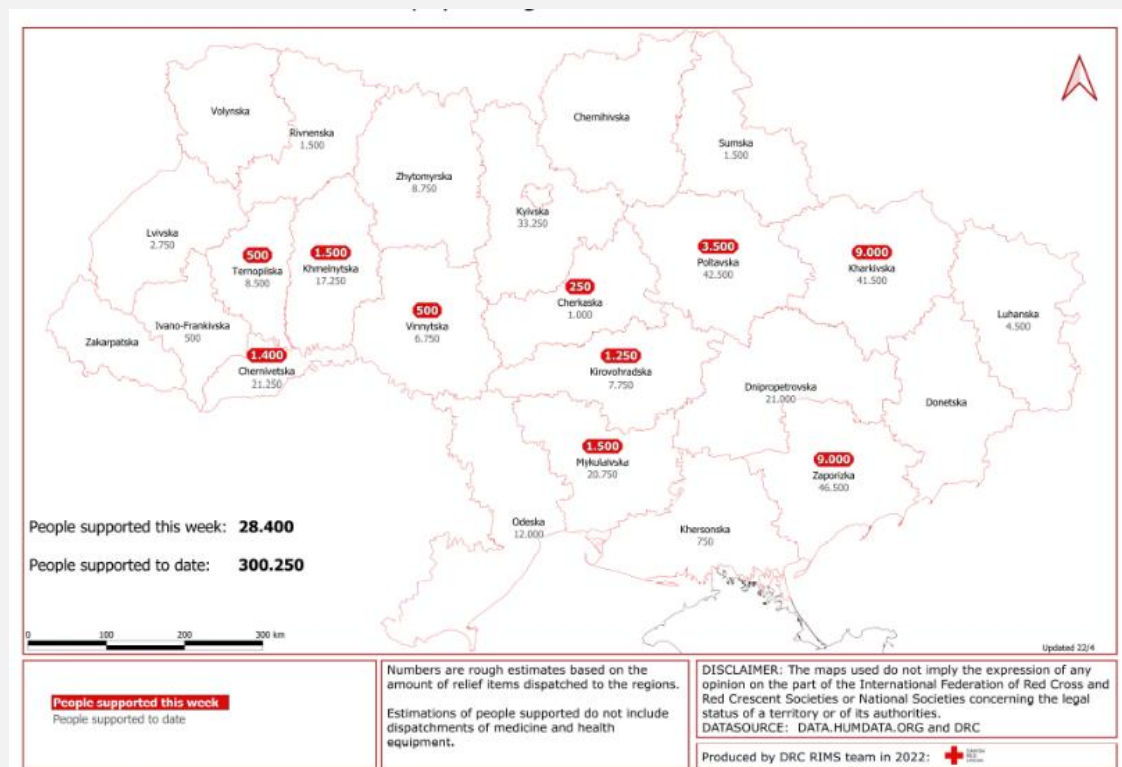
15,551 displaced Ukrainian nationals have entered Croatia since 25 February 2022. 85 RC branches have been assisting displaced Ukrainian nationals in 97 locations, involving more than 300 local RC staff members and over 500 volunteers. As of 21 April the Croatian Red Cross assisted 8,595 people. The Tracing Service of the Croatian Red Cross handed out 2,391 SIM cards, 4 routers and 50 phone chargers. Psychological first aid is provided at all locations where the Red Cross is present and may be received in the local Red Cross branches in cases when people are accommodated privately.

More than 2,500 food parcels, 2,750 hygiene parcels, and 960 childcare parcels were distributed to displaced Ukrainian nationals. Psychosocial support services were provided more than 4,040 times. The Croatian Red Cross launched a national appeal to collect financial and in-kind donations needed to support the ongoing operation of assisting the people who arrived in Croatia as well as supporting other National Societies in their response activities. The Croatian Red Cross has also delivered humanitarian aid in the form of food and hygiene parcels, first aid kits, and bedding valued over HRK 1,100,000.00.

Danish Red Cross (DRC):

International Support – Activities in Ukraine:

Continued operation and expansion of the DRC-URCS supply line dispatching around 500 tons of relief items every week into affected areas of the country. As of 22 April, around 3,600 tons of humanitarian aid were received by the DRC, and 3,000 tons were dispatched. DRC is now the most significant contributor to the Southern RCRC Movement pipeline. The DRC supports the URCS in strengthening the national relief structures and contributing to developing a harmonized structure. The DRC is providing operational support to URCS regional branches in the western part of the country on logistics and warehouse management to initiate and scale up the distribution of relief items to internally displaced people. In Western Ukraine, DRC direct distributions continued supporting collective centres and host communities. As of 22 April, around 300,000 people were supported by the DRC.



The DRC and the URCS have developed a country-wide psychosocial support implementation plan and are scaling up activities every week. Including using online approaches to reach people with essential information on psychological first aid (PFA) and self-care. More URCS branches are starting activities for PSS across Western Ukraine with continued remote support provided to the East.



Also, the DRC is finalising its preparation for cash assistance intervention in the Chernivtsi region (planned to cover 4,500 IDP and 7,000 host families) and initiating the pilot of cash activities starting on 10 May. The DRC is working closely with URCS, IFRC and other RC movement partners to explore opportunities for strengthening communication and accountability at the national and branch level.

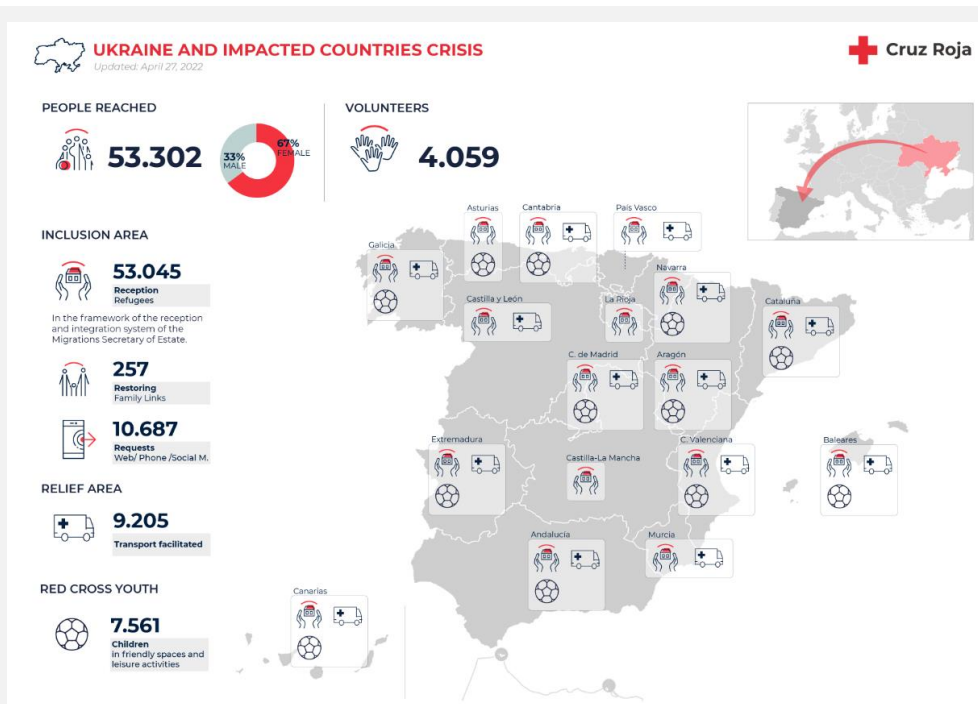
French Red Cross (FRC):

French Red Cross supports the phone response unit of the Ministry of Europe and Foreign Affairs in France, participates in the reception of people fleeing Ukraine and sets up activities to restore family links. To date, the French Red Cross has sent more than 2,000 m3 of

	<p>material (580 tons, 1,500 pallets), including tarpaulins (18,500), mattresses (36,500), hygiene kits (32,000), kitchen kits, tents, first aid kits, lighting, generators, thermometers, and EUR 1,000,000 worth of equipment. 70 territorial delegations were mobilised to welcome Ukrainian refugees in railway stations and airports, distribute water and food, reinforce shelters, and vaccinate people. More than 20,000 people were welcomed and received help when arriving at the train station and airport. The FRC has distributed food aid to 2,274 people. 7,329 people received emergency accommodation.</p> <p>On 21 March, 20 sick Ukrainian children, accompanied by their parents, arrived in France to be treated in the framework of European solidarity. This operation was repeated on 14 April with four children repatriated from Ukraine to be hospitalised in French hospitals. 300,000 kits were provided to people fleeing the country, including food, hygiene products and products for children, and 1,200 emergency kits for volunteers. FRC also developed communication materials such as a video on neutrality, use of the emblems, IHL experts, etc.</p> <p>The French Red Cross has created a dedicated program: “Red Cross hello”, to reinforce this mobilisation in welcoming and accompanying people fleeing Ukraine. Through a digital space and a free telephone line for the public, this system aims to provide a complete response to people fleeing Ukraine (“I need help”), but also to the public ready to give their time or their help (“I want to help”). This platform simplifies and makes accessible information and services for people fleeing Ukraine and for all those who want to get involved and accompany them. Data is already available in French, Ukrainian, Russian, and English. It lists the essential information for the arrival on the French territory through the services offered by the French Red Cross (domiciliation, clothing, food aid). It proposes answers to practical questions about accommodation, transport, rescue, and telephone. Its content will evolve according to the needs of the people and the measures put in place to meet them https://bonjour.croix-rouge.fr</p>
Georgia Red Cross Society (GRCS)	<p>The GRCS restored the MHPSS Interagency Working Group and coordinates with relevant organizations. GRCS made mapping of MHPSS services available in Ukrainian language, and the informational posters regarding the public services are being disseminated. GRCS National Hotline is fully operational and provides PSS and practical information to incoming callers. The registration form is currently being revised to monitor and analyze calls from the affected population. The Guide on “How do you talk to children about war?” has been translated and adapted to local context, and is currently being disseminated to people caring for children (parents, teachers, older siblings etc).</p> <p>National fundraising campaign launched: GRCS has raised over 2,5 million Georgian Lari through its National Fundraising Campaign. The funding is earmarked as donations to people in Ukraine and cannot be mobilized for a response within Georgia. 40 tons of humanitarian aid were sent to Ukraine via two trucks, consisting of food and hygiene items, including baby nutrition and hygiene items and some equipment and food for pets. Another 60 tons of humanitarian aid will be sent to Ukraine.</p>
Hellenic Red Cross (HRC)	<p>Hellenic Red Cross has provided the Ukrainian Red Cross with humanitarian aid. Currently, there have been three deliveries over the past month. The NS has sent over 58 tons of humanitarian aid, consisting of food, blankets, antiseptics, water bottles, power generators, baby milk, and pharmaceutical aid, reaching the warehouse of the Ukrainian Red Cross in Chernivtsi.</p> <p>In the Romanian-Ukraine borders, the Hellenic Red Cross placed a mobile health unit that provided medical aid to affected people reaching the borders. Meanwhile, in Greece, we are helping manage the population movement in coordination with the Ministry of Migration.</p>

Lithuanian Red Cross (LRC)	<p>As of 24 March, the # of people LRC assisted at Registration Centres was 26 896; total # of people who approached LRC branches for humanitarian aid or other support (PSS, General Information on Arrival to Lithuania, Legal Advice, etc.) – 31 734; total # of humanitarian kits distributed – 19 172; # of volunteers involved in action since 1st March 2022 – 7 628; # phone calls answered by Hotline staff – 1 775.</p>
Luxembourg Red Cross	<p><u>International Support – Activities in Ukraine</u></p> <p>Since the start of the armed-conflict escalation, the focus of Luxembourg RC operations in Ukraine shifted to emergency relief support to the URCS in the East of Ukraine. The Luxembourg RC team in Kramatorsk adapted swiftly to the large-scale humanitarian needs and took the first steps to provide humanitarian assistance. Around 113,000 euros were allocated for assistance in the Donetsk and Luhansk regions' health, shelter, food, and hygiene sectors. Hospitals were provided with medical supplies, and URCS branches were supported with the direct distribution of essential relief items.</p> <p>As of 15 April, the Luxembourg RC assisted 17,300 persons. Also, the Luxembourg RC supported 9 hospitals and 2 emergency services in Ukraine with 4.8 tons of medical supplies, 8 hospitals with 10.9 tons of construction material, and 7 branches of the URCS with the distribution of 1300 hygiene kits, 4.65 tons of food parcels, 1 ton of baby food, 4.3 tons of construction materials and other household items.</p> <p>Also, on 15 April, Luxembourg RC delivered for the first time to URCS humanitarian goods of 44.36 tones (183.793 euro) from outside of Ukraine, including 6024 hygiene kits, 3600 children's pampers (2Kg-18kg), 4700 adult pampers for the disabled/elderly, 690 orthopedic orthoses (knee, ankle, shoulder, cervical, elbow, etc.), 300 orthopedic shoes, 240 crutches, 59 wheelchairs.</p> <p>Shortly, the Luxembourg RC team in Ukraine will focus on procurement of Wash and Shelter supplies and continue the ongoing evaluation in Dnipro on the needs and security, with the support of URC and ICRC. The Luxembourg RC will start to work on an IRCA program with ICRC to support Shelter and Health needs for IDPs and the local population.</p>
Red Cross of Montenegro	<p>As of 1 March 2022, the Red Cross of Montenegro launched a national fundraising appeal to support people affected by the conflict in Ukraine. As of 9 March, 138 Ukrainian citizens (including unaccompanied minors) asked for the RC assistance, mainly in the coastal Municipalities. Refugees from Ukraine mostly ask for humanitarian assistance, support referring to the registration process and health protection assistance. The Red Cross of Montenegro is providing humanitarian assistance, PSS, RFL services, and counselling support regarding access to different rights. The Red Cross of Montenegro also prepared and printed informative material in four other languages on how the Red Cross could provide assistance and safety tips for the families.</p>
Netherlands Red Cross (NRLC)	<p>In most shelter locations, the NLRC assists the municipal shelter locations with conducting needs assessments and providing basic needs such as food and First Aid, and supply distribution such as hygiene kits. The NLRC fully manages a few shelter locations. At main entry points such as train stations and airports, Humanitarian Service Points have been set up to provide information, basic needs and guidance to shelter locations. At all locations, RFL services are available.</p> <p>The NLRC is partnering with other NGOs such as the Refugee council and TakeCareBnB to match Ukrainian refugees with shelter. The NLRC collaborates with other organisations to provide information to Ukrainian refugees through the website RefugeeHelp. The government is primarily responsible for all shelter locations.</p>

Spanish Red Cross (SRC)



Swiss Red Cross (SRC)

The SRC and the URCS have been building on their partnership since 2017. Based on the National Societies ' previous engagement, they have been supporting the crisis-affected population in Ivano-Frankivsk and Ternopil regions. The SRC and URCS Branches are collaborating with 12 IDP centres in Ivano-Frankivsk and Ternopil to improve living conditions for the IDPs and address their immediate basic needs. Also, since mid-March 2022, the SRC has mobilized relief items to Ivano-Frankivsk and Ternopil regions, including 5,000 blankets and mats, 6,000 bedding kits and 27 generators. The SRC, in collaboration with IFRC and Danish Red Cross, is mobilizing medical relief items based on the needs assessment and in support of the local health structures. The SRC and the URCS plan to continue their collaboration in support of the crisis-affected population and host communities in Ivano-Frankivsk and Ternopil to address their needs in the areas of shelter and settlements (including through cash and vouchers assistance) and health and will be working on strengthening the URCS local structures (branch development). Also, the SRC has been supporting URCS with resource mobilization through enabling digital fundraising instruments for public donations.

Turkish Red Cross (TRC)

International activities in Ukraine and Moldova:

The TRC followed the situation closely and launched the humanitarian aid operation based on the URCS request. The TRC shipped 55 trucks of relief items to the affected regions (49 trucks to Ukraine and six trucks to Moldova). Deployed 6 Field Delegates (5 to Ukraine + 1 to Moldova) and two disaster response vehicles (one in each country). Also, the TRC provides food and beverages to IDPs in Ukraine via 1 Mobile Kitchen. Various humanitarian relief materials (sheltering, hygiene, food, clothes, medicine and medical materials) worth 1.6 million euros with a total weight of 725 tons were delivered to Ukraine. They reached around 146,000 people in Ukraine and Moldova.

The local RC of Toretsk, Bakhmut, Avdiivka, Myrnodgrad, Sloviansk and the Luhansk RO of the URCS has provided hygiene items to distribute to 1,474 people. Medical supplies have been provided to 6 hospitals in the Donetsk and Luhansk regions and the Donetsk fire department.

Needs analysis and scenario planning

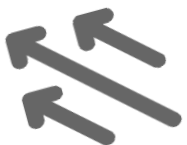
The unique and ongoing nature of this crisis, from the outset, required long-term strategic planning to respond to needs effectively. The Humanitarian Information Analysis function based at the regional Emergency Operations Center in Budapest developed a scenario planning framework that has been used as a basis for monitoring events, triggers, impacts, humanitarian needs, operational constraints, and security. Based on a framework of four possible conflict and humanitarian scenarios, it gives clear guidance on what to monitor and the potential implications for different scenario developments. The key objective is to inform the operations management about trends and developments relevant to adjusting or initiating activities. It can and should also foster reflection, enabling IFRC's ability to be prepared for plausible futures.

Based on estimations provided by local authorities and Red Cross National Societies, **the total number of people affected by the conflict can be estimated to be up to 18 million, with over 7 million displaced internally and over 5 million fleeing Ukraine.** Each responding country is facing their own set of unique needs, constraints, and gaps in resources. National Societies are working to carry out rapid field assessments, but comprehensive need profiles remain scarce. Most of those crossing borders out of Ukraine are women and children. Over a million people have crossed back into Ukraine. Still, available information and narrative stories suggest people are returning for short periods to check on family members, collect belongings, or assess the state of their homes. The pendular and unpredictable flow of people in this situation adds immense complexity to determining and anticipating needs. We also know there are distinct protection needs for third-country nationals fleeing Ukraine, who face more barriers to registering under the EU temporary protection measure and gaining access to social protection services. In all countries, the National Societies are uniquely positioned to respond as auxiliary to the public authorities in the humanitarian field. While the situation develops, the Red Cross has exclusive access and is currently the only actor to deliver humanitarian assistance at scale in many contexts. The IFRC's wider membership is contributing to the response in support of affected National Societies. Complementarity between this Emergency Appeal and the action of the International Committee of the Red Cross (ICRC) is ensured through country-level coordination mechanisms at strategic, operational, and technical levels and with IFRC and ICRC senior leadership oversight.⁹

The 3.6 million people targeted by the operation fall into three categories defined in the immediate response strategy:



People in Ukraine, including displaced persons and returnees, host communities and those sheltering in places that the Ukrainian Red Cross can reach. Millions of people are directly affected by the conflict in Ukraine, and there are an estimated seven million people displaced within the country, with widespread destruction to housing, facilities, and livelihoods assets. This will be done in close coordination with the ICRC to reach maximum impact.



People on both sides of the borders, attempting to cross to safety. Many lack the capacity to support their basic needs including food, water, shelter, and sanitation while National Societies have a permanent and flexible local presence. Support to border areas is also coordinated with the ICRC as per the evolution of the conflict.



People in neighbouring countries and beyond who face short-term difficulties in terms of basic needs, as well as long-term socio-economic risks and recovery needs (including people temporarily stranded in foreign countries and supported by Red Cross Red Crescent National Societies upon the request of authorities).

⁹ See page 8 for details on membership and Movement coordination.

Operation Risk Assessment

This is a high-intensity international conflict involving heavy kinetic warfare, civilian casualties, millions of refugees, large-scale internal displacement and physical destruction. The hostilities have also triggered a large-scale humanitarian response given the needs, notwithstanding major concerns for the protection of civilians and essential civilian infrastructure as well as security risks for humanitarian workers themselves.

Through our scenario planning framework, major event triggers and their associated risks are outlined and revisited regularly. Some of the risks identified could impact the pace and coordination mechanisms of the operation and therefore are being continuously assessed and mitigated to an acceptable level, also keeping in mind the humanitarian imperative. At the initial phase of the operation, the risk appetite related to the response was higher being driven by the humanitarian imperative focusing on the provision of emergency assistance to the vulnerable people in Ukraine and in the neighbouring countries. Late in operation and with a progression to mid-long term focused activities, the instability of the situation may present difficulties for the sustainability of actions.

Risks to our supply chain and logistics, including the cash and voucher assistance are mapped and will be considered in the selection and decision-making processes, Selection of service providers will happen with due consideration of the impacts of the growing number of sanctions and other restrictions, as well as along liability/security considerations.

Risks identified are being translated into capacity building elements incorporated into the operational plans. Operational priorities are being developed considering some of the risks and weaknesses identified and will therefore include a capacity-building component.

A. OPERATIONAL STRATEGY

Proposed strategy

The IFRC Secretariat, with its member National Societies, has launched a Federation-wide response plan for **1.2 billion Swiss francs, which aims to assist 3.6 million people affected over two years** along three main pillars: **Health & care and Water, sanitation and hygiene services (WASH), with integrated assistance support** (that includes **Shelter, Livelihoods, and multi-purpose cash assistance**) **with the establishment and scaling up of Humanitarian Service Points, and protection and prevention**. Globally, more than 50 National Red Cross and Red Crescent Societies have supported the response to date. **The IFRC Secretariat is supporting this Federation-wide response plan by appealing for 550 million Swiss francs to scale up support to National Societies in Ukraine and neighbouring countries.**

B. DETAILED OPERATIONAL REPORT

HEALTH & CARE INCLUDING WATER, SANITATION AND HYGIENE (WASH)

(MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT / COMMUNITY HEALTH)

National Societies since the beginning of the crisis have supported over 270,000 people with Health & Care, including WASH services at border crossings, health centres, collective centres and host communities as part of the Federation-wide response.



Health & Care

Objective:

Most vulnerable displaced people are provided with high-quality health and care services including MHPSS

Needs Assessment

Trauma is severe and MHPSS needs are great. Adults, especially children, will need long-term support to cope with loss and violence. There are severe shortages of vital medical supplies, including insulin, oxygen, trauma kits, and first aid. Half of all pharmacies closed (WHO). 100+ health facilities were damaged or destroyed. 80,000 babies are expected to be born in the first three months since the conflict began. Many of the damaged health facilities are maternal wards. Neighbouring countries are still struggling with two years of COVID response, now coping with increased needs of migrants and staffing shortages.

Key Highlights

The Health & Care Response Plan focuses on three priorities to ensure efficient crisis response and recovery, contributing to efforts to leave no one behind and to serve the most vulnerable population groups first.

Ensure access to direct health support and to basic Health & Care services and commodities

- Immediate response through direct health support: Coordinated International Response – deployment of Emergency Response Units: clinics, mobile and search health teams,
- Supporting Public health authorities to ensure the inclusive access to health services (preventive and curative) and strengthening communities' resilience
- Scaling up MHPSS and First Aid activities including hotline services
- Ensuring continuity of care and referrals for communicable and non-communicable diseases
- Promoting access to vaccinations (COVID-19, polio, measles, diphtheria)
- Launching awareness-raising campaigns to overcome the associated stigma
- In coordination with PGA, developing and disseminating key messages on GBV risks and on access support services.

Further advancing the auxiliary role and capacity of Red Cross Societies with competencies of staff volunteers and people-centred sustainable development initiatives

- Strengthening the health competencies within National Societies
- Recruitment and training of volunteers in First Aid
- Recruitment and training of volunteers in MHPSS
- Active engagement with communities, identifying needs, health risks and solutions

Coordination

Coordination of efforts with internal and external partners including with Movement partners, and participation in health clusters in Ukraine and impacted countries, collaboration with UN and non-UN partners as well as community-based organisations.

Ukraine

The URCS trained over 45,600 people in first aid. The Hotline is working on a list of reserve volunteers and providing support to the population on mental health and psychosocial support in partnership with the Ministry of Health of Ukraine. A webinar on PSS was conducted for around 900 persons, with 2,000 person video coverage after.

With the IFRC support, the URCS is currently piloting a training on home care provision to be conducted online for both informal caregivers and the URCS volunteers who provide support at home to older adults with restricted mobility. After a piloting stage, the training on home care provision for URCS instructors is planned for URCS to scale up the activity and access of the population to basic home care knowledge throughout Ukraine. During the emergency response, the IFRC supported home care services by 11 URCS volunteers in Kyiv city to address the current social needs of people with restricted mobility and pilot and adjust the URCS home care approach under different security situations.

Also, the IFRC plans support the URCS in developing the National Health Strategy (in cooperation with the Ministry of Health), with the pilot in the Zakarpattia region.

Polish Red Cross provides health services through 19 health teams across the border with Ukraine. Ukrainian Red Cross Society, together with Movement partners, continued emergency health services to internally displaced and public health authorities (through medicines and medical supplies). Danish Red Cross (DRC) is supporting URCS in psychosocial support services and organizational development. Efforts have continued to scale up PSS activities across the country. DRC is also working on ensuring that URCS staff and volunteers have the necessary capacities for conducting PSS activities. In cooperation with URCS' Volunteer and Organizational Development (OD) Unit, DRC disseminates MHPSS Information, Education and Communication materials and training.

In Western Ukraine, DRC supported recreational activities for around 300 children and is initiating the development of several Child-Friendly Spaces (CFS) in Western Ukraine. Almost 11,500 people were reached online with a PFA orientation for people with support from the IFRC PS Reference Centre. Also, 216 adults received information materials on coping with stress and how to support their children.

Belarus

MHPSS surge support is planned (combined with Russia) to organize training for staff and volunteers, revise the current PSS activities and provision of recommendations, and revise the existing MHPSS system in Belarus. A meeting with UN agencies will be organized to ensure the coherence of the PSS actions implemented in Belarus.

At the Novaya Huta border crossing point, a health care professional was stationed to assist. Mobile pharmacies have been established in Nova Guta. A Mobile pharmacy was also established in Poddobryanka village, where people crossed the border from the Ukrainian side, received meals and medical examinations, and crossed the border back to Ukraine. The telephone helpline 201 of the Belarus Red Cross is providing psychosocial support to people.

Belarus RC is providing First aid and PSS at border crossing points and in sanatoriums where refugees from Ukraine stay. Referral is ensured under challenging cases. Belarus RC is providing wheelchairs and crutches, and walking frames whenever needed.

Hungary

A focal point for MHPSS has been appointed and is working closely with surge and the newly appointed ROE MHPSS Delegate. A referral route for highly affected people has been established with the “Trauma Center in Budapest” and cooperation in terms of supervision and staff/volunteer care. A ToT is scheduled for 19-21 April, where ICRC may take part with RFL trained staff of the HRC and psychologists from the Trauma Center. A poster on MHPSS and PGI (IFRC + NS) has been translated and is being set up at border points.

The provision of health services by the Hungarian Red Cross continues at two health posts in the border town of Zahony, with a full health post set up in the train station there. The health post in Barabas has been converted into a First Aid post. The Austrian Red Cross staff supporting the health posts returned to Austria, and five members of the Spanish Red Cross ERU team, including health information management, Medical Logistics and PSS, are supporting the health posts. An initiative was started with the University of Szeged to provide English-language IFRC PSS training for students to volunteer at border crossings.

Moldova

Moldova Red Cross supports refugees and host communities with essential health and care activities. There was also discussion on updates of initiatives reflected in the Country Operational Response Plan for Moldova under the Health and care part, focusing on mid-term and long-term perspectives.

Poland

From the beginning of the crisis until 18 April 2022, Polish Red Cross has supported 8,433 affected people with primary health services and 982 people with Mental Health and PSS services. Furthermore, PRC Search and Rescue teams continuously support the newcomers at the border crossing areas, reception centre and train station with first aid, PSS, referrals and primary health services.

A volunteer profile was created for Polish Red Cross (PRC) NS volunteer management to find volunteers for MHPSS training and future activities. PFA training is conducted for 20 participants in Lublin for Humanitarian Aid Group members, Rescue Group team leaders and Volunteer Management Coordinator. Additional to the first phase of the training, 20 volunteers and staff members will be taking part in the second phase of the training in the Rzeszov district. Development of the online training materials and online training with interpreters to cover requests from certain branches around Poland are completed. A poster on MHPSS and PGI (IFRC jointly with the NS) has been translated and is being set up at border points.

Romania

Romanian Red Cross facilitators have conducted first Aid sessions in refugee centres. Planning for the MHPSS ToT for staff and volunteers continues with the expectation that this training can be rolled out by the beginning of May.

Russia

The psychological hotline is providing MHPSS and FA to people in need. There are also 50 RRC psychosocial support specialists providing psychosocial support in the temporary accommodation centers.

According to UNHCR estimates, Russia hosted 535,842 displaced people from Ukraine in Russia (data taken from the UNCHR website with reference to Russian government). An additional 105,000 people moved to the Russian Federation between 18 and 23 February (UNHCR data) There are two key vulnerable groups identified: one group are people arrived mostly on the week 18-24 February, another group are people arrived from other



regions of Ukraine, which has a huge demand for mental health specialists, in particular those working with children who, may require psychological or psychiatric support due to post-traumatic stress disorder.

IFRC has conducted two rounds of deployment of MHPSS Officer (March-April and April-May) to provide technical assistance to Russian RC in strengthening capacity on MHPSS provision with special focus on displaced people in post-conflict situation. IFRC supported establishing and training of MHPSS teams in 4 regional RRC branches, located near by the border with Ukraine (Rostov-on-Don, Belgorod, Voronezh and Volgograd) to provide assistance to displaced people. In total 143 RRC staff and volunteers were trained with IFRC support. MHPSS is being provided to more than 1,000 displaced people in 118 temporary accommodation facilities.

IFRC continues provision of support to Russian RC in increasing access of displaced people to health services through provision of medical insurance and covering HIV treatment in Belgorod, Volgograd, Lipetsk, Volgograd and Voronezh.

Slovakia

Slovak Red Cross provides first aid, PSS, and health referral services at border crossings, transit hubs, and other sites. In addition, the NS has expanded access to referrals and adapted transportation for people with mobility challenges to access needed health services. In support of these services, three German Red Cross nurses have been deployed to provide supervision and support contingency planning and quality assurance.

IFRC continues to organize regular training on Psychological First Aid for Slovak Red Cross branches and volunteers involved in the emergency operation. Minimum information on MHPSS and PGI (IFRC + NS) has been translated and is being set up at border points. First aid services continue at the border, with refugee-focused health services in eastern Slovakia expanding to include transportation of people with chronic illnesses or mobility challenges who cannot access regular transportation to access registration services, accommodation, or other services. The two-week pilot project for this service demonstrated a consistent demand, and plans are in development to ensure the provision of accessible transportation for these vulnerable populations through a combination of the expansion of the Slovak Red Cross' existing disability transit services and the establishment of referral networks for people requiring higher levels of care while in transit. PSS training is continuing to expand to new branches, with high levels of engagement and uptake.



Water, Sanitation and Hygiene

Objective:

Comprehensive WASH support is provided to the most vulnerable people, resulting in an immediate reduction in the risk of water-related diseases and improvement in dignity for the targeted population.

Needs Assessments

WASH assessments are ongoing in Ukraine and impacted countries. This includes field visits to observe humanitarian service points, reception centres, longer-term accommodation centres and host communities. In Ukraine, centres hosting IDPs were assessed by multi-sectorial teams. In Ushgorod, IFRC and the Austrian Red Cross have undertaken the interventions. In Lviv, the joint assessment is undertaken by the Austrian Red Cross and ICRC. Specific needs of the refugees and IDPs staying within host communities have not yet been identified in most countries and require further assessments. A substantial effort in understanding the situation and needs of marginalized groups is also necessary to develop an appropriate response. Kobo has been used to collect data in a systemized and organized way complemented with a narrative report.

Key Highlights

Based on the outcome of the assessments, various projects have been proposed to different National Societies with and through IFRC country teams. The main focus lies on hygiene and health promotion activities. Details

on those interventions are being discussed individually with each country as the situation in the country varies for both the refugee side and the capacity of the National Society. However, these interventions aim to complement the distribution of Hygiene items provided in the different centres and to host communities to reduce the risk of possibly emerging diseases. Longer-term hygiene activities will be embedded in the overall health program where joint hygiene and health promotion activities are being envisaged with a special focus on Community outreach through Community engagement.

Voucher for Hygiene items is currently being discussed in a few countries alongside discussions regarding the introduction of CVA activities. The need for rehabilitation and repair and the provision of WASH infrastructure at the different centres and host communities has been identified in Moldova and Ukraine. In Moldova, various response activities are being discussed with the National Society through the in-country IFRC team. The decision on the way forward is still pending. There is a need to integrate WASH expertise into the country teams to define the implementation for the upcoming months.

In Ukraine, the Austrian and German Red Crosses lead on the ongoing activities that involve WASH. The Austrian Red Cross in Lviv provides basic infrastructure, such as washing machines, heaters, etc., to centres where the need has been identified while conducting the cross sectoral assessments.

Information, Education and Communication Material (IEC) material for WASH (in collaboration with Health and MHPSS) are currently being developed for the affected population, focusing on vulnerable and marginalized groups in Ukraine and surrounding countries with the support of the Netherlands Red Cross. In cooperation with CEA, the operation team is working to identify the best platforms, channels and spaces to reach these groups.

An internal Roma working group has been established and is being also supported by Netherlands Red Cross. The community has been identified as one of the marginalized groups that need support within that operation. The group is currently collecting different data, background information, and contacts of other NGOs working with Roma communities. Once sufficient data is available, it will help design an appropriate response. Information will be made available to all sectors.

Coordination

Internal RC coordination: All programs will be designed based on assessment results with the direct involvement of the National societies, PNS, and IFRC. There is strong coordination between Ukrainian Red Cross, Austrian Red Cross, German Red Cross, ICRC, and the Federation in Ukraine. The Austrian and German Red Cross lead on current WASH activities.

External Coordination: Engagement and representation in country-level inter-agency coordination mechanisms and working groups in Moldova (Accommodation and Transportation Working Group) as part of the Regional Refugee Response Coordination led by UNHCR and Ukraine (Ukraine WASH Cluster) also directed by UNHCR.

Challenges

While there is still uncertainty about how the situation will develop, there is a need to plan for mid-and longer-term interventions. Due to the challenging situation, National Societies are overloaded with work which makes planning and implementation of projects difficult – Yet the process is ongoing. Most countries mainly want to distribute hygiene items and other in-kind donations until cash programs are in place. In some cases, continuous distributions of in-kind hygiene materials, including menstrual hygiene items, will be required.

Ukraine

Cross-sectoral assessments have been launched by the Austrian Red Cross, German Red Cross, URCS and ICRC at around 30 IDP centres in Lviv region and surrounding Uzhhorod. Austrian Red Cross teams immediately respond to needs by handing out cleaning kits, washing machines, heating systems, microwaves, fridges, drying racks etc. Cross-sectoral assessments have been undertaken in Uzhhorod by IFRC and the Austrian Red Cross.

IFRC and the Austrian Red Cross are participating in the WASH Cluster facilitated by UNHCR. Hygiene kits are being distributed in Zakatpattia region through IFRC and the Austrian Red Cross.

Belarus

Belarus Red Cross is distributing hygiene items. Upon arrival at the border crossing point, people could receive hygiene items of the most urgent need. Those accommodated in recuperation centres or staying with their relatives and friends receive hygiene items following their requirements.

Hungary

Assessments are ongoing throughout the country at different reception and transitional centres, including a joint WASH-Health-PGI assessment conducted at the Szeged accommodation centre. The biggest needs identified include WASH NFIs (e.g., HP kits, migrant kits, individual kits, baby kits, etc.) in all reception centres, transit centres and host communities. Distributions are ongoing until cash assistance is being implemented. 17,000 people were already reached by distributing hygiene items by Hungarian Red Cross branches.

Moldova

Hygiene items are being distributed to both host communities and refugees. IFRC Surge teams conducted a joint WASH-Health-Shelter assessment, and further discussions on mid-term and long-term approaches are going on.

Poland

IFRC Surge teams conducted a joint WASH-Health-Shelter assessment. 5,008 hygiene kits have been donated to Lublin municipality for distribution through IFRC pipeline goods in reception centres. In addition to this, 40,804 people were reached by Polish Red Cross with hygiene supplies in the field through the PRC branches, distribution points at reception centres, border crossing areas and other accommodation centres.

The plan for relief distributions and wash hygiene kits is completed and shared with the main actors for action. The Poland team is waiting to receive the first batch of the items for the site distribution activity, held in coordination with PRC teams in specific areas across the country, particularly in affected regions.

INTEGRATED ASSISTANCE

(SHELTER, HOUSING AND SETTLEMENTS, MULTI-PURPOSE CASH, LIVELIHOODS)

National Societies since the beginning of the crisis have supported over 1,5 million people under the integrated assistance approach with services at border crossings, health centres, collective centres and host communities, while 26,820 people were supported with Cash and Voucher Assistance (CVA) as part of the Federation-wide response.



Shelter, Housing and Settlements

Objective:

Communities in crisis-affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions.

Needs Assessments

Following the initial shelter assessment in Moldova and Poland (jointly with Health and WASH), a new one has been done in Slovakia to analyse the evolving situation, identify the changing needs and define the strategic

lines for the shelter intervention in the coming months (linking the initial relief response with a mid-to-long-term intervention). An integrated approach has been defined to secure a more significant impact. Further assessment missions into Ukraine and the rest of the neighbouring countries (Romania and Hungary) are planned in the coming weeks.

Key Highlights

The main focus of all operating National Societies at the beginning of the response phase as part of the integrated assistance approach was the provision of in-kind assistance to cover basic needs related to shelter (clothes, blankets, mattresses, bed linen, etc.) to improve the living conditions in the transit/reception centres where people are staying for a limited period before continuing their journey towards their final destination. While this has been the focus of the first months, planning for medium and long-term shelter interventions is taking place to support the integration of those who will decide to stay in what they consider a secure destination.

Preliminary discussions and planning on coordinating and providing support to European National Societies to support migration to secondary impacted countries have been established in consultation with the IFRC Regional Office for Europe and the Red Cross EU Office. Mapping ongoing and planned shelter activities in both EU and non-EU National Societies and identification of coordination focal points is continuous.

Coordination

Internal RC coordination: Internal coordination is done at the sectoral level to secure the implementation of an integrated approach to maximise the impact of the intervention and with ICRC, Operating National Societies and Partner National Societies to secure alignment and further reach.

External Coordination: Engagement and representation in country-level inter-agency coordination mechanisms and working groups in Moldova (Accommodation and Transportation Working Group), Hungary (Basic Needs WG), Slovakia (Basic Needs WG) as part of the Refugee Coordination Model lead led by UNHCR and established in neighbouring countries, and with the Shelter Cluster in Ukraine where the Cluster System has been activated, and it is also lead by UNHCR, as co-lead of the shelter cluster for conflicts.

Challenges

While the situation is still quite fluid, a stronger focus is needed to identify better the needs of the refugees (outside Ukraine) and IDPs (in Ukraine) staying within host communities as this requires further assessments in most countries. A substantial effort in understanding the situation and needs of marginalised and most vulnerable groups is also required to develop an appropriate response for the mid-to-long term as they will struggle more to access adequate, affordable accommodation.

Ukraine

The Ukrainian Red Cross Society is coordinating with local authorities to assist internally displaced people, many of whom will not or cannot cross the border into a neighbouring country. Reception centres are being established in schools and other community buildings to accommodate many displaced people. Around 3,700 tons of humanitarian aid were distributed by the URCS, reaching more than 850,000 people. Humanitarian cargo from Partner National Societies includes food items, water, hygiene kits, blankets, shelter items and medicine dispatched to 7 regions in Ukraine.

Belarus

Ukrainian citizens who need accommodation are hosted in recuperation centres and dormitories, meals, clothing and hygiene products upon request, and communication with relatives is ensured. Such services covered 829 people. From March 19 – to April 12, the Ukrainian border zone residents began to receive

assistance near the simplified border crossing point Poddobryanka (Gomel region), where the Belarus Red Cross and the Gomel regional department of Emergency provided hot meals and psychological and first aid. A total of 2,601 services for people living in the border zone on the territory of Ukraine were provided at the border crossing point. The service provision was stopped due to security reasons, but Belarus RC is ready to start providing the services again when the situation changes and if there is still a need.

Hungary

HRC has been scaling up its provision of services to short- and long-term accommodation centres being set up by different local administration units as per the requests of civil defence committees, providing different levels of service (such as Child-Friendly Spaces and provision of food or site management) depending on the needs and coordination with other humanitarian actors. Engagement with the Refugee Coordination Module established for neighbouring countries is ongoing, where shelter-related sectoral WG has recently started, along with coordination with the Shelter cluster in Ukraine.

Moldova

IFRC Surge teams conducted a joint WASH-Health-Shelter assessment to define the strategic lines for the shelter intervention linking the initial relief response to a more long-term intervention to meet the shelter needs. As part of the immediate response to the needs of affected families from Ukraine, the humanitarian support received from Portuguese RC and Turkish Red Crescent (Household items like blankets, hygiene kits for adults, hygiene kits for babies) have been distributed by the MRC with the assistance of the IFRC. The first three distributions were as follows. One distribution was at the collective centre in Rishkanovka (40 km from Chisinau, the capital of Moldova) for 60 displaced families from Ukraine (84 blankets and 60 hygienic kits for adults). The event was highlighted by local TV. Another distribution with the same type of items was in Calarasi (100 km from the capital) for 25 Ukrainian families in host communities, Ungeni (close to the border with Romania) for 15 host families and Basarabaska (76 km from Chisinau) for 17 host families. Thus, around 151 families or more than 400 people are covered so far. Distribution is going to be continued. Engagement with the Refugee Coordination Module established for neighbouring countries is ongoing, where shelter-related sectoral WG has recently started, along with coordination with the Shelter cluster in Ukraine.



Photo: MRC volunteers distributing blankets and hygiene items in Hirbovăt to support refugees from Ukraine staying with host families. Source: IFRC, 20 April 2022.

Poland

IFRC Surge teams conducted a joint WASH-Health-Shelter assessment to define, specifically for shelter the strategic lines for the intervention linking the initial relief response to a more long-term intervention to meet the shelter needs. As of the 18th of April 2022, the Polish Red Cross has supported 276,442 affected people in Poland with in-kind relief goods to cover basic needs related to Shelter, WASH Livelihoods/Food, and other humanitarian services. Distribution has been taking place in the border crossing points, temporary accommodation and reception centres, and transit/registration centres. 29 trucks of relief items were received through the IFRC pipeline with the coordination of Logs-ERU teams.

Romania

More than 7,000 beneficiaries in accommodation centres provided by the authorities, other NGOs or through private initiatives have received aid in essential items: 70,559 kg of food and hygiene products, 500 blankets, 500 mattresses, 1,000 sheets, 4,500 sleeping bags, 500 towels, tableware, pillows, and others. In addition,

phones, cards and external batteries were given to those in need to keep in touch with family. In addition, the RoRC has provided hot meals, financial support for the purchase of medicines and plane or train tickets.

Russia

Russia Red Cross collected humanitarian assistance (clothes, hygiene sets, PPEs, shoes, blankets, baby blankets, baby potties, household items and stationery for children) and delivered 365 tons of humanitarian aid to the displaced people.

Slovakia

A shelter assessment was conducted. Further analysis is required to start the implementation of shelter assistance to cover mid-to-long-term needs by providing support for hosting arrangements and/or rental assistance. IFRC supported the development of a schematic human resource structure outline for potential Rental Assistance Programming, driven through National Societies. Initially, Slovakia is expected to provide a test case for review. Branches are distributing household items on an as-needed basis to cover basic needs in hotspot/reception centres, transit centres and long-term shelters.



Cash and Voucher Assistance

Objective:

The most vulnerable displaced communities have their needs addressed through the use of cash.

Key Highlights

Registrations and Distributions have begun in Poland and Slovakia with IFRC support. A launch date for Romania is set by the end of this month, and CVA engagement has also begun in Hungary and Moldova.

Coordination

Internal RC coordination: Discussions continue with PNSs concerning CVA activities and access to Framework Agreements with Financial Service Providers and RedRose. Data sharing agreements between the IFRC, ICRC and National Societies are being drafted and submitted by each IFRC country team.

External Coordination: Continued engagement at country and regional Cash Working Groups. IFRC Geneva is still drafting external data sharing agreements with UNHCR.

Challenges

A change to the cash transfer value by the government in Slovakia created a delay of several weeks. It will require more resources at the start of May to respond to the needs of the affected populations.

Ukraine

IFRC is leading the RCRC Movement Coordination on cash assistance in Ukraine. This includes regular engagement with operational PNSs and ICRC. IFRC will continue to provide technical support to partners and ensure that interventions are developed, delivered, and monitored harmonised, adopting similar tools and approaches to the extent that it is possible and ensuring that learning and good practice are shared and replicated. Two CVA delegates were deployed to Lviv and Vinnytsia to meet with URCS to support meetings with the government and discuss CVA strategy.

The IFRC CVA delegates will support the Danish Red Cross in Chernivtsi as the first to roll out the cash distribution programme in Ukraine, planned to be launched in May. This would use the Ukraine Coordinated

Cash platform, supported by Red Rose. URCS has advertised for a Cash Focal Point, who would be within the URCS structure as a counterpart for the IFRC CVA colleagues.

URCS, with the support from the World Food Programme, Save the Children, Estonian Refugee Council, German RC and URCS funds are implementing a voucher-based assistance programme. So far, around 25,000 people have been reached with local retail store vouchers (worth 2,200 UAH ~ 70 CHF) in Zhytomyr, Cherkasy, Kropyvnytskyi, Poltava, Dnipro and Zaporizhzhia. Altogether 40,550 vouchers were purchased for this support.

Weekly coordination of operational PNSs and ICRC ongoing and external coordination with the national Cash Working Group (CWG). CWG plans to create task teams on Social Protection and GBV, in which IFRC will participate. Working to identify gaps for coverage by RCRC Movement, including branch capacity reported to be low in some areas.

Hungary

The National Society is participating in the Basic Needs Working group, where a Cash Working Group has been proposed by members while discussing the possible use of CVA in Hungary. This would enable organizations engaged in CVA to be prepared for if CVA is approved for use in Hungary rather than wait until a decision is made. A CVA delegate was deployed the week commencing 11 April. The same week, the Hungarian Red Cross board verbally agreed to consider the use of CVA as a modality. Work has started sharing experiences in neighbouring countries, exploring opportunities to meet needs via CVA.

Moldova

Plans remain for a CVA delegate, once identified to locate in Moldova. Current programmes include potential sectoral areas where CVA could be introduced, including WASH and Shelter/Rental Assistance. A CVA focal point has been identified and will arrive in the country by 24 April to scope the potential of CVA through sectoral objectives (possibly WASH).

Poland

The Polish Red Cross and IFRC ramped up the distribution of the cash cards to affected people from Ukraine. The registration for the CVA program started on the 14th of April 2022 in Mosavia Branch. 42 families- 127 people enrolled in the program in the first week of the application. Four volunteers were trained on CVA Programmes and used the application procedures to collect data for upcoming CVA. The registration and distribution of the cash assistance will be continuing in the upcoming days to assist families affected by the crisis and bring them dignity.

The coordination is ongoing cooperation with PRC Branches to recruit more volunteers and find new possible places for registration and distribution activities to scale up the current CVA activities. There are plans for setting up a Cash & Voucher Assistance Program ready to serve people fleeing Ukraine with financial assistance to meet their immediate needs. In the first phase of the operation, the CVA team targeted 30,000 people.

A Telegram/Viber chatbot hotline was set up, allowing us to provide information on essential questions and create tickets if a specific issue requires further follow-up. The team aims to register around 100 households for one day of distribution, depending on the number of volunteers available. The Red Rose team set up the operating system and prepared a logical pathway for the registration and distribution process.

Russia

Registration for food vouchers began on 6 April, and distribution will continue through 25 April for 2200 households. IFRC provides technical support to the RRCS to fulfil all procurement requirements and organize voucher distribution in Rostov and Voronezh regions. Within the DREF operation, the RRCS started distributing multi-purpose vouchers to 2,200 people who meet two main criteria (families with children under three years old and families with disabled children under 18 years old) in the regions mentioned above. In addition, the HNS provides pharmacy vouchers to the same category of people using their funds. The amount of a pharm voucher is 1'000 RUB (around 11 CHF), and the amount of a multi-purpose voucher is 5'000 RUB (about 55 CHF).

Romania

The CVA programme is the primary focus in Romania. The team is building up towards launching a self-enrollment process for cash in Romania. A website landing page will explain program criteria and drive visitors to download the enrollment app. Branch capacity assessments are underway to understand the in-person CVA enrollment strategy. The strategy to augment the existing RoRC call centre is to support public inquiry around the financial assistance programme. In-depth branch capacity assessments are underway to identify the appropriate staff and volunteers for MHPSS and CEA training and identify service points for CVA activities. Working on minimum viable product for registration app, including the technical coding, user interface, and translation. A technical test was planned at a refugee centre to verify the process. Planning for establishing a call centre, website, and volunteer training.

The self-enrollment app for CVA is in the final development stages, has been tested, and will be launched on April 27. The target is to provide 360,000 people with 110 Euro per person per month for three months.

Slovakia

Branches that will participate in the first phase have been identified. Transfer Value agreed upon by the Cash Working Group, aligned to the Social Protection system. Beneficiary selection criteria have been defined with the support of the Migration and PGI experts. Mobile Data Collection kits and VISA cards received at Slovak RC headquarters. Red Rose and CVA training for volunteers scheduled. In terms of feedback channels, the team is working on procuring a Hotline service and the set-up of a telegram chatbot in English and Ukrainian.



Photo IFRC training session for volunteers and branch directors of the Slovakian Red Cross. Source: IFRC 11 April 2022.

The rollout of the Emergency Cash intervention of the Slovak Red Cross was scheduled for the 13th of April, as agreed at the Cash Working Group. Due to changes in the context, the rollout was adapted to become a two-step process in which beneficiaries are registered from the 13th to the 30th of April. The cards distributions are scheduled for the beginning of May, as per government request. The registration started in Bratislava and will be rolled out to 4 additional branches around the country in the coming weeks targeting 5,000 households. The agreed Transfer Value is now in revision by the Ministry of Labor and Social Affairs.

Belarus

CVA is planned to start in May for those refugees who decide to stay in Belarus. A meeting with the ICRC and UN agencies is organized to ensure that there is no duplication, that the same approaches are used and that Belarus Red Cross will be involved or informed about the CVA distributions of the external organizations.



Livelihoods

Objective:

Communities in crisis-affected areas and the displaced can recover their livelihoods, while refugees' access to employment opportunities is improved

Needs Assessments

IFRC is currently scoping potential support for food security and livelihoods in Ukraine and surrounding countries, identifying interventions that address needs and align with the National Societies capacity, experience and strategic priorities.

Key Highlights

Discussions are ongoing with the URCS Livelihoods Unit on livelihoods support options which could support livelihoods recovery, building on their previous experience. Livelihoods support in surrounding countries will focus on assisting refugees and migrants in accessing labour markets and successfully gaining employment. Some National Societies have already initiated this support. A Federation partner with extensive experience in supporting refugee employability in Europe is offering to provide specialised support.

Coordination

Internal RC coordination:

Consultation with Federation partners and ICRC is ongoing to ensure livelihoods assistance is well-coordinated and complementary, utilising partner expertise and experience in supporting livelihoods within each country and similar programmes elsewhere working with refugees and post-conflict recovery. The IFRC Livelihoods Centre has established a help desk specifically for this response and can provide training for National Society staff and volunteers where requested.

External Coordination:

IFRC engages with key agencies supporting Food Security and Livelihoods (FSL) in Ukraine and attends the FSL Cluster to understand current FSL support being provided, identify gaps, and identify where the Federation-wide approach can add value.

Challenges

While the Ukraine RC is prioritizing its emergency response, its Livelihoods Unit is developing possible future interventions for the National Society to consider. Neighbouring National Societies supporting refugee access to employment would welcome support from Federation partners experienced in employability.

Ukraine

The URCS has provided 25,000 the most vulnerable people affected by the conflict with retail store vouchers, contributing to improved family food security and covering their basic needs.

Belarus

Belarus RC is supporting refugees from Ukraine in finding jobs in Belarus. The support is provided case by case. In some workplaces, accommodation is available, significantly improving the family's situation. After assessing needs, Belarus RC will analyse whether the provision of vocational courses is required.

Romania

The RoRC is facilitating Romanian language and Latin alphabet courses and assisting in accessing online courses with their teachers in Ukraine. This aims to encourage those who have sought asylum or protected status to enter the Romanian workforce and schools.

Slovakia

Several branches of the Slovak Red Cross have started livelihoods activities, including assessment and piloting of interventions to support childcare for refugees seeking employment, recognition of foreign qualifications, retraining in underserved sectors, and other interventions.

PROTECTION AND PREVENTION

(PROTECTION, GENDER, AND INCLUSION (PGI), COMMUNITY ENGAGEMENT AND

ACCOUNTABILITY (CEA), MIGRATION AND DISPLACEMENT,

LONGER-TERM: DISASTER RISK REDUCTION, ENVIRONMENTAL SUSTAINABILITY)

National Societies since the beginning of the crisis have supported over 190 thousand people at Humanitarian Service Points, temporary accommodation, and temporary collective centres as part of the Federation-wide response.



Protection, Gender and Inclusion

Objective:

The different people impacted, displaced by or fleeing the crisis are safe from harm including violence, discrimination and exclusion, and their needs and rights are met.

Needs Assessments

There have been reports of trafficking both for IDP and those externally displaced. IOM is currently handling assisting with 5 cases of trafficking (outside Ukraine). There may be increased risks at service points and shelter areas for those fleeing the country. Conditions which have increased the risk of predatory individuals or criminal networks accessing those fleeing include:

- The profile of those fleeing is majority women and children.
- Gaps in cross border coordination and safe referrals.
- a lack of controls around registration, screening, training, and monitoring of volunteers – allowing perpetrators access to vulnerable persons.
- The desire for people to continue to move quickly away from the border means they are desperate to access transportation which has increased people's willingness to get into cars with people they do not know.

Except for Moldova, all EU member states have trafficking responses (there is an EU coordinated approach – engaging with Europol, fundamental rights agency, Frontex).

Ukrainian authorities have a Trafficking in human beings' action plan, which includes trying to register children on the move with UNICEF. UNHCR will be setting up blue dots' services for women and children for everyone on the ground to access a safe space. They are placed in the riskiest places – bus shelters and train stations. Europol is trying to develop an early warning vetting system – for forced labour, sexual exploitation. Protection groups have noted the need for more child-friendly material.

Challenges

Issues around gender are still sensitive in many regions. This has slowed down how PGI and Safeguarding are presented to different National Societies. Being culturally sensitive is crucial to how the IFRC conducts its work to build trust with our target groups. However, this can bring delays when introducing Protections issues on the ground. The fast-changing situation in the conflict context also brings volatility and changes in the dynamics of how to proceed, pushing to change and adapt to such context.

Ukraine

Participated in multi-sectoral assessment (WASH, Shelter, Health, Migration/PGI) assessment of selected shelter sites for internally displaced people (IDPs) living in the Zakarpattia Oblast in Ukraine. The assessment team visited approximately 14 sites in total to understand the needs of IDPs and identify recommendations for adjustments/improvements that can be made. Working with the National Society in a short ToT training for Basic PGI and the estimation of items for Child-Friendly Spaces that the branches have requested. Continued participation in external coordination with the Protection WG. Pending to deploy a Surge PGI.

Belarus

The IFRC developed a concept note on PGI development. It is planned that a series of sessions with the translation into Russian (combined with the Russian Red Cross) will be organized.

Hungary

As part of the MHPSS ToT, a PGI awareness session was delivered for the Hungarian Red Cross (6 Females- 3 Male). The session included concept acknowledgement, case studies and RCRC contextualization of PGI. This exercise is considered a best practice that could be replicated in the other neighbouring countries, not only with MHPSS but also with other sectors.

Moldova

Materials for Child Friendly Spaces (CFS) and safeguarding, along with concept note on PGI training for staff and volunteers translated to Russian was presented to the NS. Currently being reviewed to be adapted to context for possible implementation.

Poland

IFRC Poland team is increasing the number of training targeting the volunteers of PRC and humanitarian groups responding to the needs of the affected population. The first training was carried out on March 31 in Hrubieszow Branch with a PGI briefing on Safeguarding with 7 participants (4 men and 3 women) jointly with a CEA briefing. An additional PGI Briefing on April 5 was carried out on Safeguarding, under the Cash training for six volunteers (3 men and 3 women). The Polish Red Cross has supported 626 families with the main PGI activities, including child-friendly spaces. IFRC, PRC and ICRC are working closely to establish a Call Center for the operation, providing services for protection activities and referrals and information provision.

A large-scale scale-up of the Polish Red Cross staffing is planned. The PGI team is working with the human resources team to ensure safeguarding measures are integrated into recruitment and screening practices. The new incoming PGI Coordinator arrived in Poland on April 18. In her new role, she will be supporting the team in integrating the PGI approach in all aspects of the Poland operation and developing an implementation plan for the PGI activities.

Slovakia

An assessment on PGI and Migration was finished in Slovakia. Update Slovak Red Cross internal policies, procedures, and volunteer-related content to include protection mainstreaming, specifically related to children, women, seniors and people living with disabilities. Code of Conduct for volunteers and volunteering Basic Induction document being updated to match the newly created induction training, mainly related to the rights and duties of volunteers. Continued participation in external coordination in Protection Working Groups (PSEA and Protection). Continued operation of child-friendly spaces, including private and comfortable areas for breastfeeding, at all border crossings. Multi sectorial training at Hummene with 21 volunteers where PGI was integrated for the first time (integrated framework of CEA, PFA, Cash and PGI). This was a repeat training carried out given the high demand from volunteers.

Initiation of a pilot by the Slovak Red Cross to provide specialized transportation across Slovakia for displaced people with disabilities or medical conditions. Within the first week, this service was requested and approved 20 times. The most common routes are from and to border points, reception centres, temporary accommodation sites and medical service providers. Protection mainstreaming activities have taken concrete steps forward, with standardization and distribution of safeguarding-related information. Volunteer training, onboarding, and contracts are being updated to include protection and safeguarding procedures and minimum standards.



Community Engagement and Accountability

Objective:

The diverse needs, priorities and preferences of the affected communities guide the response ensuring a people-centered approach and meaningful community participation.

Needs Assessments

CEA has worked internally and inter-agency across assessment processes to ensure consistent questions are included that relate to critical information needs, gaps, and preferred information channels. Assessments are underway in April /May.

Rapid, informal assessments and data gathering by CEA delegates at border, registration and other assistance sites, and review of secondary data have found recurrent requests for information on shelter, jobs, RFL and education. CVA registration processes include consultation on preferred communication channels which provide additional data in countries where CVA is operational already and confirm the comfort of many affected people with digital media. Distinct needs of some specific groups in terms of language and accessibility to information, e.g. of Roma communities, are being identified.

CEA delegates and NS staff have discussed National Society CEA HR capacity and needs. This has fed into plans for NS capacity strengthening through training and NS HR support for the response. Previous capacity strengthening processes such as CEA and Kobo training in Ukraine and Romania are beneficial in developing CEA activities and services such as call centres. But most countries involved in the response had limited dedicated CEA capacity before the crisis.

Key Highlights

A customised approach is being developed for each country according to needs, priorities and National Society capacity. Core activities for information provision, community consultation and feedback systems, National Society capacity strengthening and inter-agency coordination are prioritised, with plans for the longer term to strengthen community connections and build community voice in humanitarian diplomacy products.

Key activities in this month have been CEA support for the rollout of CVA in Poland, Slovakia and Romania with orientation materials for volunteers and staff new to cash-based programmes, communication materials and tools being developed for the community and preparations for the establishment of hotlines.

Upcoming priorities focus on CEA, including information provision anchored in Humanitarian Service Points. A scoping process of potential new digital solutions for CEA to support scale-up is being carried out in cooperation with Netherlands RCS. It will include in-country work in.

Coordination

External Coordination: CEA is actively participating in inter-agency coordination mechanisms in each country where they are active (Poland, Slovakia, Hungary, Moldova, Ukraine) to ensure harmonisation of information needs assessment processes, identify potential areas for collaboration such as training resources and information mechanisms and to avoid duplication. Structures include working groups on Accountability to Affected Populations (part of protection WG) and Risk Communication and Community Engagement (RCCE) structures. In Ukraine, CEA is taking part in an AAP task force set up by OCHA, which just arrived to build a coordination structure around AAP, including an AAP WG under the Cash WG. CEA is also active in an RCCE WG that WHO has set up. This group will focus on health RCCE. Links have also been made to potential partner agencies such as Internews and Translators without Borders.

Internal RC coordination: Ongoing contact with PNS with a focus on CEA. This has included liaison with America, British, Canadian, Netherlands, and Swedish RCS, all providing inputs to the CEA components of the response. Regular, biweekly coordination between IFRC CEA and ICRC Information as Aid and AAP at the regional level. A

Movement-wide CEA technical working group has been established in Ukraine, which will work on a joint plan of action.

Challenges

The multiple demands on National Societies challenge the pace of scale of some activities, particularly as some CEA-related activities are new to their, e.g. feedback mechanisms. The rapidly evolving information ecosystem as agencies set up information provision mechanisms and materials, including chatbots, hotlines and hard-copy materials, challenge efforts to ensure affected people's experience to find needed information and give feedback easily despite the collective will for that. People's unpredictable context and movements within and across countries make targeting information services and capacity-strengthening measures difficult.

The multiple languages involved in the response due to its multi-country nature, together with the limited availability of multi-lingual interpreters and translators, also pose challenges for consistent information provision in finding operators for call centres able to engage with refugees/displaced people and National Society and IFRC staff who need to resolve feedback or queries but who collectively operate in at least three different languages.

Ukraine

For information as aid, the main communication channels used by URCS headquarters are Facebook, Twitter and LinkedIn plus a recently launched telegram channel for sharing information on first aid. A dedicated person in URCS has been established responsible for answering any comments and questions on social media. URCS website was hacked, but online again. A volunteer flashmob has been organized where they are asked once a week, they would post a picture of their work. The URCS hotline is being re-established and set up in Lviv to cover general questions on URCS, PSS and RFL, with the prospective to cover more response areas (incl. cash). Volunteers and staff are currently being onboarded. . More feedback channels are to be included in the hotline operation. IFRC IM will support setting up a data management process based on SharePoint lists, and Power automates. It has been agreed to use the CEA in CVA minimum standards to guide the development of the CVA programme. A CEA coordinator was deployed to Ukraine to support the URCS CEA approach, including the development of feedback systems; the URCS capacity strengthening and support to PNS CEA approach.

Belarus

Belarus RC is conducting a KOBO-based needs assessment of people leaving Ukraine. The needs assessment also allows making the essential registration of the household and understanding of the basic demographic information of the arriving population. Needs assessment is done in the Gomel region, where people actively arrive from the immediate border with Ukraine and other Belarus regions. Meetings with UN agencies are conducted to discuss which information would improve the needs assessment and further services provision, to discuss supporting the staff needs of Belarus RC and equipment needs of Belarus RC (tablets to use KOBO). Telephone helpline 201, operated by volunteers, provides information to people leaving Ukraine (206 calls were received).

Hungary

Arrival of surge CEA officer for Hungary and establishment of working relations with the Hungarian Red Cross. Hungarian RCS has reached more than 17000 people with Information sharing with the top 3 branches in this activity: MVK Győr-Moson-Sopron Megyei Szervezete, MVK Budapest Fővárosi Szervezet and MVK Szabolcs-Szatmár-Bereg Megyei Szervezete.

A joint rapid assessment of needs and opportunities was conducted in Szeged (with WASH and Health). Presentation of recommendations for introducing simple feedback systems in accommodation centres will be supported and piloted in April/May. Support the NS development of information materials and processes, including posters and credit card size information cards with QR codes linking to other information. Development (CEA and NSDiE, and PGI) of basic induction and training material for new Hungarian RC

volunteers to ensure understanding of the Fundamental Principles, adherence to confidentiality, security guidelines, child protection, and social media rules and obligations. Introduction of CEA principles and critical activities into the MHPSS/PGI ToT training held with volunteers.

Moldova

A surge CEA officer arrived in-country and started initial scoping of needs and potential interventions. A CEA introduction was done for the Moldovan Red Cross within the PGI/CEA joint meeting with the National Society. A system of KOBO-based needs assessment of the affected population from Ukraine, hosting families, and RAC assessment is set up. The assessments are to be implemented by the staff and volunteers of the branches in April-May. CEA related questions are integrated into this regarding information needs and communication channel preferences. Initial liaison with WHO risk communication team at the Europe level following their assessment visit to Moldova for potential cooperation. Plans are being developed to strengthen and integrate information and feedback processes into upcoming operations, including relief and potential CVA, WASH.

Poland

The CEA team developed a Community Engagement and Accountability system to support the first CVA distribution process, which continues to be elaborated. A specific chatbot and feedback mechanism on the Telegram channel. The section of the PRC website and some tools to support volunteers were established. One training has been successfully completed with volunteers. The training was organized with the Hrubieszow branch.

To ensure the coordination between humanitarian actors IFRC CEA team is actively taking part in the CEA working Groups meetings in Poland. The team is also in liaison with UNICEF, UNHCR in Warsaw, and the “Blue Dot” initiative. Review of the implementation plan and budget for CEA; focus on HR capacity for National society – including CEA Officer and Hotline Coordinator and PFA/CEA collaboration, staff training, and volunteers at branch level.

There are approx. 80-100 calls coming in for RFL each day, with a majority being ‘general information’ requests, such as shelter needs and enquiries for education support. Branches are receiving many requests for advice on shelter. No tracking system for this is currently in place, so the CEA delegate has facilitated a survey to all branches to gauge the information requests and the gaps in providing this. A branch survey has been developed to be undertaken in April/May to collect information provision and gaps.

Romania

IFRC is supporting the development of a community communication and engagement approach for CVA. This is being tailored for information needs in CVA, including through digital tools. Also, at service points for those not able to access digital methods and support the establishment of call centres. A more in-depth survey on information needs was developed and is being carried out by volunteers in late April/May.

Feedback mechanisms through the call centre are being established, and service points for people who cannot or prefer not to access CVA services digitally have been prepared. This will be reviewed and adapted following its first trial end of April when CVA registration goes live. An exit survey has been prepared for the service points for CVA.

Russia

Identification of needs for basic training in CEA for new volunteers and potential to integrate CEA into the CVA approach being developed.

Slovakia

Monitoring of feedback systems was set up at the border areas, some registration centres and transportation hubs. Field visits were conducted to the West (Nitra and Bratislava Registration Centre) and a visit to Sinisa Temporary Shelter. Multi-sectoral training was conducted at Hummene with 21 volunteers (CEA, PFA, Cash and

PGI). Trialling simple feedback systems continues (feedback boxes). Two INDABA participatory videos were carried out with displaced persons from Ukraine at the Michalovce and Hummene registration centre. It is expected that these participatory stories will soon be made available on youtube and the CEA hub.

CEA activities have expanded westward, away from the border areas, to include more branches in the regions hosting significant refugee populations. Feedback mechanisms are in place, and critical information is being systematically shared. Participation is continuous in the Accountability to Affected People Inter-Agency Working Group and the Protection Working Group set up by UNHCR.

CEA preparations for emergency cash and voucher programming are in process (FAQ, flyers, banners, leaflets, training programmes, feedback systems etc.). Support the CVA programme with information materials and support for volunteer induction and preparations to establish a call centre.



Migration and displacement

Objective:

Specific vulnerabilities of displaced populations and people on the move are analysed and their needs and rights are met with dedicated humanitarian assistance, protection and humanitarian diplomacy interventions, in coordination with relevant stakeholders.

Needs Assessments

IFRC is conducting in-country assessments (currently in Slovakia and Hungary) to establish the needs and support required for displaced populations in each context, including establishing and scaling up Humanitarian Service Points (HSPs) to integrate child-friendly spaces and other PGI/CEA interventions. Assessments for specific countries remain ongoing as the migration flows continue to shift. A joint monitoring visit was done to see the activities in border crossing points and recuperation centres in the Gomel region, Belarus.

Key Highlights

Implementation of a minimum service package provided at HSPs in line with the HSP Toolkit. Development of guidance note on the distribution of migration kits for refugees/displaced people in Ukraine and neighbouring countries. Joint meeting with the European Commission on implementing the Temporary Protection Directive, with RCEU Office, IFRC and ICRC Brussels.

Coordination

Internal RC coordination: Working with the RCEU Office and ICRC Brussels to identify issues around implementing the EU temporary protection directive and specific areas to engage in collective humanitarian diplomacy efforts with the EU Stakeholders. Working with IFRC IM colleagues to monitor the flows of people both entering countries and returning to Ukraine as the situation remains highly fluid. Presentation to Partner National Societies across the IFRC network on Migration and Protection issues concerning the current response.

External Coordination: Attending UNHCR coordination meetings on the refugee response and helping to triangulate information. IFRC operation team continues to liaise with sectoral actors, including UNHCR and IOM, at the regional and country-level to analyse further migration flows and the needs of displaced populations, including gaps in the response for future planning.

Challenges

Migration flows in this crisis continue to be very complex, and it is difficult to track exact numbers given the nature of border crossings. Those who have crossed a border into a neighbouring country have now travelled back to Ukraine. Still, these movements are pendular. Many people are crossing the borders back and forth for reasons including checking on their houses and family members or accessing specific assistance in neighbouring countries. This means the number of people at any given location continues to change quickly.

There are also differences between the first wave of refugees/displaced people who left Ukraine, who may have had more access to resources, while those left behind or crossing now with far less access to financial and other types of support.

Ukraine

A multi-sectoral assessment (WASH, Shelter, Health, Migration/PGI) of selected collective centres for internally displaced people (IDPs) in the Zakarpattia region was conducted. The assessment team visited approximately 14 locations to understand IDPs' needs and identify recommendations for adjustments/improvements that can be made. Ongoing identification of humanitarian diplomacy issues facing IDPs to be raised in different intersectoral forums (i.e. within RCEU dialogue with stakeholders, protection cluster meetings etc.).

The URCS continues to provide services to people displaced or travelling. Around 83,000 people were evacuated from the besieged areas with the URCS assistance, especially to those with limited mobility.



Photo: Ukrainian RC volunteers handing out hot food and drinks to people arriving at the Lviv station. Source: IFRC, 16 April 2022.

Belarus

Various organizations began collecting and delivering humanitarian aid as the situation developed, including state and public associations and the population. The Belarus Red Cross acted as coordinator of all the humanitarian assistance on the territory of the Republic of Belarus. It launched a collection of donations to people leaving Ukraine who applied to the Belarus Red Cross for support. All offices of the Belarus Red Cross are mobilized. Volunteers are involved in receiving, sorting, forming kits and shipping aid. As of 18 April 2022, Belarus RC has assisted 1,680 displaced people from Ukraine, including 437 children, 492 men and 751 women.

From 19 March to 5 April, Belarus RC deployed a mobile HSP for people arriving from Ukraine at the Belarus-Ukraine border in the Bragin district at the Komarin checkpoint. Coming people were provided with hot drinks and food, and humanitarian aid. Volunteers interviewed and assessed needs, provided psychosocial support, and organized communication between the arriving people and their relatives. The services of the mobile HSP covered 557 people, including 120 children.

From 29 March to 14 April, the Gomel regional branch of the Belarus Red Cross operated a mobile HSP at the Belarus-Ukraine border crossing "Novaya Huta". The heated modules are equipped with the around-the-clock duty of the Belarus Red Cross volunteers, humanitarian aid, food, communication with relatives, and needs surveys. 81 people received the services at "Novaya Huta".

Hungary

Scaling up two Humanitarian Service Points at border areas of Szeged and Csengersima where holistic services are being provided to people crossing. Continuing to identify Humanitarian Diplomacy issues facing refugees to raise within the EU network of National Societies (i.e. concerning standards for accommodation sites, treatment of third-country nationals etc.). Identifying the needs of those planning to return from Hungary back into Ukraine, including the specific types of support they may require.

Moldova

Adaptation of safeguarding materials to be introduced to the NS to be disseminated amongst staff and volunteers. Development of critical messages for relief distribution based on PGI standards. Creation of a ToR document to identify a roadmap for interventions and provide assistance with planning NSD immediate actions.

Poland

IFRC is supporting the analysis of migration data, including numbers of people in the country, informing the distribution of migrant kits.

Romania

The Romanian Red Cross continues to support refugees transiting Romania with transport costs not covered by the government or other agencies. The Romanian Red Cross has opened eight social shops (Botoşani, Cluj, Constanţa, Iaşi, Maramureş, Sibiu, Teleorman, Tulcea), and two are in the process of opening (Sălaj and Satu Mare), where Ukrainian refugees can, free of charge, pick up necessities.

Russia

Estimating the items for Child-Friendly Spaces and exploring procurement options due to the sanctions and focusing on the local market. Provided a PGI Hand out in Russian that includes basic information on safe referrals, groups of concern and risks and is used for dissemination and strengthening capacity with briefings. Waiting for actions in Safeguarding as well as training for strengthening PGI capacity.

Slovakia

There has been coordination between Hungarian RC and German RC for the supported transfer of a blind refugee travelling to Germany. The National Society has undertaken assessments at several Humanitarian Service Points, registration centres, and temporary shelter sites in Kaluza, Hummene, Michalovce and Kosice, looking at issues around migration and protection to provide recommendations. A total of eight sites were visited. Ongoing identification of humanitarian diplomacy issues facing refugees to raise within the EU network of National Societies.

Enabling approaches



National Society Strengthening

Objective:

National Societies respond effectively to the wide spectrum of evolving crises and their auxiliary role in disaster risk management is well defined and recognised.

Programmes and interventions in the frame of the operation are tailored more precisely following a much better understanding of each National Society, its structure, capacities, strengths, and weaknesses. Individual solutions are implemented to enable scale-up of operation with a particular focus on volunteer management systems and structural improvements.

To strengthen capacity of National Societies to respond, IFRC prioritizes reinforcing their financial systems at HQ and branch level, HR systems, supply chain capacity, monitoring and reporting capacities, risk management culture and volunteering management and continue regular analysis of the contexts and contingency plans to adapt and help NS prepare to changing contexts. IFRC supports the dialogue around local branch enhancement and connections with headquarters structures, development of policies, reinforcing the National Society

statutes and Red Cross laws and supports leadership development at all levels of the NSs to reinforce the NS auxiliary role and increase NS capacity to sustain humanitarian services through domestic income generation.

IFRC is hiring NSD coordinators for the entire region and separately for Ukraine, Poland, Moldova, Belarus and Russia to support National Societies and ensure sustainable development of NSs during the operation and beyond. Regional Branch and Volunteering development coordinator is also in the process of being recruited.

IFRC is focusing on the coordinated approach to NSD following the strategy of one integrated, holistic national society development plan for each country. For that purpose, efficient cooperation, coordination, and timely inputs are needed from all movement components. In the current phase, HR support is provided continuously to the National Societies for the preparation and efficient hiring process of new staff and volunteers.

In an attempt to extend quick support to scale up NS response capacities, in-country operational managers and IFRC Crisis Preparedness regional focal point are working on the NS readiness checklist to collect observations about the National Societies response capacity in a consolidated way. This has been updated for Romania, Moldova, Russia, and Hungary now, and the process is ongoing for Slovakia, Poland and Belarus in the following weeks. Dialogue is continuing with the National Societies to identify better and rapidly adjust the readiness and response capacities needed to deliver humanitarian services.

Ukraine RC has been implementing the identified priorities to strengthen its Preparedness and Response capacities (PER) since 2019. As a result, support was extended to NS to build up EOC and draft a Contingency plan and essential SOPs. Following the changes in the humanitarian landscape, additional support will be provided to the NS response capacity.

Ukraine

The following areas were identified as a priority for capacity-building:

- Logistics of URCS (to strengthen capacities of URCS in Eastern Ukraine) recruiting advanced logistics experts with accounting skills
- 7 clusters (operational hubs) are to be created, support for the recruitment of staff is needed
- Cash interventions: provision of cash for IDPs in the western part of Ukraine
- Financial and HR systems to be improved
- Volunteer management and branch development including the recruitment of new staff, volunteer training and visibility, and development of an insurance system for volunteers
- Field visits and monitoring
- URCS is looking for support from the IFRC to strengthen its headquarters and branch levels capacities
- URCS will be supported by the NSD delegate

Belarus

IFRC plans to support the identified staff positions in Belarus RC (Headquarters and branches) to ensure better operation coordination and reporting. Several pieces of training will be organized, including the involvement of external experts (MHPSS, PGI, CVA, information management, volunteer management, RFL and others).

Moldova

IFRC NSD related approach was established based on strengthening the effective response role of the MRC (having gradually increased infrastructure, Human Resource base using recruitment staff necessary in current operation and further) and strengthening its partnership. Regular meetings are organized with the leadership of the MRC and partners. NSD related Taskforce ToR discussion was carried out, preliminary mapping table of partners' planned interventions was developed and regularly updated.

IFRC supports MRC in expanding partner relationships within and outside of the RCRC Movement, looking to long-term intervention. Discussions are around two directions: due to response and support provided in the current crisis and development in a long-term perspective. MRC has been supported to improve the distribution of relief items and infrastructure by renting a warehouse and having necessary facilities.

Poland

IFRC has contracted two service providers to have an extensive place for relief goods and two warehouses fully functional in Lublin supporting Polish Red Cross efforts, including cross border operations to Ukraine and Romania. So far, 29 trucks of relief goods have been received via the IFRC pipeline.

IFRC, PRC, and ICRC are working closely to establish a Hotline and CEA mechanism for Polish Red Cross activities in response to the Ukraine Refugee Crisis. The Volunteer Management coordinator is working with branches to strengthen the volunteer management system. Six meetings with branches and two meetings with Polish Red Cross were held. Data collection on the number of volunteers currently involved in the operation is underway for member and sporadic volunteers. The staff strategy to meet the demands of the Polish Red Cross, partners, and refugees needing assistance has been developed and shared with PRC Senior Management team. 40+ new positions identified, job descriptions created, and recruitment is underway.

Volunteer profile created for PRC NS volunteer management to find volunteers for MHPSS training and future activities. PFA training is scheduled for 20 participants in Lublin for Humanitarian Aid Group members and 11 Rescue Group team leaders. In addition to the first phase of the training, 20 volunteers and staff members will participate in the second phase of the training in the Rzeszów district.

Two job interviews were completed for PRC CVA positions which will be hired for the Polish Red Cross with IFRC Human Resources and the CVA team. The Humanitarian Diplomacy mission commenced exploring PoRC's broader engagement with its government and facilitating peer-to-peer support with Moldova RC.

Russia

RRCS recognize NSD as a priority, and improvements are needed in all areas of the organization. Limited staff capacity at HQ and regional level. RRCS is undergoing restructuring with a focus on efficient branch management. A volunteer management system is planned with training for volunteers, volunteer leaders, visibility and an insurance system.

Romania

Eight additional branches have been assessed, and the need for training for new staff and volunteers is consistent with other branch assessments. Training in PGI, MHPSS and CEA will commence in the first week of May. The need for additional assets such as vehicles and warehousing is also consistent. Discussions are ongoing about using the Spanish Red Cross proposed volunteer management system. IFRC Surge Finance has started visiting branches engaged in the operation to train in IFRC financial procedures.

Ukrainian refugees eligible for employment as asylum seekers or with protected status are being hired as translators and phone operators in CVA call centres. RoRC is facilitating the receiving and transport of goods donated by the Kuwati RC to Ukraine. RoRC continues to provide bi-weekly convoys of food and essential items to URCS at their request. The French, Korean and Swedish RC have all visited the RoRC to begin preliminary discussions on future bilateral engagement in health, logistics and MHPSS.

The ICRC in Bucharest has increased its capacity to 2 delegates - RFL and Cooperation and the IFRC operational plan have been shared. The ICRC has also increased its capacity in Suceava with a hub used for both logistics and delegate rotation. A visit by the Secretary-General from Canada, France, Danish and the Netherlands RC's was facilitated and support provided to travel onwards to Ukraine.

Slovakia

SRCS is heavily understaffed. The decentralized organizational model needs to be adjusted with improved coordination for a more efficient response. IFRC support is necessary to recruit new staff at headquarters and branch level, implement a volunteer management system, and train volunteers and volunteer leaders. Financial capacity at HQ is also to be improved. A volunteer management system needs to be adjusted with insurance and remuneration elements.



Coordination and Partnerships

Objective:

Technical and operational complementarity is enhanced through cooperation among IFRC membership

Membership Coordination

Following the Informal Consultative Group (ICG) meeting in March, the Membership Coordination function has been stepped up for this response. A Membership Coordinator has been in the position since 24 February and has set up weekly operational coordination meetings with Heads of Disaster Management in partner National Societies to discuss key topics and progress, challenges and opportunities across the response. The Membership Coordination function has also been supporting partner National Societies with specific enquiries, meetings, and operational engagement.

Further work has been done to contact National Societies and partners working in Ukraine and neighbouring impacted countries to consolidate more recent mapping information of existing activities and planned engagement of partner National Societies in these countries, and this is being used to update the existing table and transfer the data to a more visual format for inclusion on the GO Platform. The Membership Coordinator is also working closely with the IFRC team and the Movement Coordination Officer in Ukraine to support Membership engagement in the changing response plans – a new Deputy to the Special Adviser for Ukraine, with responsibility for Membership Coordination, is due to start in early May. The role has also engaged with the team in the Regional Office for Europe (ROE) and the RC European Union Liaison Office to link to "third ring" countries' work and ensure linkages across all countries working with migrants and refugees from this crisis.

Humanitarian Diplomacy

Principled action: Humanitarian Diplomacy (HD) in this operation is grounded in the 1949 Geneva Conventions, which explicitly mandate National Societies (alongside ICRC) to respond to the humanitarian needs of victims of armed conflicts. Our ability to protect and assist affected populations in accordance with this mandate depends on strict adherence to the principles of humanity, impartiality, neutrality, and independence. The humanitarian principles are our main tool to access the most vulnerable people and gain their trust.

HD Coordination across the RCRC network: In this operation IFRC is playing a critical coordination role to help leverage the collective work of National Societies, and to build on IFRC HD, migration and protection expertise in Budapest, Brussels, Geneva, and New York. We have set up an HD network and regular dialogue to discuss HD priorities among IFRC, ICRC and NS, and to exchange information on emerging issues, resource needs, and high-level events.

Through this network, we have been able to provide technical advice and a growing list of resources to help National Societies reinforce their auxiliary role in this response. These include: a revised guide for parliamentarians to the international Red Cross and Red Crescent Movement, operational guidance on the role of NS under IHL during international armed conflict, and a suite of communications assets to safeguard the emblem. In addition, we are tracking and responding to emerging operational, policy and legal issues, undertaking analysis where needed.

Reinforcing the red pillar: IFRC is engaged in external coordination mechanisms including the Interagency Standing Committee, Humanitarian Country Teams, the NGO Forum, and its Working Group on Ukraine crisis. We also have teams in Brussels engaging in EU-level discussions (including the EU civil protection Emergency Response Coordination Centre for information exchange and coordination), and in New York engaging with UN Security Council and UN General Assembly actors and mechanisms. Analysis from these forums, coupled with research and insights generated across our network, help to inform, and amplify our positioning.



IFRC Secretariat Services

Objective:

The IFRC is working as one organization, delivering what it promises to National Societies and volunteers, and leveraging the strength of the communities with which they work as effectively and efficiently as possible.

IFRC Operation Management:

An Emergency Operation Center continued to be operational in the IFRC regional office in Budapest and is being integrated into the regional emergency response infrastructure, ensuring coordination and overall management of support to URCS and the IFRC network responding to the emergency. 8 Operation Centers supporting National Societies in impacted countries are up and running.

IFRC Logistics

- **Operational Procurement structure** has been established with 3 procurement officers deployed through the IFRC surge system.
- **Functioning logistics structure** have been established in Poland (Lublin), Ukraine (Chop, Chernivtsi), Hungary (Bucharest and Debrecen), Slovakia and Rumania.
- **Operating supply chain** established in Poland, Hungary, Romania and Moldova.
- **20 vehicles** (Toyota Landcruiser) **received for dispatching to Ukraine and Moldova** from the IFRC warehouse in Dubai: 10 to Lviv, 7 to Uzghoorod and 3 to Moldova. Additional 20 vehicles are in pipeline for the Norwegian Red Cross (14 Landcuiser and 6 ambulances).
- **21 vehicles** (LandRover) loaned free of charge to IFRC for 12 months **have been dispatched to Poland, Slovakia, Hungary and Rumania.**
- **In Ukraine** ICRC and IFRC are operating with contractors with ICRC trucks, support from the German Red Cross and Danish Red Cross, and Joint Logistics ERU from the Finnish Red Cross.
- Companies to work in warehouse management and transportation are identified and contracted for logistics operation in support of National Societies' activities in **countries neighbouring Ukraine.**

**1,65 million CHF
purchase orders
processed so far**

IFRC Planning, Information Management, and Monitoring (PIMMs)

A Planning, Information Management, and Monitoring (PIMMs) cell has been established at the IFRC regional office in Budapest. This cell includes a Humanitarian Information Analysis function that provides regular situational updates and analysis to inform larger scenario planning for the operation. This function is also providing targeted technical support to responding countries for conducting assessments, data collection and analysis. Because the scale and scope of this response are vast, information dissemination and coordination are unique, and the needs are significant. The PIMMs cell has set up several systems to ensure information collected and products developed at the IFRC regional office in Budapest are being shared operation-wide and getting to those who need it most.

Established IFRC information management systems are being fully utilized, such as the GO Platform (go.ifrc.org) and Kobo mobile data collection service (www.ifrc.org/ifrc-kobo), and an activation of the Surge Information Management Support (SIMs) has channelled remote IM support from over a hundred IM experts from across the IFRC network to support tasks such as development of survey forms, data cleaning and analysis, mapping, data visualisation and dedicated support for CVA IM needs.

Development of regular reporting and monitoring systems, such as the Federation-wide monitoring Framework, have been put in place. Planning, Monitoring, Evaluation and Reporting (PMER) delegates are working closely with operations teams and responding country PMER delegates to collect and communicate plans.

The GO platform (<https://go.ifrc.org/emergencies/ukraine-crisis>) has been maintained as the key reference platform for the IFRC network. This includes developing and publishing key operational and references information and collection and analysis of 59 Field Reports (as of 26/04) from National Societies responding to the crisis across the globe.

IM Coordinators in Poland, Hungary, Slovakia, Romania and Ukraine have provided direct support to National Societies to reinforce IM capacities and systems, including helping to set up branch reporting systems, spatial data infrastructure, and producing maps and analyses to help inform operational leadership. An Assessment strategy with accompanying kobo-based data collection forms has been developed, in collaboration with technical sectors and inter-agency partners.

Regular situational updates have been provided by IM to Operational Leadership, informed by secondary data review supported by a dedicated team of 'taggers', who have compiled more than 1,000 pieces of information from nearly 200 different sources into the [DEEP](#), using the IFRC Analytical Framework to categorise information by scale and scope, humanitarian conditions and capacity to respond. A new emergency focused who-what-where (3w) system ([video](#)) has been developed in coordination with sector leads and integrated into the IFRC GO platform. From concept to production in 3 weeks is quite a remarkable achievement in software development. The 3w aims to enable enhanced response monitoring and coordination in Ukraine, as well as second and third ring countries. However, the feature potentially benefits every IFRC-supported operation going forward.

The operations IM team has produced regular production and updates of logistics, area of operations, and situational updates maps. The Regional Office for Europe has proposed a longer-term, multi-country IM structure. An IM Coordinator delegate has been put forward to lead the embedding of a multi-person team comprising multiple functions such as humanitarian information analysis, mapping and data visualisation and primary data collection.

IM has supported data collection and analysis in terms of stakeholder dynamics and barriers to effective humanitarian action, including security, road access and monitoring of damage to infrastructure, as well as provided the information needed for effective external engagement and humanitarian diplomacy.

IM has supported operations and sector teams requiring advice on IM systems and digital solutions, including CEA partnership discussions with Google, securing funding and ad-space, as well as access to mobility data analysis with Facebook/Meta, developing a National Societies response capacity checklist tool, advising the development of prioritisation and financial allocation tools etc.

To support IFRC regional Planning, Monitoring, Evaluation, and Reporting (PMER) capacity, a surge PMER team, including Federation-wide monitoring specialist and a roving PMER was deployed among the surge profiles. Overall Operation Strategy and eight country-level operational plans have been developed, ensuring a Federation-wide outlook for the operation.

A Federation-wide monitoring and reporting framework is being put in place and will ensure regular monitoring of the response. A first-round of data collection was launched through IFRC's senior leadership team to collect key financial information from all National Societies engaged in the response, either domestically or internationally or both. The team is currently finalizing a Federation-wide indicator monitoring system to collect standardized data from all NSs responding to the crisis, domestically and internationally.

Also, the PMER coordination mechanism among the Movement Partners operating in Ukraine was set up, to ensure the uniform mechanism of data collection among the partners and to look for PMER capacity strengthening for the URCS branches.

IFRC Communications

A team of eight surge communications personnel have been deployed to the region, led by a team leader based at the regional office. Support has been provided by the Europe region communications team and the larger communications team in Geneva.

Teams continue to gather audiovisual content shared across the Movement and externally with media and social media channels. Two photographers were deployed, and a roving AV delegate remains in the field. Key messages are also updated weekly and shared across the Movement.

Media interest in the Red Cross Red Crescent's response to the conflict in Ukraine has been intense, especially in the first month of the conflict, which saw 300k+ media and social media mentions linked explicitly to Ukraine and Red Cross/Red Crescent/IFRC/ICRC; social media posts reached more than 14 million people with @IFRCEurope @RedCrossUkraine, @IFRC among the most influential Twitter users. The IFRC Ukraine web page received 41,500 hits, and four press releases were issued. One further press release was released in the second month, announcing the [launch of the IFRC's largest emergency cash program](#), which was picked up by the Associated Press and shared widely. As media interest has waned two months in, now is the time to focus on proactive media pitching and looking at targeted journalists, such as those working on migration.

There is strong coordination between the ICRC Communication team and those of the impacted National Societies. Three Movement communications calls have been held to date, with strong participation from across the globe. A communications cell has also been created with IFRC, Ukrainian Red Cross and ICRC communications teams to align better messaging.

IFRC Security

Security infrastructure is established across the operation, with regional- and five field-level Security Coordinators in place. A Security Room is established in Budapest for overall coordination and active monitoring and supporting Operation Managers who oversee Minimum Security Requirements (MSR) implementation. The security plan update is constantly being updated. Field movement control and special procedure to enter Ukraine are established.

IFRC Human Resources

Approximately 30 positions have been advertised as part of the longer-term structure to support the response across the region. The initial focus has been on corporate services roles, including Finance, HR, Procurement and Logistics, and critical leadership positions and priority roles in Risk Management, Security, and National Society Development. This large recruitment volume will continue as operations increase, including within the new Country Cluster Delegation supporting Ukraine, Poland, Moldova, Lithuania, Estonia, and Latvia.

The recruitment strategy focuses on key principles of localization with international positions accompanied by an exit strategy; integration into existing structures; flexibility due to the dynamics of the context IFRC needs to follow agile operational strategies; decentralization to ensure consideration is given to outplacement in relevant offices; and engagement of the membership.

150 surge personnel have been deployed to support the response across 8 countries. There are currently 115 people on mission, with 20 roles expected to arrive in the coming weeks. This is part of the second round of surge rotations. The surge HR team has three members, with a fourth member coming soon to Ukraine. 2 staff are based in the regional office, and the third is roving directly to the National Societies, currently based in Poland. A key focus of our work is to support National Societies in strengthening their HR practices and assist in their recruitment processes.

Contact information

For further information, specifically related to this operation please contact:

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- **Global humanitarian services and supply chain management:** Nikola Jovanovic, Global Advisor Nikola.jovanovic@ifrc.org

Reference documents



[Click here](#) for previous Appeals and updates

How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.