

Emergency appeal n° MGR65002	GLIDE n° <a href="#">OT-2022-000157-UKR</a>
Operation update n° 1; Date of issue: 01/04/2022	Timeframe covered by this update: 28/02/2022 – 26/03/2022
Operation start date: 28/02/2022	Operation timeframe: 28/02/2022 – 28/02/2024
Preliminary funding requirements: IFRC: CHF 100 million Federation-wide: CHF 500 million	DREF amount initially allocated: CHF 1 million

**Number of people targeted:** 2,000,000 people

**Red Cross Red Crescent Movement partners actively involved in the operation:** see the map on page 4

*To date, this Preliminary Emergency Appeal, which seeks CHF 100 Million, is **53 per cent funded**. 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.*



Ukrainian Red Cross is providing food and basic necessities to thousands of people hiding in bomb shelters and metro stations  
Photo: Ukrainian Red Cross

# SITUATION ANALYSIS

## Description of the emergency

**3.6M+** people have fled from Ukraine

**6.4M+** estimated IDPs – half are children

**2,500+** civilian casualties

**60+** attacks on health care verified

**450+** schools damaged or destroyed

**Hundreds of thousands** are trapped in cities due to ongoing hostilities, many lacking water and electricity

Updated: 24 March 2022

### Displacement Situation Overview Ukraine and Impacted Countries crisis

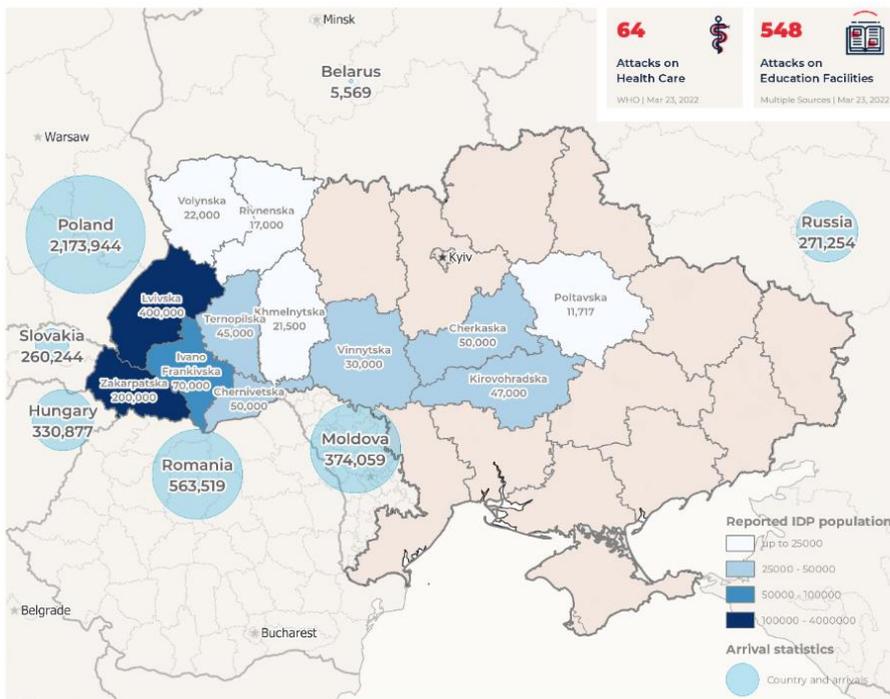


Over  
**6,477,723**  
Estimated IDPs in Ukraine  
by IOM on 18 March 2022

Over  
**3,674,952**  
Refugee Arrivals from  
Ukraine (total) by UNCHR  
on 23 March 2022

Oblast	IDPs
Lvivska	400,000
Zakarpatska	200,000
Ivano-Frankivska	70,000
Cherkaska	50,000
Chernivetska	50,000
Kirovohradska	47,000
Ternopil'ska	45,000
Vinnitska	30,000
Volynska	22,000
Khmelnytska	21,500
Rivnenska	17,000
Poltavska	11,717

Data Sources:  
Refugees: UNCHR, 23 March 2022  
IDPs per oblast: Latest official communication reports by Oblast Administrations as of 16.03.2022, 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.



**64**  
Attacks on  
Health Care  
WHO | Mar 23, 2022

**548**  
Attacks on  
Education Facilities  
Multiple Sources | Mar 23, 2022

## Summary of response

To date, over 1 million people are estimated<sup>1</sup> to have been assisted by Red Cross and Red Crescent National Societies in impacted countries. National Societies have been responding from the start thanks to their permanent presence on the ground. National Societies personnel, Rapid Response Teams and volunteers have been deployed in all countries, and assessments are being carried out while essential services are being provided to the displaced populations. In the first month of the operation, National Societies are coordinating closely with authorities leveraging their auxiliary role, supporting strained systems and providing critical assistance to people on the move. Preparedness action has started before the crisis and response activities are ongoing since the first day, providing integrated, life-saving assistance to people on the move. National Societies provide essential relief assistance including food, household and hygiene items, Restoring Family Links (RFL) services, and coordinate shelter and accommodation needs. Community Engagement and Accountability strategies are being developed including the establishment of Call Centres. National Societies are being capacitated and are ready to start the distribution of multipurpose cash support to the most vulnerable people in multiple countries simultaneously. Protection, Gender, and Inclusion (PGI) capacities are increased and are coordinated, in line with the Fundamental Principles for the adherence to confidentiality, security guidelines, child protection, and obligations to protect the humanitarian space and our communities.

IFRC, through the Emergency Appeal, aims at a preliminary basis to support the National Societies of Ukraine, Poland, Hungary, Slovakia, Moldova, Romania, Belarus, and Russia with 100 million CHF in responding to the emergency and support the early recovery of 2 million people affected with the provision of Health & Care, Water Sanitation and Hygiene (WASH), Shelter and Housing and Settlements, Multi-purpose Cash (Cash and Voucher Assistance – CVA), Livelihoods, Protection, Gender and Inclusion, Community Engagement and Accountability, and Migration and Displacement. These areas will be supported and enhanced by the following enabling approaches: Coordination and partnerships, IFRC Secretariat Services, and National Society Strengthening. Since the beginning

<sup>1</sup> Based on the preliminary assessments of the operating National Societies

of the emergency, the IFRC has been engaged in preparedness activities, contingency and scenario planning with National Societies before the crisis, which enabled it to mobilize with speed and at scale across eight countries directly impacted by this crisis, as well as in a growing number of secondary impacted countries in Europe and beyond.

Given that the affected families are moving within countries to receive assistance from family and friends, assessments are challenging as they are constantly being updated. Solid and constant coordination within the Movement is being held to ensure linkages between all response activities (including bilateral activities and activities funded domestically) and assist in leveraging the capacities of all members of the Federation in the countries, avoiding overlapping of actions. This has manifested in the deployment of rapid response personnel from the pool of member National Societies and IFRC experts on an unprecedented scale, reaching 100 people deployed in less than a month (see infographic under *Secretariat Services* below). Country-level operational teams have been set up in Ukraine and all impacted countries around Ukraine to support National Societies' efforts in assisting people with shelter, basic aid items and health services, psychosocial support, and preparing for cash programming. Network coordination efforts have started on day one to consolidate and share timely information, support National Societies in developing response strategies, and strengthen their technical capacities. IFRC teams have achieved a rapid scale-up of cash and voucher programming frameworks in multiple countries simultaneously.

IFRC has deployed Movement Coordination support, and it is coordinating with the International Committee of the Red Cross (ICRC) and Partner National Societies of the Red Cross and Crescent Movement in this multi-country crisis. A Federation Movement-wide approach is being implemented, and data collection systems are being established to reflect on the joint efforts.

The current situation in Ukraine is governed by the four 1949 Geneva Conventions, its First Additional Protocol from 1977 and customary international humanitarian law. The International Committee of the Red Cross (ICRC) is assigned a broad range of humanitarian functions and responsibilities under the four Geneva Conventions and Additional Protocol I for the purpose of protecting and assisting people affected by the conflict, including bilateral and confidential dialogue with the Parties to the armed conflict and other relevant authorities. For clarity of roles and responsibilities amongst the International Red Cross Red Crescent Movement (the Movement<sup>2</sup>) components, coordination mechanisms at country, regional and global levels have been activated to ensure a collective impact of the Movement.

*In support of the Ukraine Red Cross, the IFRC area of operations in Ukraine currently extends along the western borders of Ukraine:*

Updated: 24 March 2022

**IFRC Area of Operations in Ukraine**  
**Ukraine and Impacted Countries crisis**



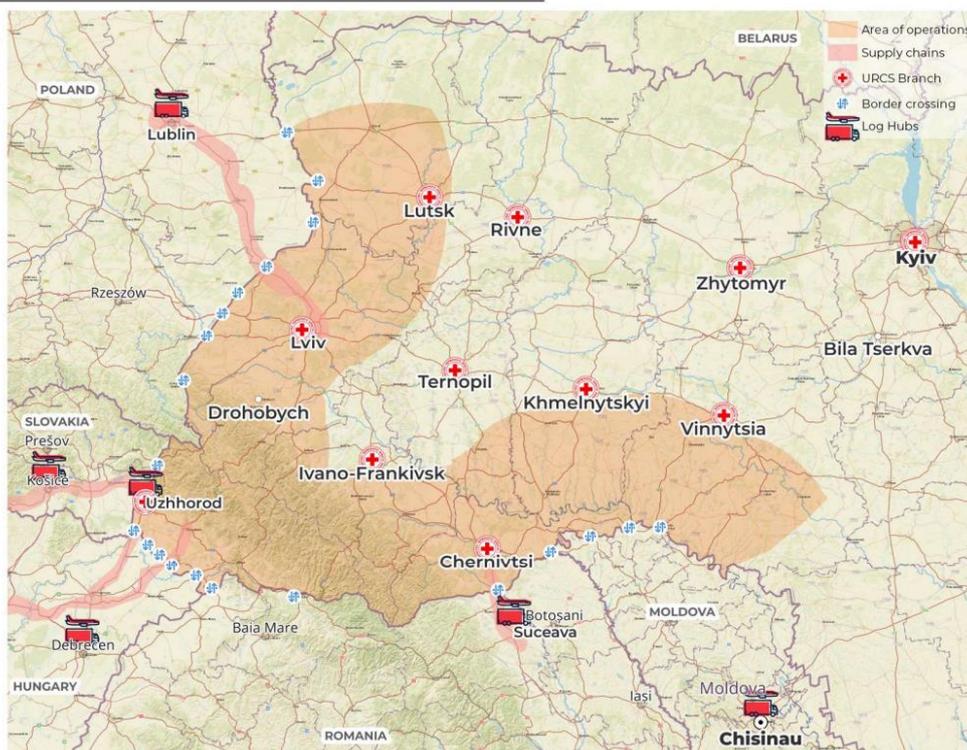
The map shows the IFRC area of operations, logistic hubs, operating supply chains and URCS regional branches.

**1500+**  
of goods received and dispatched

**10**  
Functioning Logistic Hubs in Lublin (PL), Chop and Chernivtsi (UA), Budapest and Debrecen (HU), Bratislava and Kosice (SK), Bucharest and Suceava (RO) and Chisinau (MD).

**3**  
Logistical supply lines up and running, jointly with ICRC

Data Sources: IFRC, 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.



<sup>2</sup> The Movement is constituted by the 192 Red Cross Red Crescent National Societies, the ICRC and the IFRC.

In addition to Movement coordination between IFRC, ICRC and National Societies, we also recognise the importance of framing our response within the broader humanitarian context. IFRC is engaged in external coordination mechanisms including the Interagency Standing Committee (IASC), Humanitarian Country Teams, the NGO Forum and its Working Group on Ukraine crisis. IFRC also has teams in Brussels engaging in EU-level discussions and for the first time has a staff embedded in the EU Civil Protection Emergency Response Coordination Centre (ERCC) for information exchange and coordination, and in New York engaging with UN Security Council and UN General Assembly actors and mechanisms.

## **Overview of Federation-wide response:**

### **Impact on Ukraine and neighbouring countries**

As of 31 March, around 10.5 million people – more than a quarter of the Ukrainian population – have been forcibly displaced, including nearly 6.5 million internally displaced and more than 4 million displaced across international borders. Over 2.3 million people are seeking refuge in Poland alone.<sup>3</sup>

National Societies in Ukraine and neighbouring countries have mobilised their resources and volunteer base to respond to the crisis and to support the large numbers of people fleeing the conflict. They are building on existing capacities and mobilising support from the Movement, including from partner National Societies and IFRC, as well as from financial and in-kind support through IFRC multilateral channels.

The IFRC Secretariat has mobilised membership coordination support through the Regional Office for Europe to build appropriate channels for membership engagement and coordination at regional and across all country levels in Ukraine, neighbouring countries and third ring countries. 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.

The following member National Societies have already provided support to, or are engaged in the response (*list not exhaustive, a comprehensive overview will be provided in upcoming reports, through a Federation-wide reporting system*):

Albanian Red Cross, Austrian Red Cross, American Red Cross, Australian Red Cross, Belgian Red Cross, Belgian Red Cross (Flanders), British Red Cross, Bulgarian Red Cross, Canadian Red Cross, Croatian Red Cross, Cyprus Red Cross Society, Czech Red Cross, Danish Red Cross, Egyptian Red Crescent, Estonian Red Cross, Finnish Red Cross, French Red Cross, German Red Cross, Hellenic Red Cross, Icelandic Red Cross, Irish Red Cross, Israel Magen David Adom in Israel, Italian Red Cross, Japanese Red Cross, Liechtenstein Red Cross, Luxemburg Red Cross, Lithuanian Red Cross, Malta Red Cross, Netherlands Red Cross, Norwegian Red Cross, Portuguese Red Cross, Red Cross Society of Georgia, Red Cross Society of Monaco, Red Cross of Montenegro, Red Cross of North Macedonia, New Zealand Red Cross, Slovenian Red Cross, Spanish Red Cross, Swedish Red Cross, Swiss Red Cross, The Red Cross of Bosnia and Herzegovina, The Red Cross of Serbia and Turkish Red Crescent.

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 that are receiving increasing numbers of refugees and migrants, 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.

The impact of the crisis is also seen at a global level, where countries in other regions of the world are starting to see it affecting economic and food security terms.

---

<sup>3</sup> [UNHCR. Ukraine refugee situation. 31 March 2022.](#)

The IFRC has also established a mechanism to provide support to nationals temporarily stranded in foreign countries (outside of Europe and Central Asia Region) who face short term difficulties in terms of basic needs and who are supported by Red Cross Red Crescent National Societies upon request of authorities.

Approximately 80% of the 54 National Societies in Europe 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 main services are focused on providing information through fixed and mobile HSPs, as well as the provision of health services, re-establishment of family contacts, psychosocial support, distribution of humanitarian aid (water, food, clothing) and shelter solutions.

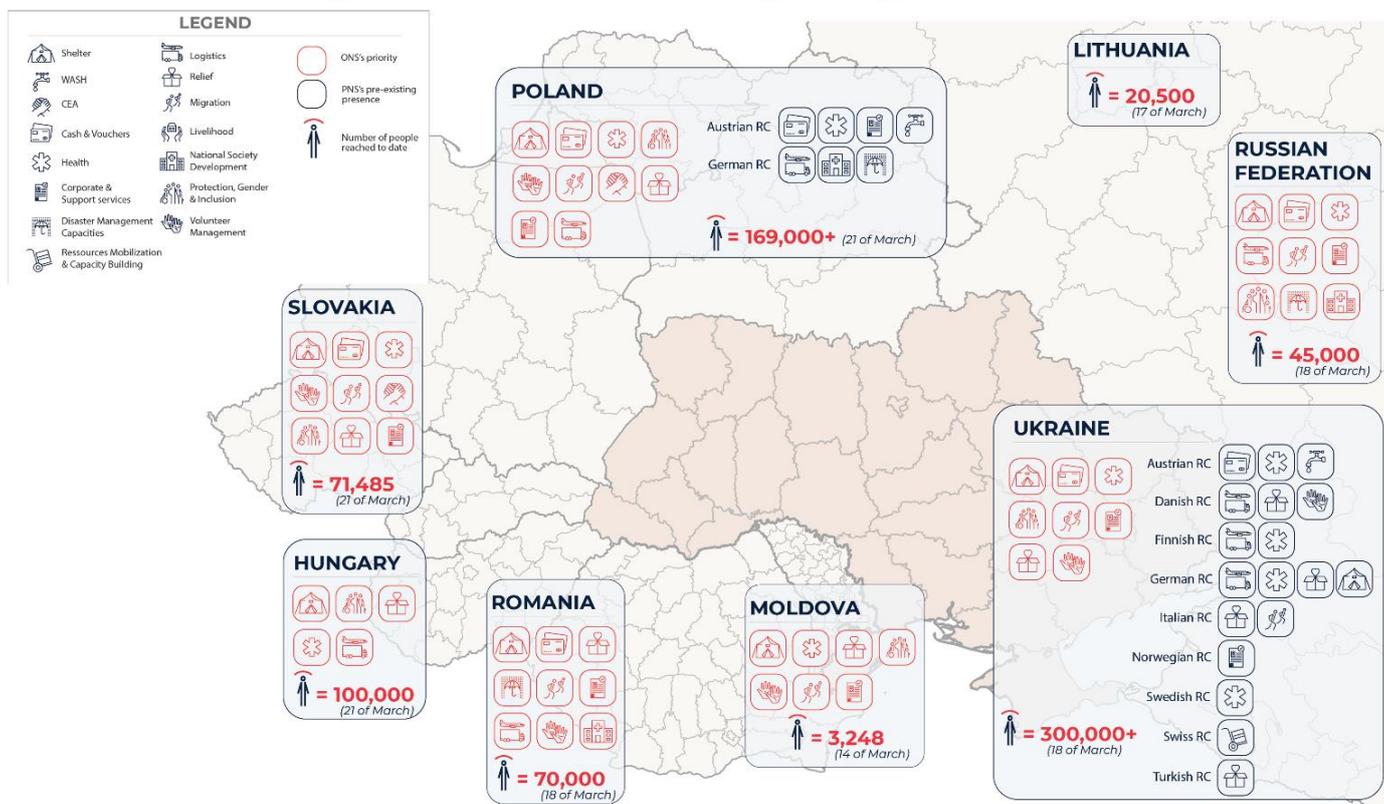
The Regional Office for Europe has established a support and monitoring strategy for the National Societies of the third ring, as well as a matrix for the prioritization of resources based on the needs and operational strategies of each National Society. The strategy seeks spaces for coordination, peer support, knowledge management, resource allocation and technical support in an adequate and orderly manner.

Updated: 24 March 2022

## Informal Consultative Group - ONS and PNS Priorities and Presence Ukraine and Impacted Countries Crisis



The following sectors are either **priorities** for Operating National Societies, or **pre-existing presence** for Partners National Societies.



### Movement response

The IFRC and the ICRC coordinated their appeals, launched on 1 March. ICRC preliminary budget extension for its 2022 operations in Ukraine and neighbouring countries is 150 million Swiss francs. The Movement has been coordinating its response in both Ukraine and the neighbouring countries in line with the Strengthening Movement Coordination and Cooperation (SMCC) approach, including by holding mini summits between the National Societies, the ICRC and the IFRC in Ukraine, Poland and Moldova and the establishment of coordination mechanisms at the strategic, operational and technical levels.

In addition to country-level coordination based on SMCC and grounded in mini-summits decisions where appropriate, the ICRC will convene the global and regional discussions on Ukraine, while the IFRC and the ICRC commit to ensuring meaningful coordination and support to the National Societies in the neighboring countries. The primary responsibility of the convening role is to bring around the table all the Movement components that wish to contribute to the collective response, as per their available resources and know-how. In addition, strategic

coordination between the two international components remains a priority at all levels of operational implementation, in Geneva, regional and country levels, led by senior management with relevant teams.

The IFRC and ICRC have also set up a series of joint briefings to Permanent Missions and donors to ensure that it is giving a clear and complementary overview of the response and is speaking to partners with one voice. This includes two joint briefings in Geneva, including the coordinated launch of the IFRC Preliminary Appeal and the ICRC Budget Extension and a planned joint briefing to diplomatic missions in Budapest.

The ICRC expanded its presence in Ukraine in 2014, to help protect and assist conflict-affected people in the eastern part of the country. In neighbouring countries, the ICRC has had a permanent presence in the Russian Federation since 1992 and Belarus since 2017. It is now scaling up its operations in response to the current situation, primarily in Ukraine but also in the affected neighbouring countries.

The ICRC's operation in Ukraine is one of its largest operations in the world. It currently has a delegation in Kyiv and sub-delegations in Donetsk, Luhansk, Mariupol, Sieverodonetsk and Sloviansk. It has over 600 staff in Ukraine. It is firmly committed to responding to the situation; the organization has supported communities in Ukraine for eight years, and it intends to continue doing so. As soon as security conditions allow, the ICRC's delegation in Ukraine plans to expand its geographical scope and, if necessary, establish new structures from which it would manage its activities, in accordance with the extent of the humanitarian needs. It may do the same in neighbouring countries to support the Movement's collective response.

### **International response to date**

The Inter-Agency Standing Committee (IASC) Humanitarian Cluster Coordination System was activated in Ukraine since December 2014 when the armed conflict in the eastern oblasts of Donetsk and Luhansk erupted in mid-2014. Ever since, the Cluster Coordination System has been playing an active and pivotal role in coordinating the humanitarian response in Ukraine as per its six core functions agreed by the IASC. In response to the ongoing emergency, the Cluster Coordination System has been augmented to scale up its coordinating role to cover the whole of Ukraine. There are 10 Clusters, 3 Sub-Clusters and one Working Group operational in Ukraine.

## **Needs analysis and scenario planning**

### **Needs analysis**

NS capacity to conduct needs assessments is limited due to the focus on emergency assistance. Rapid needs assessments on WASH, Health & Shelter were conducted by IFRC in Hungary, Moldova and Poland. Rapid intentions survey, aimed at understanding the profile and needs of those fleeing Ukraine, is under review with Ops Managers and technical focal points. Rapid CVA feasibility assessments have been conducted, and coordination with cash Working Groups has been maintained to ensure a standard approach to CVA and unified transfer value at the country level. Assessment of logistics capacity in the countries supported by the operation has resulted in the establishment of a functioning logistics structure in 5 countries (Ukraine, Poland, Romania, Slovakia and Hungary).

Rapid intentions survey, aimed at understanding profile and needs of those fleeing Ukraine, is under review with Ops Managers and technical focal points. A more detailed assessment of people's intentions - whether they are planning to stay in the country that they have crossed into, move on to another country, or return to Ukraine - has been drafted and is awaiting final revisions based on coordination with other humanitarian groups, in order to improve interoperability of the information collected. This survey will also capture information on the most urgent needs of people at reception centers in order to better inform operational planning processes.

Secondary and primary data collection has been done by the deployed IFRC team through the lens of four possible planning scenarios, including a de-escalation of the conflict, a continued stalemate, an escalation of hostilities, and an expansion of the conflict into other countries. The team has developed triggers to help identify the current scenario to plan against while forecasting short term needs, and for each scenario, immediate and tangible actions for the operation to take.

## 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.

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 is set 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.

The activities of the Rapid Response Personnel (RRP)/Emergency Response Units (ERU) members in the areas of operations are faced with the following threats/risks:

- There are general security threats in all countries of operations, that need careful consideration and strengthening of our safety and security measures keeping in mind the duty of care for our staff.
- Lack of availability of Rapid Response/ERU personnel with the required skills may result in gaps or delays in the operation, which puts further strains on the already stretched human resources, that requires further strengthening of the PSS and mental health of staff and ERU members.
- This is further complicated by the challenge of bringing in RRP from certain countries, that are not allowed to enter the affected countries.
- Rapid Response Personnel could be considered as a target inside Ukraine

Physical and mental health of Rapid Response Personnel (RRP), staff and partners may affect the pace of programme implementation and may result in a decreased capacity to respond, due to the spread and increasing number of COVID19 cases in the teams,

Security and safety-related risks to staff and volunteers for access to people in need in targeted locations pose one of the biggest operational challenges. Operational challenges and pressure to deliver quickly could lead to programming/implementation in easy to reach areas at the expense of reaching vulnerable groups in remote or difficult to reach locations. The security risk is being continuously monitored throughout the operation. Security assessments are being conducted to help plan the areas of response (considering access, operational feasibility, and duty of care) and to mitigate identified potential risks, in consultation with the NSs supporting the operation by their staff being deployed on the ground,

The risks identified are being translated into capacity building elements incorporated into the operational plans, Operational priorities are being developed taking into consideration some of the risks and weaknesses identified, and will therefore include a capacity-building element, such as strengthening coordination mechanism, building logistics, warehouse capacities, identifying alternative solutions along with scaling up the financial and administrative capacities of the National Societies, support with due diligence of duty of care of staff and volunteers, as well as volunteer management in emergencies beneficiary database management including measures to strengthen safety and security of data.

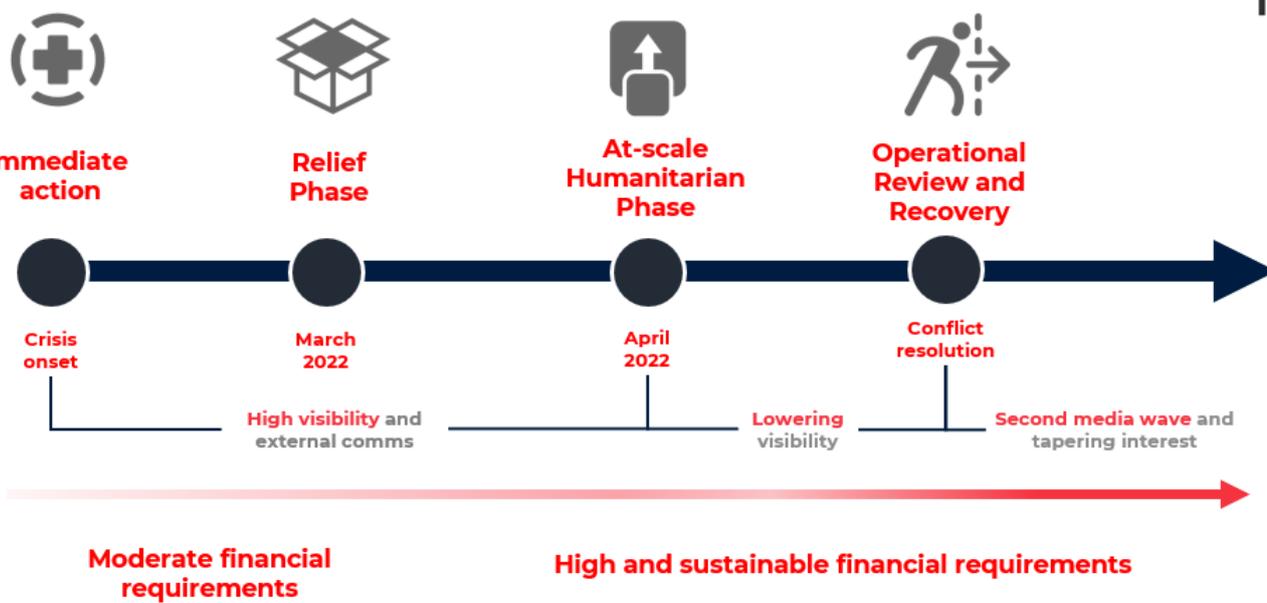
Risks to our supply chain and logistics, including the cash and voucher assistance are mapped and will be taken into account in the selection and decision-making processes, Selection of service providers will happen with due consideration of the impacts of the growing number of sanctions and other restrictions,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

The numerous sanctions and other restrictions, that have been adopted in the past weeks are likely to raise additional significant impediments to humanitarian action. In addition, there is a risk that private actors whose services are required for humanitarian action, will adopt cautious positions that impose more restrictions than required by law. The components of the Movement are currently analysing the precise impact of sanctions and restrictions on their ability to operate. Their actual impact will become clearer in the coming weeks.

Communication and Humanitarian diplomacy teams are working on [managing reputational risks](#), such as those around emblem misuse, fake fundraising campaigns for the Red Cross surfacing on social media, messaging around unsolicited goods and volunteers, handling media inquiries and also provide support to the NSs in their operational and risk communications.

## A. OPERATIONAL STRATEGY

### Ukraine and Impacted Countries - Operational Phases



Operation in each country represents its own dynamic ecosystem, with different capacities. Careful balance is kept in all countries between the humanitarian imperative, and sustainable, effective scale-up, that responds to the operational context as well as National Societies' needs.

Initial operational priorities, as defined by Operating National Societies <sup>4</sup>							
Sectors	Ukraine	Poland	Slovakia	Hungary	Romania	Moldova	Russia
<b>Shelter &amp; Housing</b>	Collective shelters, household supplies	Equipping collective shelters, rental assistance (cash for rent)	Expanding services from transit hubs to collective shelters and host families. Rental assistance.	Supporting help centres, and also supplies to collective shelters. Likely to be tasked with long-term shelter management	Support to collective shelters (mobile kitchen, hot meals, hygiene items), rental assistance (cash for rent)	Supporting collective shelters and host families for the short term and rental assistance for those staying	Supporting collective shelters, clothes for children, arranging hostel and other accommodation for people arriving
<b>Water, sanitation, hygiene</b>	Technical support to National Society teams, Distribution of Hygiene Items in transitional camps, coordination of activities	Hygiene items and NFIs distribution at Reception center and transit centers	Hygiene items and NFIs distribution, Hygiene promotion	Hygiene items and NFIs distribution, Hygiene promotion		Short term: Distribution of WASH NFIs at reception and collective Centers, host communities Mid and long term: Hygiene promotion, support on Wash- infrastructure	Hygiene items and NFIs distribution, bottled water and sanitation
<b>Cash and voucher assistance</b>	Short and long term	Short and long term, especially cash for long-term rent	Multi-purpose cash, and for rent	Advocacy, planning for gap analysis for CVA through sectors.	Short and long term, with pilot starting for 2 months	Planning for advocacy, gap analysis for CVA through sectors.	Complementing state support to refugees + social security cash to local population
<b>Health (incl. Mental Health and Psychosocial Support)</b>	First Aid, MHPSS, community health, Emergency health supplies distribution	First Aid, health and MHPSS	Firs Aid, MHPSS, primary care at border, and transit hubs	Medical care, MHPSS at health posts located at help centers	MHPSS for refugees and volunteers; First Aid.	First Aid, MHPSS t border points. Community care focused on refugees at hosting accomodation	First Aid, MHPSS, community health services
<b>Protection, gender, inclusion</b>	PGI	Child friendly spaces, RFL, long-term: in multifunctional Centres	Registration for services, information, referrals, protection needs in shelters, RFL	RFL scale up, child friendly spaces at shelters		RFL and Child friendly Spaces	Education supplies (tablet, laptops), information, PSS and RFL hotline
<b>Community engagement and accountability</b>	Information provision Capacity strengthening, Feedback systems and Community consultation	Information as aid; Feedback systems; Capacity strengthening and CEA in CVA process.	Information provision; Develoment of feedback systems; CEA integrated into Cash responses and other programmes; Capacity strengthening	Information Provision Consultation and feedback Capacity strength.	Information Provision CEA in CVA	Information provision; Consultation and Feedback Capacity Strengthening; Strengthening community connections	Information; Consultaiton processes; Rapid induction of new volunteers to CEA. Integration of CEA into key programs.

<sup>4</sup> Priorities of the Belarus Red Cross are still being defined and therefore not reflected in the above table. More information will be provided in the Operations Update 2.

Initial operational priorities, as defined by Operating National Societies <sup>4</sup>							
Sectors	Ukraine	Poland	Slovakia	Hungary	Romania	Moldova	Russia
<b>Volunteer management, training</b>	Volunteer management training in emergencies	Volunteer management trainings	Strengthening volunteer management			Developing capacities especially at branch level	
<b>Logistics and warehousing</b>	Logistics support and warehousing			Supporting RCRC Movement logistics efforts			Strengthening logistics capacities
<b>Corporate/ support services</b> (finance, HR, Information Management, IT, admin, Planning, Monitoring, Evaluation & Reporting)	HR, IM, Communications, IT, admin, PMER, RM, Protection, Financial management, Legal		Aligning finance systems for CVA, HR scale -up		Branch development, espially in the border area	HR scale-up and equipment to branches	Strengthening RRC HQ level and branches
<b>Disaster Management capacities (PER)</b>	HR support at HQ. Recruitment of new staff for operational purposes and core positions long term				Focus on border area branches, creating mobile teams		Strengthening RRC HQ level and branches
<b>Overall National Society Strengthening</b>	NSD coordination infrastructure of the NS, cooperation (internal and international), hotline, branch and volunteer management in emergencies, CEA	NSD focused on volunteer management in particular	NSD overall; (focus on volunteer management) .			NSD in all areas	NSD in all areas. Volunteer management
<b>Migration-specific (evac./ transp, multi-func ctrs, Humanitarian Service Points)</b>	Evacuation, transportation; RFL (via hotline)	Multifunctional centres (child-friendly spaces; integration, protection)	Expanding HSPs, supporting authorities registration processes	Expanding HSPs, (child-friendly spaces integration, protection)	14 distribution points at border + in main transit hubs	HSPs at border points	Transportation of people with special needs

## B. DETAILED OPERATIONAL REPORT

### Main achievements:<sup>5</sup>

During the reporting period, over **one million people** were reached in countries with IFRC presence by National Societies. Numbers are increasing by the day as National Societies provide assistance and support to people in Ukraine and people crossing borders. Figures are still coming in for countries beyond Ukraine's neighbourhood.

**1,500 metric tons** of humanitarian aid was received and dispatched, in addition to massive donations which were processed during the early days of the response by National Societies. **3 logistical supply lines** were set up and are running, jointly with ICRC. **100 international staff** have been deployed to support National Societies.

National Society	Number of people reached to date (estimation)
Ukrainian RCS	<b>400,000+</b> (as of 28 March)
Hungarian RC	<b>129,939</b> (as of 27 March)
Romanian RC	<b>166,000</b> (as of 21 March)
Russian RC	<b>57,000</b> (as of 28 March)
Lithuanian RC	<b>31,734</b> (as of 28 March)
Slovak RC	<b>71,485</b> (as of 21 March)
RC of Moldova	<b>3,248</b> (as of 14 March)
Polish RC	<b>216,000+</b> (as of 28 March)
Belarus RC	<b>985</b> (as of 27 March)
<b>TOTAL</b>	<b>1,075,000+</b>



### Health & Care

(Mental Health and psychosocial support / Community Health / Medical Services)

#### Objective:

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

#### Narrative description of achievements

The Ministries of Health in all impacted countries take overall responsibility for refugee protection, including access to health services. In many countries an Inter-agency Health workings constituencies established to coordination, strengthen, and expand health services for displaced. The group is co-lead by Ministry of Health and WHO. Teams of different partners are assessing health situation of people at the border crossing points and refugee centers. Results are collected and shared with the inter-agency coordination group or health clusters. IFRC is among those partners and among very few of them, who assessed the situation of displaced in host accommodation within communities.

Red Cross community workers and volunteers are very active across the road, from border cross to temporary accommodations. Volunteers provide services including FA, MHPSS, health and hygiene promotion. Distribution of blankets and different household equipment. Red Cross volunteers are a highly valued resource to support efforts of public health authorities and provide emergency and community-based health services for refugees and hosts.

Based on the situation assessment, the following recommendations are considered while programming:

<sup>5</sup> At the early stage of the response, while the situation remains highly volatile, disaggregation of data is not yet available.

- Support Public health authorities to ensure the inclusive access to health services (preventive and curative)
- Provision of MHPSS and First Aid activities
- Continuity of care and referrals for communicable and non communicable diseases
- Promote access to vaccinations (COVID -19, polio, measles, diphtheria)

The progress of the implementation of activities in each country depends on needs and capacity. Based on field reports, National Societies since the beginning of crisis have supported over 60,000 people with health and wash services at border crossings, health centers, temporary centers and host communities.

- **Ukraine Red Cross** together with Movement partners continued emergency health services to internally displaced and public health authorities (through medicines and medical supplies)
- **Polish Red Cross** provides health services through 19 health teams across the border with Ukraine.
- **Moldova Red Cross** supports refugees and host communities with basic health and care activities
- **Hungarian Red Cross** runs health posts at help centers.
- **Red Cross Society of Romania, Slovakia, Russia and Belarus** are focused on providing MHPSS and FA to migrant communities.



*Photo: Medical point at Przemyśl railway station, Poland, 19 March 2022*

- First Aid and MHPSS are flagship activities for all National Societies alongside with basic health and care. Activities are coordinated closely with health authorities

#### Country achievements:

- **Ukraine:** over 42,000 people were trained 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. Also, a webinar on PSS was conducted for around 900 persons, with 2000 persons video coverage after.
- **Poland:** As of 24<sup>th</sup> of March, Polish Red Cross has supported **200,000+** affected people with estimated **520 metric tons** of relief goods, essential items. **1 truck** relief items were shipped to **Ukraine Red Cross in Ivano-Frankivsk**. Currently, IFRC Poland warehouse has received; **9025 Tarpaulin, 3900 Blankets, 3789 Kitchen Set, 181 Tent Family 19m2, 808 Tent- Geodesic, 20.180 Blanket MT, 1160 Mattress - High Density, Hygienic Parcel 2000 and 4236 Mattress, plastic** items. PRC also has activated 22 rescue teams (about 450 medics) working in shifts at the border with Ukraine providing medical support and PSS to those coming to Poland. RFL information has been distributed.
- **Hungary:** HR support to the operation of Health Posts in border areas is on its way from the Austrian Red Cross with additional support planned through IFRC in the immediate future
- **Slovakia:** 25 staff (nurses) and volunteers are present 24 hours on border crossings. Plan is to engage medical doctors.
- **Moldova:** Community health teams (including mobile) to be proposed to provide First Aid, health education, MHPSS and other basic health services to migrants in collective centres as well as home accommodations. Detailed information on available health services and locations to be available at the border crossing areas.
- **Slovakia:** Slovak Red Cross is providing first aid, PSS and health referral services at all active border crossings
- **Russia:** The psychological hotline received 2,019. There are also 50 RRC psychosocial support specialists providing psychosocial support in the temporary accommodation centers.

- **Belarus:** Telephone helpline 201 of the Belarus Red Cross has provided psychosocial support to 41 people



## Water, Sanitation and Hygiene

### Objective:

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

### Narrative description of achievements

IFRC surge teams have conducted joint assessment missions (Health/WASH) Hungary, (Health/WASH/Shelter) to Moldova and Poland. More assessments are ongoing.

Biggest needs identified are WASH NFIs (e.g. HP kits, migrant kits, individual kits, baby kits, individual items) in all reception centres, transit centres and host communities. Distributions are ongoing until cash is being implemented. Distributions will continue at reception centres, located close to the border crossings. Operating National Societies are being supported in development of contingency plans in case of an increased influx or need of more hygiene related items and potable water provision. Coordination activities are ongoing.



## Shelter, Housing and Settlements

### Objective:

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

### Narrative description of achievements

The main focus of all operating National Societies is the provision of in-kind assistance to cover basic needs related with shelter (clothes, blankets, mattresses, bedlinen, etc.) to improve the livable conditions in the transit/reception centers where people are staying for a short period of time before continuing their trip into their final destination. While this has been the main focus on this first month, 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 until the situation in Ukraine is resolved.

IFRC assessment mission has taken place in Moldova and Poland (jointly with Health and WASH) to define the strategic lines for the shelter intervention linking the initial relief response into a more long-term intervention to meet the shelter needs. An



*Photo: Medyka reception centre, Poland, 20 March 2022*

integrated approach has been defined to secure greater impact. Further assessment missions into Ukraine and the rest of the neighboring countries are planned to take place in the coming weeks.

Preliminary discussions on how to coordinate and provide support to European NSs that will be supporting migration to 3rd ring countries have been established in consultation with the IFRC Europe Regional Office and the RC EU Office. Mapping of ongoing and planned shelter activities in both EU and non-EU national societies as well as identification of coordination focal points is ongoing.

The progress on provided support varies from country to country:

- **Ukrainian Red Cross** is coordinating with local authorities to provide assistance to internally displaced people, many of whom will not or cannot cross the border into a neighboring country. Reception centres are being established in schools and other community buildings to accommodate a growing number of displaced people. 1000+ tons of humanitarian aid were shipped by the URCS. Humanitarian cargo from Partner National Societies: Italian, Romanian, Turkish, Chinese, Polish, Slovenian, German, Bulgarian, Hellenic, Georgian, Lithuanian, Croatian, Czech. Relief assistance includes food items, water, hygiene kits, blankets, shelter items and medicine dispatched to 7 regions in Ukraine.
- **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.
- **Moldova Red Cross** has been supporting the population fleeing from Ukraine by distributing received donation and basic services at the Transit Hotspots (THS) by the border, bus and train stations, at the drop/pick-up points along the main transport routes, at the Refugee Accommodation centers where people stay for few days while wait to continue their trip and finally at the host families who are providing accommodation (few days or several weeks) depending of people intention to continue moving or settled in Moldova.
- **Polish Red Cross** has supported 169,000 affected people with in-kind relief goods to cover basic needs related with Shelter, WASH and Livelihoods/Food, and other humanitarian services. Distribution has been taking place in the crossing points and at the transit/registration centers. 27 trucks of relief items were received through the IFRC pipeline with the coordination of Logs-ERU teams.



## Multi-purpose Cash

**Objective:** The most vulnerable displaced communities are provided with multipurpose cash grants to cover their basic needs

### Narrative description of achievements

#### Regional level:

- **Regional Cash Working Group** has been established and first meeting was held 24 March in an effort to harmonise where possible, analyse any changes to the regional landscape that could affect the use of CVA as a modality and coordinate resources to address them.
- **Financial Service Providers:** IFRC has signed an agreement with Visa for Visa card to be used as a financial service provider outside Ukraine. Procurement of 100,000 cards will commence on 27 March. Additional cards have been procured from Panama warehouse and should arrive on 28 March so that small scale distributions in Poland and then Slovakia can commence. Other discussions/procurement are on-going with other potential FSPs such as Mastercard for use in Ukraine and surrounding countries.
- Various donors interested in CVA as a modality have approached the IFRC and CVA teams to invite them to submit proposals.



- IFRC continues to roll out **RedRose** across country teams while work on extension to contract beyond May 2022 continues.

### **County level:**

#### **Polish Red Cross**

- In cooperation with Cash Working Group in Poland a general strategy of response was designed.
- Polish Red Cross will provide multipurpose cash assistance and have established eligibility criteria, length of multipurpose cash tranches, amounts and a target in the initial phase from April to August 2022 of 10,000 families.
- Program will be combined with CVA capacity building for Polish Red Cross and will include such components as personal database management, hotline, household level assessment, post distribution monitoring, community and local authorities engagement.

**Slovakian Red Cross:** Teams have focused on preparations for cash distributions including procurement (through donation) of mobile data kits, site visits for distribution points, National Society sensitization activities, training on data collection, and establishment of a hotline. Team is also planning to incorporate donated grocery store vouchers as a complement to cash distributions to targeted families. Distributions planned initially for 500-1000HHs in early April, then an additional 4,000 HHs in the first phase.

#### **Romanian Red Cross:**

##### Coordination:

- Romanian Red Cross is now Co-Chairing the Cash Working Group along with Mercy Corps and established regular engagement with ministries involved in the refugee response in Romania to build out a CVA referral process for Ukrainians who have received Temporary Protected Status.
- National Romanian law may impact the way our preferred mechanism (visa) will work but engaged with National Bank of Romania (working through RoRC legal department, UNHCR meeting with Central Bank, OnBe financial compliance team)

##### NS Advocacy & Program Co-Design:

- The past week has focused on program advocacy and program co-design alongside the Romanian Red Cross, gaining alignment on vulnerability criteria, transfer value, and populations we want to serve. We are finalizing the CVA plan for Romanian Red Cross for discussion and approval next week with the Secretary General.
- Joint meeting with Red Rose, Romanian Red Cross, and IFRC to gain common understanding of the beneficiary management system and to answer NS questions around financial controls and system automation.

##### Cash Program Architecture:

- Assessing and expanding existing Romanian RC hotline capacity with a paid 3<sup>rd</sup> party hotline to support a surge of public inquiry or requests for help with regards to the MPC program.
- Exploring potential to access existing lists of Ukrainians that the Romanian Red Cross has previously served and planning Romanian Red Cross centralized service points to allow for in-person enrollment as well as in-kind distribution
- Finalizing & translating enrollment form to be reviewed by the Romanian Red Cross
- Planning for a test of the Pre-Paid Visa card to verify if FSP works in Romania



## **Livelihoods**

### **Objective:**

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

## Narrative description of achievements

In the first emergency response phase of the operation the food distribution is being addressed as part of emergency Shelter provision. Operating National Societies have been providing hot meals, durable (canned) food donated by the communities and NGOs at the border crossings and intransitional accommodation centers. IFRC is deploying a livelihoods ERU to support National Societies and provide support in the development of a strategic approach to address livelihoods needs in the affected communities (in Ukraine and neighbouring countries).

Many displaced families are female headed households where women may not have previous employment experiences. Therefore need for support structures that help women begin to find employment and skills training for that job sector is anticipated.



## 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.

## Narrative description of achievements

The response of the National Societies in all countries impacted is different and depends on the existing capacities and the response provided by the Government. While several National Societies are including activities targeting children (sometimes in child-friendly spaces), supporting people with special needs, and doing referrals there is a clear need of scaling up PGI activities and strengthening NS capacity in PGI.

An initial Surge team of a PGI Coordinator and a PGI Roving Officer was deployed for the operation, and assessments on PGI needs were done (or are currently ongoing) in Hungary, Slovakia and Moldova. PGI-related questions were also included in the Health/WASH and Shelter assessment for Moldova and Poland.

**Safeguarding:** High risks related to PSEA and Child Safeguarding due to the demographics of the displaced people (biggest group on the move is women and children who are most at risk). To address this the primary actions included:

- Internal awareness raising with 4 briefings provided with HR to Surge personnel deployed in the operation and ongoing more briefings to all personnel deployed.
- Collection of information regarding spontaneous volunteers and procedures onboarding volunteers in countries.
- Development of a template for basic induction of volunteers for them to sign, which includes PSEA and Child Safeguarding information.
- Support in design and translation of a poster of awareness for misconduct coordinated with HR and that will be shared with the NS.
- Inclusion of PSEA content into Cash-related trainings.

### IEC PGI Materials:

- Protection leaflet with a map has been design in collaboration with all sectors and CEA with important information for the trip for Hungary and aiming to be design for all countries after it is validation with NS.
- General PGI awareness handout designed for volunteers to be used in PGI briefings and trainings.
- Short guide for Child Friendly Spaces for volunteers is in design to be used in trainings and disseminated

**Child Protection:** Identified 3 countries working with child-friendly spaces (CFS) or activities with children (Moldova, Romania and Hungary). Currently working with Moldova and Hungary to strengthen capacity and estimation of items for Procurement of materials for CFS and engaging other countries.

Country-level progress:

- **Poland:** Coordination with Cash is ongoing to support development of the vulnerability criteria and ensure trainings to volunteers including PGI topics.
- **Hungary:** work is ongoing on Child Protection, Safeguarding (with the document for basic induction) and coordination with ICRC for the protection assessment and for next trainings on protection.
- **Moldova:** The PGI Roving Officer has just been deployed in Moldova.
- **Slovakia:** supporting the team in PSEA, cash, referrals and support for elderly and people with disabilities.
- **Ukraine:** providing support in protection information.



*Photo: Setting a child-friendly space in Moldova*

Coordination and support to sectors in mainstreaming of PGI (MHPSS and Cash) are provided. Internal coordination ensured within the movement with ICRC and the MHPSS European network and external participation in Protection working groups, Child Protection, SGBV and PSEA WG in some countries where coordination is happening.



## 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.

### Narrative description of achievements

The IFRC surge team has been put in place, consisting of a CEA coordinator, two country-based CEA officers in Poland and Slovakia and roving CEA officer based in Budapest. Further country-based CEA officers arriving for Moldova and Hungary.

The team is developing a customised approach to each country according to needs, priorities and National Society capacity. Core activities in for information provision, community consultation and feedback systems, National Society capacity strengthening, inter-agency coordination are prioritised, with plans longer term to look at strengthening community connections and building community voice in humanitarian diplomacy products.

IFRC conducted initial assessments of current CEA needs, activities and capacity with in-country rapid assessment in Hungary, Poland and Slovakia. Assessments highlight some of the key social media channels preferred by incoming displaced people along with the range of preferences from social media channels, hard copy leaflets and others. Assessment found a wide range of information priorities, limited CEA capacity in most countries and rapidly changing environment needing a flexible and country-customised response to people on the move and others.

Three-month operational strategies by country developed and overall CEA priority areas identified and integrated. These will evolve and develop.

Information is being provided by National Societies to incoming displaced people and with CEA support in-country for new arrivals and people on the move. Also reference to other sources. New materials are being

developed, e.g. banners with QR code linking to government and other sources of information, flyers, posters. Materials are also developed for new and “spontaneous” volunteers

Work is underway to develop the CEA approach for CVA approach with development of training programmes for CEA in CVA, orientation materials for volunteers and staff new to cash-based programmes, communication materials being developed for community, potential approach to NS hotlines being elaborated.

Close cooperation is ensured with PGI, migration and development, PSS and NSD to support volunteer and staff capacity strengthening and potential establishment of HSPs where appropriate with high quality services and feedback systems. Some shared rapid training and support to volunteers.

IFRC is testing light touch feedback systems in Slovakia.

Participation in emerging inter-agency coordination mechanisms is ensured including AAP/CWC and related working groups in Moldova, Poland and Hungary. Active cooperation is taking place with ICRC also on Information as Aid in Ukraine.



## Migration and displacement

<b>Objective:</b>	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.
-------------------	---

### Narrative description of achievements

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 the establishment and scaling up Humanitarian Service Points (HSPs) with the integration of child friendly spaces and other PGI/CEA interventions. Developing a minimum service package that can be provided at HSPs in line with the HSP Toolkit. Humanitarian Diplomacy interventions are ongoing in coordination with National Societies supporting displaced populations including examining implications of the EU Temporary Protection Directive and implications at the national level within EU countries. IFRC operation team continues to liaise with sectoral actors including UNHCR and IOM at the regional and country level to further analyse and understand migration flows and the needs of displaced populations, including gaps in the response for future planning.

## Enabling approaches



## Coordination and Partnerships

<b>Objective:</b>	Technical and operational complementarity is enhanced through cooperation among IFRC membership and with ICRC.
-------------------	--

### Narrative description of achievements

#### Membership Coordination

Informal Consultative Group (ICG) meeting held in Budapest from 17-18 March 2022 with over 50 participants representing 22 National Societies as well as ICRC and IFRC. The meeting included a comprehensive mapping of NS intentions for support, both thematic and financial, to support Membership coordination across the emergency operation. Mapping of initial priorities of the Operating National Societies was prepared and shared with all the participants. Participants of the meeting agreed to a list of commitments and principles for cooperation and coordination, summarized as the 'Budapest Statement' ([see in annex](#)).

### **Movement Cooperation**

As requested by the Movement Partners during the Mini summit for Ukraine, a Movement Coordination Officer (MCO) for Ukraine has been recruited. The aim of the post is to support the Movement in building an inclusive and efficient coordination set-up. The MCO does not replace/substitute existing mechanisms nor has decision-making authority, thus does not coordinate the Movement's response, but has an advisory role, reporting to the SG of Ukrainian Red Cross, the IFRC Country Director and the ICRC HOD. Another mini-summit is being planned in Moldova.

### **Humanitarian Diplomacy**

Principled action: Humanitarian diplomacy in this operation is grounded by the fact that National Societies, alongside ICRC, are explicitly mandated through the 1949 Geneva Conventions to respond to 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 to gain their trust.

HD Coordination across the RCRC network: In this operation we are drawing on expertise across the RCRC network – IFRC has HD expertise in Budapest, Brussels, Geneva, and New York, and we are soliciting additional expertise from PNS to support on specific HD needs and activities. 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 forthcoming high-level meetings and visits

In addition, we recognise the importance of framing our response within the broader humanitarian context. IFRC is engaged in external coordination mechanisms including the Interagency Standing Committee (IASC), Humanitarian Country Teams, the NGO Forum and its Working Group on Ukraine crisis. We also have teams in Brussels engaging in EU-level discussions and for the first time IFRC has a staff embedded in the EU civil protection Emergency Response Coordination Centre (ERCC) for information exchange and coordination, and in New York engaging with UN Security Council and UN General Assembly actors and mechanisms

### Differential treatment of refugees globally:

- Current issues we are dealing with: emblem misuse, undermining of humanitarian principles, reputational threats, IHL applications, complex sanction regimes and humanitarian exemptions, protection issues and aid budget concerns (anticipated aid deductions to cover receptions costs) – an FAQs document, which addresses many of these issues, has been circulated to NS, and more substantive analysis and key messaging is underway
- Perhaps most prominent and far-reaching is the differential treatment of refugees globally (and the growing risk of social tensions between host and refugee communities). This requires a strong and well-considered response, using consistent messaging that can draw on the language and conceptual approach of the Case for Support and our work to establish Humanitarian Service Points at borders and along migration and displacement routes in the region and globally.

### **Federation-wide National Society Financial Overview:**

The IFRC has initiated a Federation-wide data collection exercise to capture financial information from its network engaged in the response. National Societies were asked to provide key data about their income and where it came from, their expenditure as well as how it was allocated among Movement members.

The [resulting dashboard](#) provides a consolidated overview of financial data from 39 National Societies, who have reported receiving a total income of 560 Million CHF as of 23 March 2022. At this early stage, many National Societies were not yet able to provide breakdowns for income or expenditure, or had not yet developed long term budgets. The Federation-wide data collection process will be launched at regular intervals to provide much needed information about the IFRC Network and its response to the crisis.



Photo: Preview of the [Federation-wide dashboard](#)



## 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.

### Narrative description of achievements

#### IFRC Operation Management:

An Emergency Operation Center is established 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** is established.
- **Functioning logistics structure** is established in Poland (Lublin), Ukraine (Chop, Chernivtsi), Hungary (Bucharest and Debrecen), Slovakia and Rumania.
- **Operating supply chain** is established in Poland, Hungary, Rumania 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 Landcruiser and 6 ambulances).
- **21 vehicles** (LandRover) loaned free of charge to IFRC for 12 months **are 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 neighboring Ukraine.**



Photo: 20 Land Cruiser vehicles arrived to Budapest from Dubai fleet warehouse

#### IFRC Information management

- 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 reference information and collection and analysis of 50 Field Reports (as of 26/03) from National Societies responding to the crisis across the globe.

- IM Coordinators in Poland, Hungary & Slovakia, Romania have provided direct support to National Societies in the response phase 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 (more above in needs analysis section) 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 on 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.
- SIMS has produced an unprecedented number of maps, infographics, data analyses and other information products to inform operational decision-making; including NS branch maps for each of Ukraine and the neighbouring countries. In addition, regular production and updates of logistics, area of operations and situational updates maps have been produced by the operations IM team.
- 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.
- 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 NS response capacity checklist tool, advising the development of prioritisation and financial allocation tools etc.

### **IFRC Planning, monitoring and evaluation**

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

A Federation-wide monitoring and reporting system 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. As of 26 March 2022, 23 National Societies directly reported key financial information into the system. Data from 18 additional National Societies was also collected through direct contact with key National Society partners and colleagues. 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.

### **IFRC Communications**

Six surge communications personnel have been deployed to the region. Support has been provided by the Europe region communications team (three personnel) and the larger communications team in Geneva. Teams continue to gather audio visual content which is shared across the Movement and externally with media and through social media channels. Key messages are also updated on a weekly basis and shared across the Movement.

Media interest in the Red Cross Red Crescent response to the conflict in Ukraine has been intense. In the first month of the conflict there were 300k+ media and social media mentions specifically linked 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.



- Logistics of URCS (to strengthen capacities of URCS in the east of UA) 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 UA
- Financial and HR systems to be improved
- Volunteer management and branch development includes recruiting new staff, volunteer training and visibility, development of insurance system for volunteers
- Field visits and monitoring
- URCS is looking for support from the IFRC to strengthen its HQ and branch levels capacities
- URCS will be supported by the NSD delegate

**Poland:** IFRC is enhancing the capacity building activities for the Polish Red Cross through surge delegates for Field Coordination, PMER, Relief, MHPSS, IM, CEA, Volunteer Management, Logistics, Communication and CBI Component. The senior team working on the operation plan for IFRC and Polish Red Cross, the plan will be presented to the NS together with CBI operation strategy. Draft of volunteer management policy finalized and shared with the Branch Volunteer manager. Meeting series planned to be held with PRC HQ Volunteers Management team and following with Branch Volunteer managers. Volunteer management system is in development. Volunteer insurance system is also relevant and considered to be implemented. ERU Logs fully deployed and operational in Lublin. Vehicle rentals, office space, and additional warehousing capacity are underway. Poland is to be supported with NSD delegate

**Moldova:** NS response capacity check completed with Operations Manager, with IM in support, highlighting key issues requiring attention across an adapted PER framework looking at policy & standards, analysis & planning, operational capacity, coordination and operational support services. An infographic with this data is under production by SIMS. Moldova Red Cross needs to recruit additional staff to strengthen capacity in the field of volunteer management and branch development, HR and finance. Different type of training for the staff and volunteers is also needed. Moldova is supported with NSD delegate. IFRC is defined as leading partner for NSD in the Movement Mini Summit Moldova Agreement.

**Romania:** The capacity of all branches involved in the operation were assessed and the need for training, volunteer management, transportation, and warehousing has been confirmed and will be a focus over the coming week, capitalizing on the lull in border activities. Minimal branch standard should be developed and implemented. Trainings will include, PSS, PFA, CEA and CVA. Volunteer management support should include implementation of the volunteer management system, trainings and visualization. HR capacity should be improved.

**Slovakia:** SRCS is heavily understaffed. Decentralized organizational model needs to be adjusted with improved coordination for more efficient response. IFRC support is needed for recruitment of new staff at HQ and branch level, implementation of volunteer management system, training of volunteers and volunteer leaders. Financial capacity at HQ is also to be improved. Volunteer management system needs to be adjusted with insurance and remuneration elements.

**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 focus on efficient branch management. Volunteer management system should be implemented with training for volunteers, volunteer leaders, visibility and insurance system.

**Belarus:** Focus on volunteer management, training, visibility, and establishment of the insurance system for volunteers and staff. National Society is well prepared for the response and is ready to scale up the activities. Some improvements are needed in the infrastructure and facilities management.

## Contact information

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

### In the IFRC

- **Regional Office for Europe, Head of Disaster, Climate and Crisis Prevention Response and Recovery:** Andreas von Weissenberg, [andreas.weissenberg@ifrc.org](mailto:andreas.weissenberg@ifrc.org)
- **Head of Country Delegation for Ukraine:** George Gigiberia [George.Gigiberia@ifrc.org](mailto:George.Gigiberia@ifrc.org)
- **Head of Country Cluster, Russia, and Belarus:** John Entwistle, [john.ENTWISTLE@ifrc.org](mailto:john.ENTWISTLE@ifrc.org)
- **Head of Country Cluster Delegation for Central and South-Eastern Europe:** Maria Kristensen, [maria.kristensen@ifrc.org](mailto:maria.kristensen@ifrc.org)
- **Geneva, Senior Officer Operations Coordination:** Antoine Belair, [antoine.belair@ifrc.org](mailto:antoine.belair@ifrc.org)

### For IFRC Resource Mobilization and Pledges support:

- **Regional Office for Europe Head of Partnerships and Resource Development:** Andrej Naricyn, [andrej.naricyn@ifrc.org](mailto:andrej.naricyn@ifrc.org)

### For In-Kind donations and Mobilization table support:

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

## ANNEX 1: **The Budapest Statement, 18 March 2022:**

### **Commitment**

We in attendance at the ICG meeting Budapest undertake to:

1. Put the needs of affected **people first**. Take a people centered approach and focus on needs and impact. Safeguard vulnerable people and personnel. Do no harm. Ensure dignity, access, participation and safety.
2. Enable National Societies to sustain support to communities' relief and recovery needs in **the short, medium and long-term**.
3. Recognise and act to mitigate the direct impact of the crisis in Ukraine and neighboring countries, and also the secondary impact in the **region and beyond**.
4. Invest in cash and vouchers as a flexible, efficient and **meaningful** form of support for people in need. Enhance our work with strong approaches to protection, gender and inclusion and community engagement and accountability. Promote green response options.
5. Take **bold** decisions while managing risk, ensuring accountability and transparency. Responsibly manage the generous support of communities for this crisis with a view to maximum impact.
6. **Tell the story** of our work in the short and longer term. Contribute to common analysis and information flow. Continuously strengthen HD coordination on the response, ensuring adequate resourcing in the short and long term. Measure and report upon our progress with a shared results framework. Sustain investment on media and communications to support all partners.
7. Consistent with the Agenda for Renewal, keep **National Societies and their volunteers front and centre**; Support them to grow through the crisis. Promote the visibility of National Societies and support their auxiliary role. Advance National Society Development in order to address acute needs while investing in long-term sustainability.
8. Be **agile** and iterative. Be open to new solutions. Innovate and think out of the box. Minimize earmarking to support flexible and responsive programming.
9. Seek complementarity: apply the strengths and abilities of the **Movement**: in terms of resources, technical skills and person power. Work through Federation-wide coordination architecture: one country plan, one regional plan, with common standards of assistance. Link bilateral, multilateral and consortia approaches, with shared responsibility. Implement SMCC in Ukraine and neighboring countries. Operationalise the convenor role. Clearly and continuously define the implications for Red Cross and Red Crescent actors.
10. Uphold the **Principles and Rules** for Humanitarian Assistance – particularly responding to the needs and requests of affected National Societies with a view to impact, environmental sustainability and reputation management. Ensure that offers of in-kind donations respond to the needs of National Societies.
11. Leverage **partnerships**. Engage communities, the private sector, civil society and in-country expertise. Engage with the wider humanitarian architecture to ensure consistency and relevance.
12. **Follow up** on these commitments, and objectively evaluate and report back on progress.