

# OPERATION UPDATE REPORT

## Ukraine and Impacted Countries Crisis

**Emergency appeal №:** [MGR65002](#)

Preliminary Emergency appeal launched: 28/02/2022

[Emergency Appeal](#) launched: 12/04/2022

[Revised Operational Strategy](#) published: 23/05/2022

**Glide №:**

[OT-2022-000157-UKR](#)

**Operation update #4** (6-month update)

**Date of issue:** 30/09/2022

**Date of reissue:** 07/10/2022

**Timeframe covered by this update:**

From 28/02/2022 to 31/08/2022

**Current operation timeframe:** 24 months

(28/02/2022- 29/02/2024)

**To be extended:** until 31/12/2025

**Number of people being assisted:** 3,600,000

**Funding requirements (CHF):**

CHF 550 million through the IFRC Emergency Appeal

CHF 1.2 billion Federation-Wide

**DREF amount initially allocated:**

CHF 1 million

The IFRC Emergency Appeal, which seeks CHF 550 million as part of the Federation-wide ask, has received as of the publication of this report, [CHF 304 million in confirmed hard-pledge funding](#). Further funding contributions are needed to enable the Red Cross Red Crescent National Societies in the region, with the support of the IFRC, to continue to provide humanitarian assistance and protection to people affected by the ongoing crisis. As part of a global, Federation-wide response to the crisis, which includes [response activities by 38 National Societies](#) in 30 countries, a total of CHF 1,350 million has been raised by the IFRC network in 42 countries (with a total expected income of CHF 1.484 billion). A Revision of the Appeal will be concluded in Q4 2022.



Service center of Ukrainian Red Cross Society in Uzhhorod where people are provided with medical, pharmaceutical, social assistance and psychological consultations. Staff and volunteers of the Red Cross branch in Uzhhorod are giving out basic aid items to displaced people who came to the city from other parts of the country after the conflict escalation. They are also distributing boxes containing hygiene items and offering clothes, shoes and children's toys for those who need them. Photo: Ukrainian Red Cross Society

# SUMMARY

This report summarizes six months of developments in the impact that the conflict exerted on millions of lives, and the response of the IFRC network to provide humanitarian assistance to people affected by this crisis. Following the immediate response triggered across the network to react to the needs generated by mass displacement and the immediate impact of the conflict, operations in all impacted countries continue to scale up, while adapting to the changing context and scenarios – such as the evolving energy crisis, inflation and incoming winter period - as well as gearing up for sustained, targeted and impactful long-term programs.

The IFRC Network's response continues to expand geographically, as well as in and programmatic scope, with the overall focus of the network primarily revolving around: providing scalable and adaptable cash assistance; health programming with special emphasis on mental health and psychosocial support; assistance to cover needs in shelter with current focus on winterization preparedness; addressing humanitarian concerns in protection and education.

While continuing to respond with and increased impact, the operation has been fostering innovative approaches, especially in the field of multi-purpose cash distributions. With support from the IFRC, digitalized, data and user-centered, quickly scalable solutions were piloted in multiple countries, leading to exponential growth in our capacities to reach people in need. Building digital solutions also enhanced our abilities to continuously monitor, respond and be accountable towards feedback from the communities we serve.

Scaling up humanitarian operations and preparing for sustained programming is paired with strengthening the capacities of responding National Societies in their human resources and management capacities, logistics, digitalization and information management, as well as strengthening local branches embedded in communities. To ensure a harmonized approach focusing on needs and maximizing impact, the IFRC Secretariat coordinated the mobilization of an unprecedented scale of personnel from across the globe, guided operations and strategies, and established mechanisms and fora for coordinating support from its Membership across all levels. A Federation-wide approach ensures that all responding – and supporting – National Societies are represented and integrated.

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#### OPERATIONAL STRATEGY

##### DETAILED OPERATIONAL REPORT (*Impacted country-specific sectoral response activities & IFRC Secretariat Services*)

- **Health & Care**, including Water, Sanitation and Hygiene (WASH), Mental Health and Psychosocial Support / Community Health
- **Integrated Assistance**: Shelter, Housing and Settlements; Cash and Voucher Assistance; Livelihoods
- **Protection and Prevention**: Protection, Gender and Inclusion; Safeguarding; Community Engagement and Accountability; Migration and Displacement
- **Enabling approaches**: National Society Strengthening; Coordination and Partnerships; IFRC Secretariat Services (Operation Management; Planning, Information Management and Monitoring; Communications; Security; Human Resources; Finance; Partnerships and Resource Development)

#### FINANCIAL REPORT

## EMERGENCY APPEAL REVISION

The operation has been increasing the scope of its intervention, working with National Societies in the region that have requested support from the IFRC to provide technical and financial assistance to people in need. In this sense, new needs and approaches have been identified with National Societies, which will be reflected in a revision of the Emergency Appeal.

The revised Emergency Appeal **will extend the timeframe of the operation until 31 December 2025**, with a transition to Unified Country Planning covering all operations of National Societies afterwards. It will present a substantial increase in funding ask as well as in geographical coverage, to support Red Cross Red Crescent National Societies in assisting the people affected by the Ukraine and impacted countries crises.

**The geographical extension of the intervention will include supporting, as part of a Federation-wide approach, the following 17 National Societies: Ukrainian Red Cross Society, Belarus Red Cross, Bulgarian Red Cross, Croatian Red Cross, Estonian Red Cross, Georgia Red Cross, Hellenic Red Cross, Hungarian Red Cross, Lithuanian Red Cross, Red Cross Society of the Republic of Moldova, Red Cross of Montenegro, Red Cross of The Republic of North Macedonia, Polish Red Cross, Romanian Red Cross, Russian Red Cross, Slovak Red Cross, Turkish Red Crescent**, while coordinating with Partner National Societies (PNS) and the International Committee of the Red Cross (ICRC).

Due to the dynamic and protracted nature of the armed conflict and the ongoing displacement of people from Ukraine, it is expected that additional National Societies will request IFRC for support during the timeframe of implementation.

# STORIES OF RED CROSS IMPACT

## Empowering people through cash and voucher assistance

Mira, originally from Odesa, has settled in Romania with her mother and two daughters after fleeing the conflict in Ukraine. She is one of thousands of people in Romania who is receiving cash support from the Romanian Red Cross and IFRC to help her and her family.

*"Registering for the IFRC cash program was easy. I could do it without any problems and received our first cash payment not long after registration. My first expense was food. I love to cook Ukrainian dishes like Varniki to keep us connected to home".*

Since April 2022, more than 48,000 people in Romania have received payments as part of the cash program.



Mira is making Vareniki, a national Ukrainian dish, with ingredients bought through IFRC's cash and voucher assistance programme. Photo: IFRC

## Innovation in cash programming

The self-registration cash app was developed in Romania in April 2022 as an innovative approach to cash-based response for the Ukraine crisis and is now being used in the responses in Poland and Slovakia too. The use of the app allows the recipient to register themselves, to be in control of the data they share, choose how they wish to receive cash support and to define their own needs. The use of the app allows the National Society, supported by the IFRC, to reach people even in the most remote places and without the need for face to face interaction. It relies on the use of digital methods to safeguard and protect the information shared and has in-built accountability measures through geo-restriction, facial recognition technology and financial safeguards in order to protect those who register and receive.

## A safe space for children to play

A place to play is a powerful thing. Four-year-old Zlata has recently arrived from Ukraine to the town of Humenne, Slovakia with her mother and older sister. While her mother registers with Slovak authorities next door, Zlata plays at a child-friendly space set up by the Slovak Red Cross.

Child-friendly spaces are often set up at transit points such as train stations, or at places that might involve some waiting such as cash distribution centres or registration centres. They aim to promote psychosocial well-being and provide children with a safe space.

Children are able to socialize and have a chance to play through these safe spaces. They're also an opportunity to provide education, information, health case and referrals, as well as psychosocial support to children and their caregivers.



Slovak Red Cross volunteers are playing with 4-year-old Zlata from Ukraine while her mother registered by Slovak authorities. Photo: IFRC

To find out more about how the Red Cross and Red Crescent Movement is helping, [see this report](#).



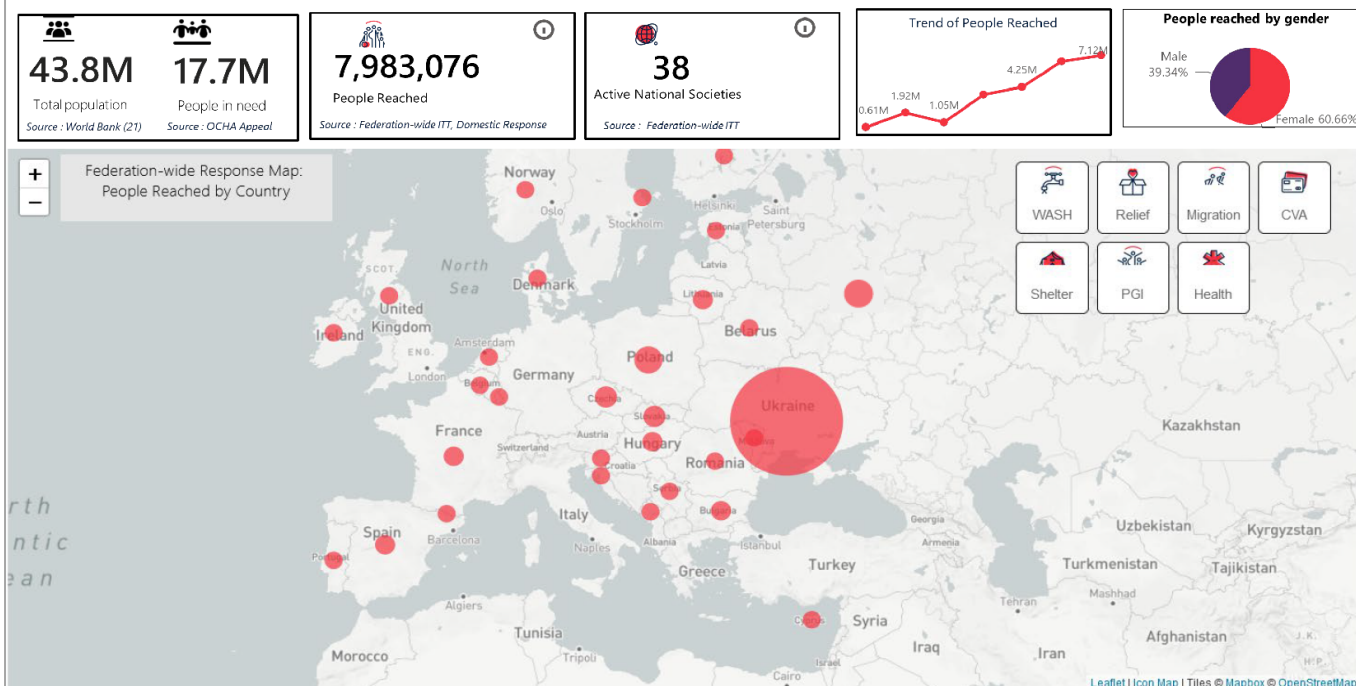
# FEDERATION-WIDE SUMMARY OF THE RESPONSE

Ukraine and impacted countries crisis Operational Update  
Federation-wide Overview | 20 September 2022

## Federation-wide Overview

The scale and extent of this crisis is unprecedented and has mobilized a major 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. Many others are also working in their own countries to support people arriving. The IFRC network is also working closely with the ICRC in Ukraine and other countries more closely linked to the conflict.

This Federation-wide picture of the Ukraine and impacted countries crisis response provides an overview across all response levels in words and images. Neighboring impacted countries (Hungary, Slovakia, Romania, Moldova, Belarus and Russia) and the broader secondary impacted countries, mainly European countries, are receiving refugees/displaced people fleeing the conflict. In all countries, the National Societies are working according to their auxiliary role in supporting their governments and in line with other actors, including Civil Protection.



Federation-Wide Response Overview as of 20 September 2022

### Data scope and limitations

- Missing data and breakdowns:** National Societies have diverse data collection systems and processes that may not align with the standardized indicators set by the Ukraine and impacted countries crisis operational response framework. Data may not be available for some indicators, for some National Societies. This may lead to inconsistencies across different reporting tools as well as potential under or over-estimation of the efforts led by all. Thus, reported data may represent cumulative reached and not unique beneficiaries. National Societies are not required to give full income and expenditure breakdowns, so the number of reporting National Societies might not be consistent across the different sections of this summary.
- Reporting bias:** The data informing this Federation-wide overview is self-reported by each National Society (or its designated support entity) and may be subject to reporting bias.
- The data outlines both the data relating to international support from one National Society to another, as well as domestic assistance provided to people arriving in the National Society's own country.** This separation of these contributions into international or domestic support can be found in the detailed Federation-wide data on the GO Platform.



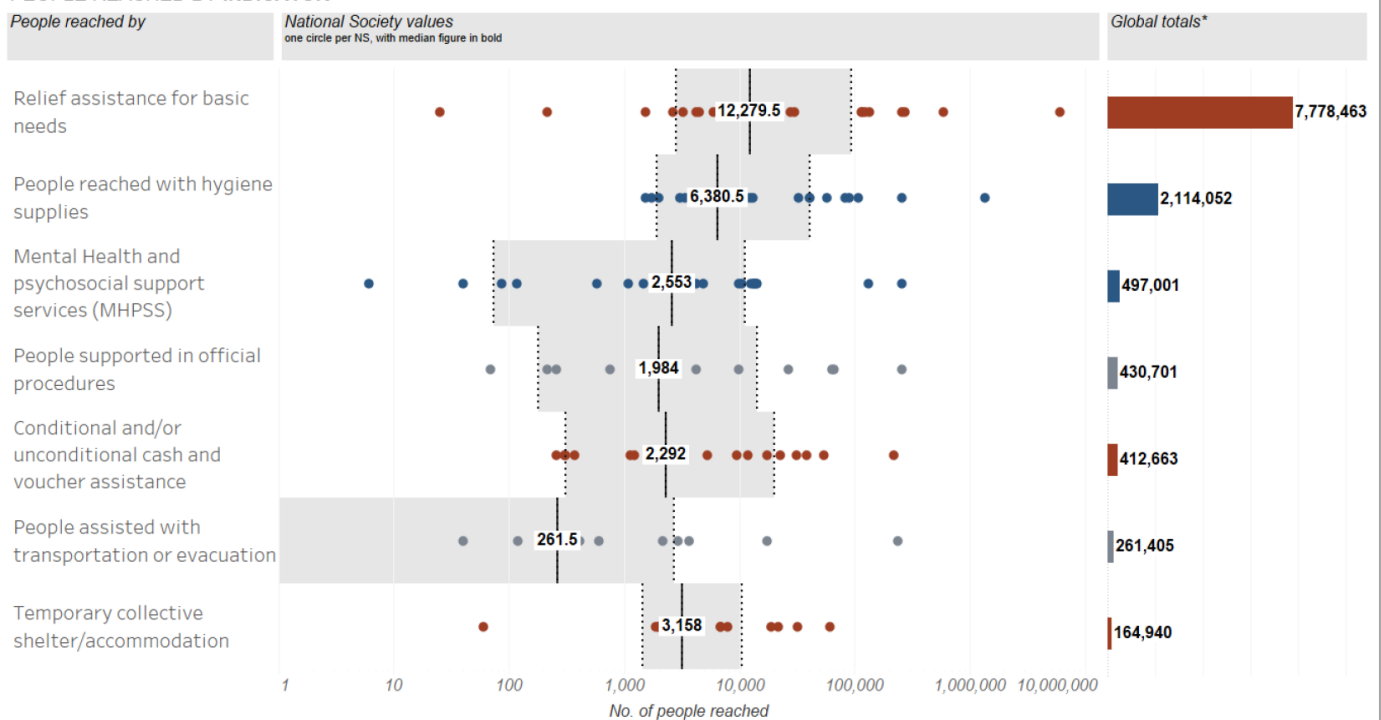
Ukraine and impacted countries crisis Financial and Operational dashboards

Explore more National Society data on the [Federation-wide Databank and Reporting System \(FDRS\)](#)

## Response

38 National Societies reported their domestic or international activities. 35 of these are European National Societies, out of a total number of 45 in Europe.

### PEOPLE REACHED BY INDICATOR



**412,663** people received multipurpose cash  
CHF **38M** has been distributed



**Volunteers involved in the operation**  
**106,215** domestically, **141** internationally



**492** tons of goods distributed  
by National Societies



**Humanitarian Service Points/ distribution points**  
**375** domestically, **5** internationally



**182,102** people trained in First Aid  
domestically



**Branches responding**  
**1,955** domestically, **39** internationally



**5,516** people accommodated  
by host families

\*The number reported previously included information points. Both figures will be monitored separately in the future.



Ukraine and impacted countries crisis Financial and Operational dashboards  
Explore more National Society data on the [Federation-wide Databank and Reporting System \(FDRS\)](#)

ALL ACTIVITIES BY OPERATIONAL PRIORITY

## I: HEALTH and CARE

*Health and care, including Water, Sanitation, and Hygiene*

### People reached by

People reached with hygiene supplies

2,114,052  
28 NS reporting

202,462  
4 NS reporting

Mental Health and psychosocial support services (MHPSS)

497,001  
28 NS reporting

25,218  
2 NS reporting

People trained in First Aid

182,102  
8 NS reporting

1,216  
1 NS reporting

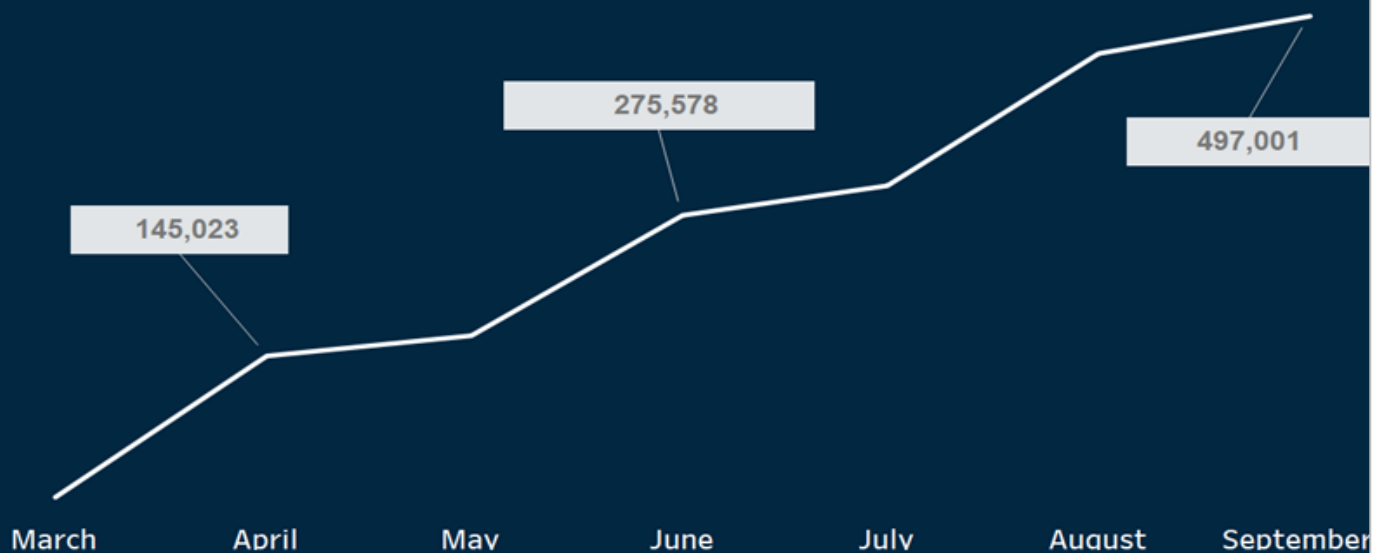
Primary health services and/or referral to public health institutions

94,830  
22 NS reporting

23,250  
4 NS reporting

Domestic Reporting  
International Reporting

Evolution of people reached with Mental Health and Psychosocial support services since the beginning of the response (Domestic Reporting by Month)

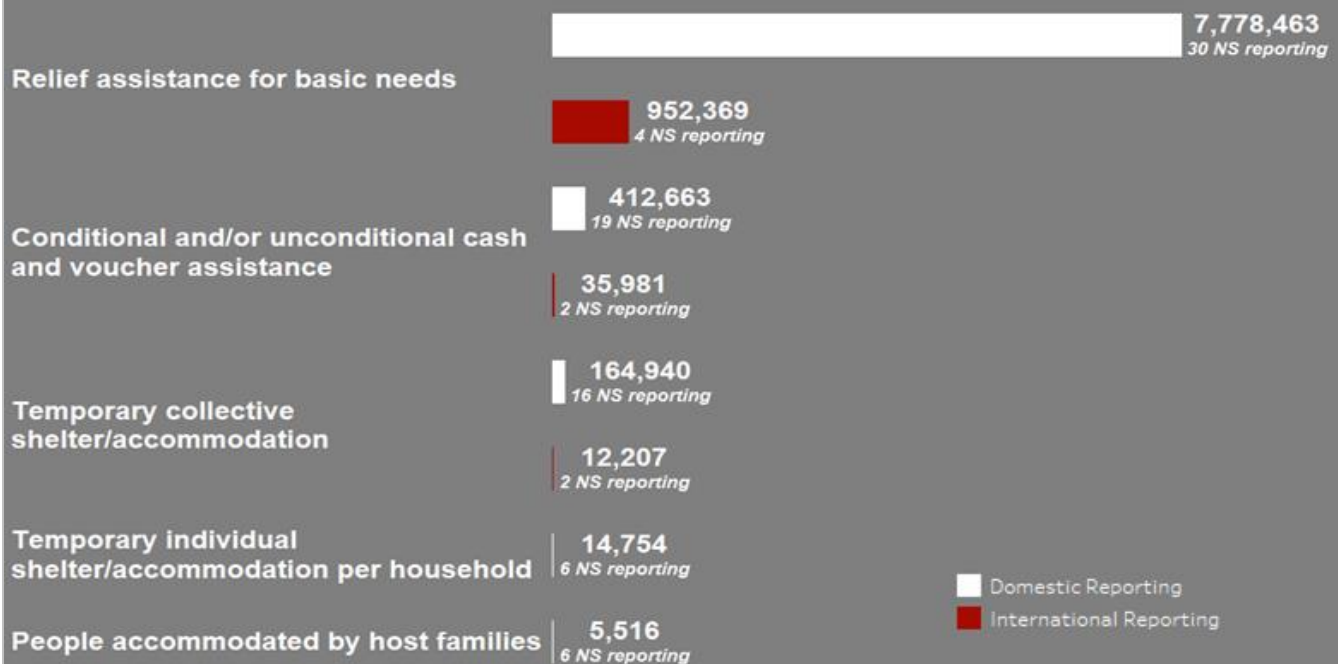


ALL ACTIVITIES BY OPERATIONAL PRIORITY

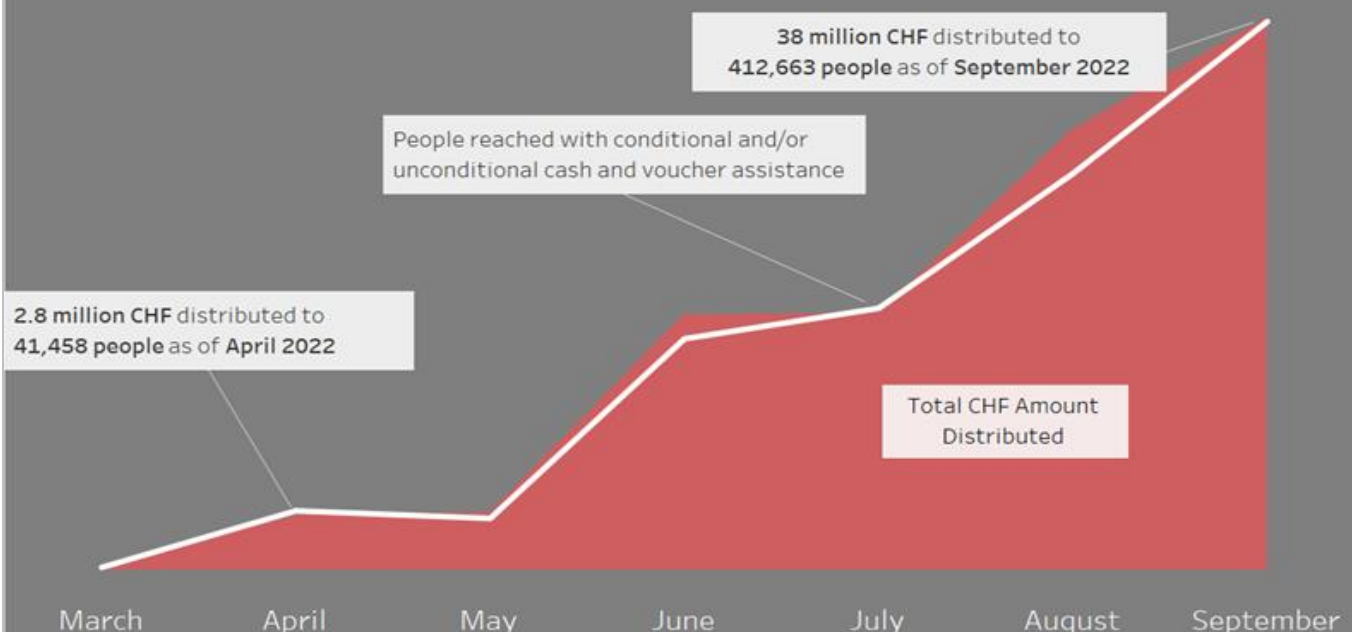
## II: Integrated Assistance

*Shelter, Multi-Purpose Cash, and Livelihoods*

### People reached by



### Multipurpose cash

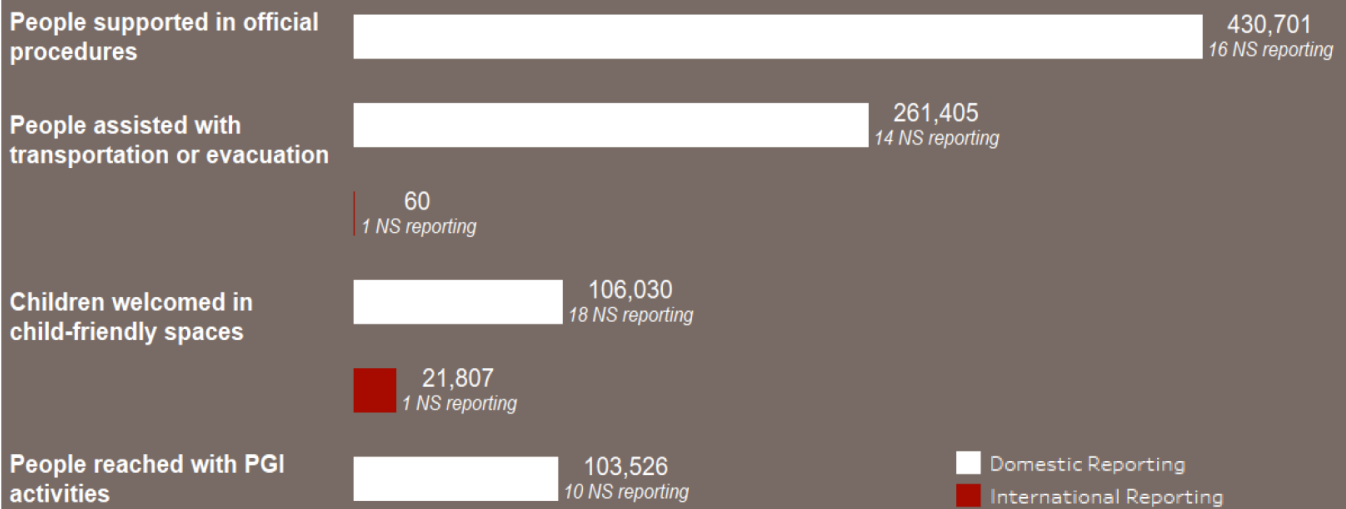




ALL ACTIVITIES BY OPERATIONAL PRIORITY

### III: Protection, Prevention & National Society Strengthening

#### People reached by



#### Migration



**375 Humanitarian Service Points/ distribution points** domestically  
5 internationally



**5,516 people** accommodated by host families

#### National Society Strengthening



**106,215 Volunteers involved in the operation** domestically  
141 internationally



**1,955 Branches responding** domestically  
39 internationally

# Income

TOTAL INCOME

CHF 1.48B

This represents the total income reported by National Societies since the beginning of their response to the Ukraine crisis

Total Income  
1,350,591,406

Expected income

114.3M

In-kind

BY REGION

**Americas**  
2 NS reporting  
21.59% of total global income

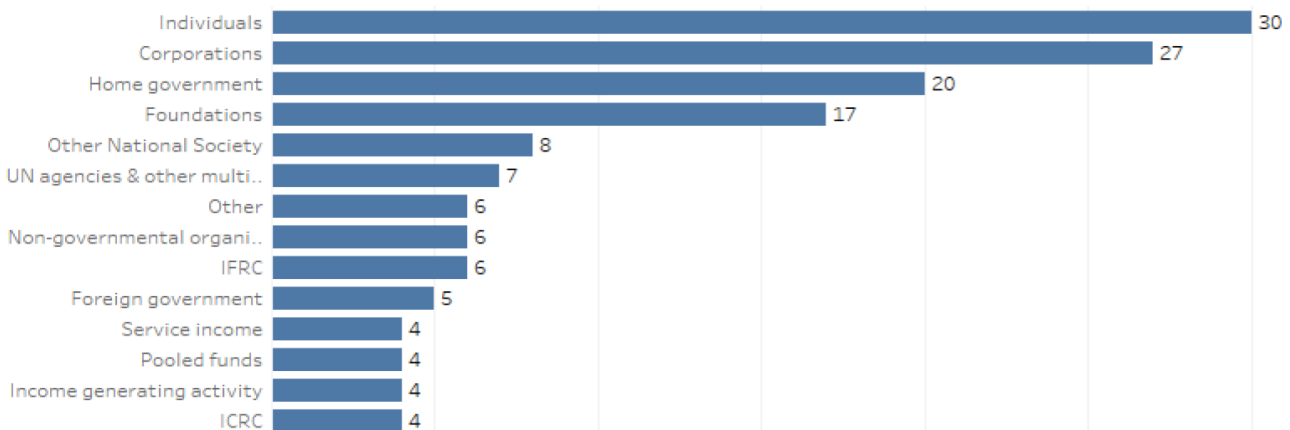
**Asia Pacific**  
6 NS reporting  
5.07% of total global income

**Europe**  
37 NS reporting  
73.34% of total global income

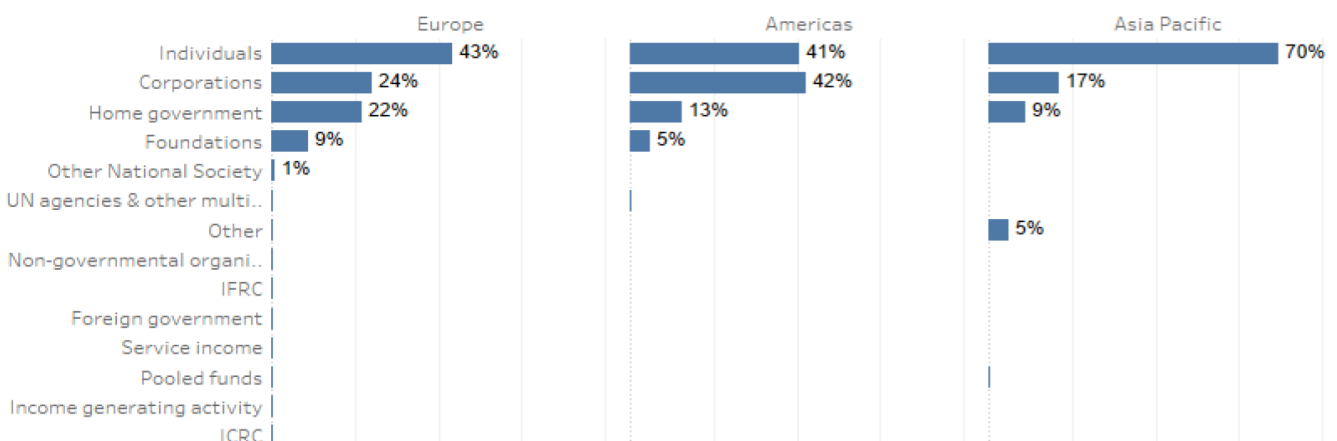
## INCOME SOURCE BREAKDOWN

Income data is available for 45 National Societies, out of which 33 with a full or partial breakdown

No. of NS indicating each income source



## INCOME SOURCE BREAKDOWN BY REGION & GROUP





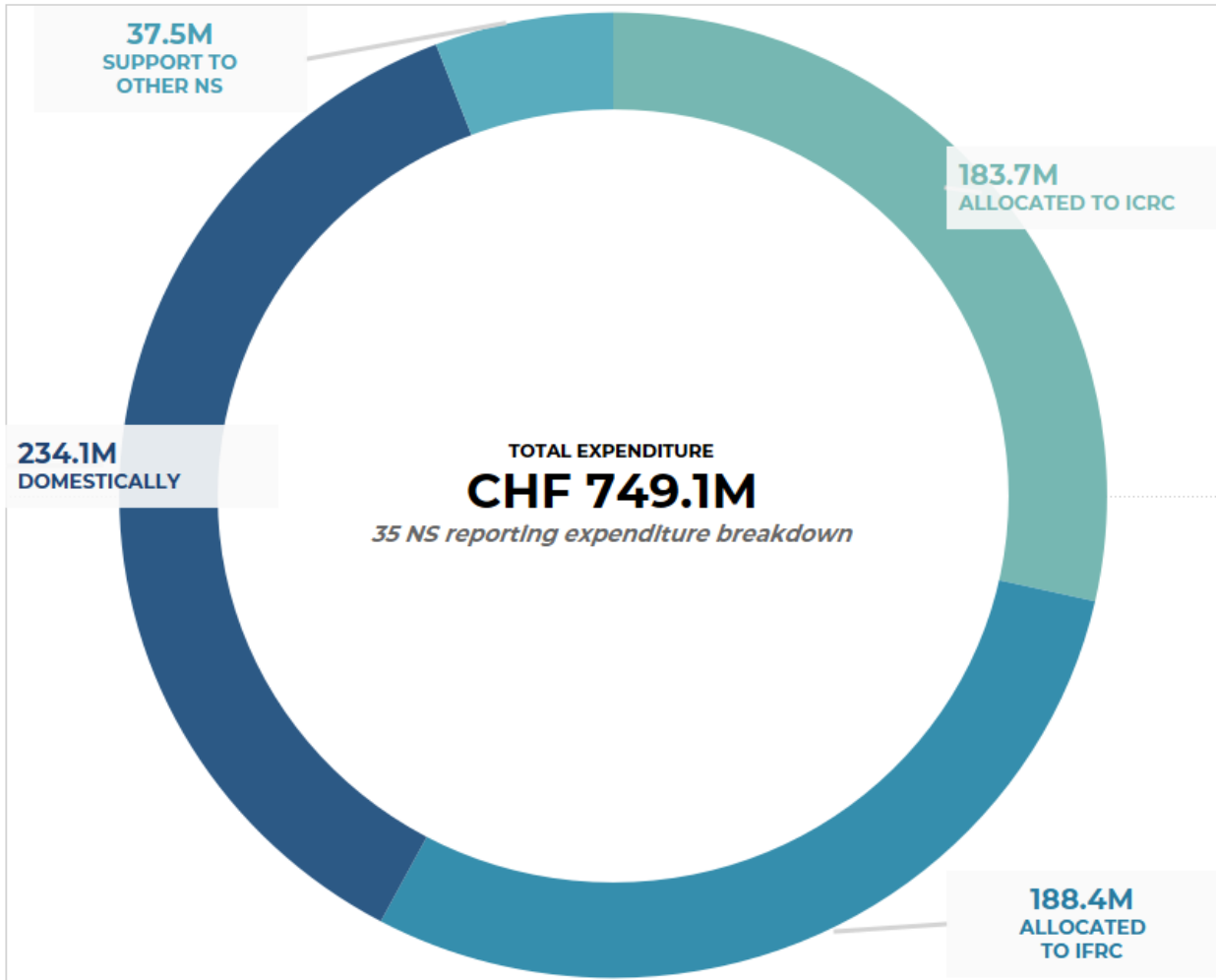
## Ukraine and impacted countries crisis Financial and Operational dashboards

Explore more National Society data on the [Federation-wide Databank and Reporting System \(FDRS\)](#)

### TOTAL EXPENDITURE AND SPENDING BREAKDOWN

Expenditure data is available for 37 National Societies, out of which 35 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.



### SPENDING BY Regions



**Americas**  
151.79M CHF



**Asia Pacific**  
48.03M CHF



**Europe**  
549.32M CHF

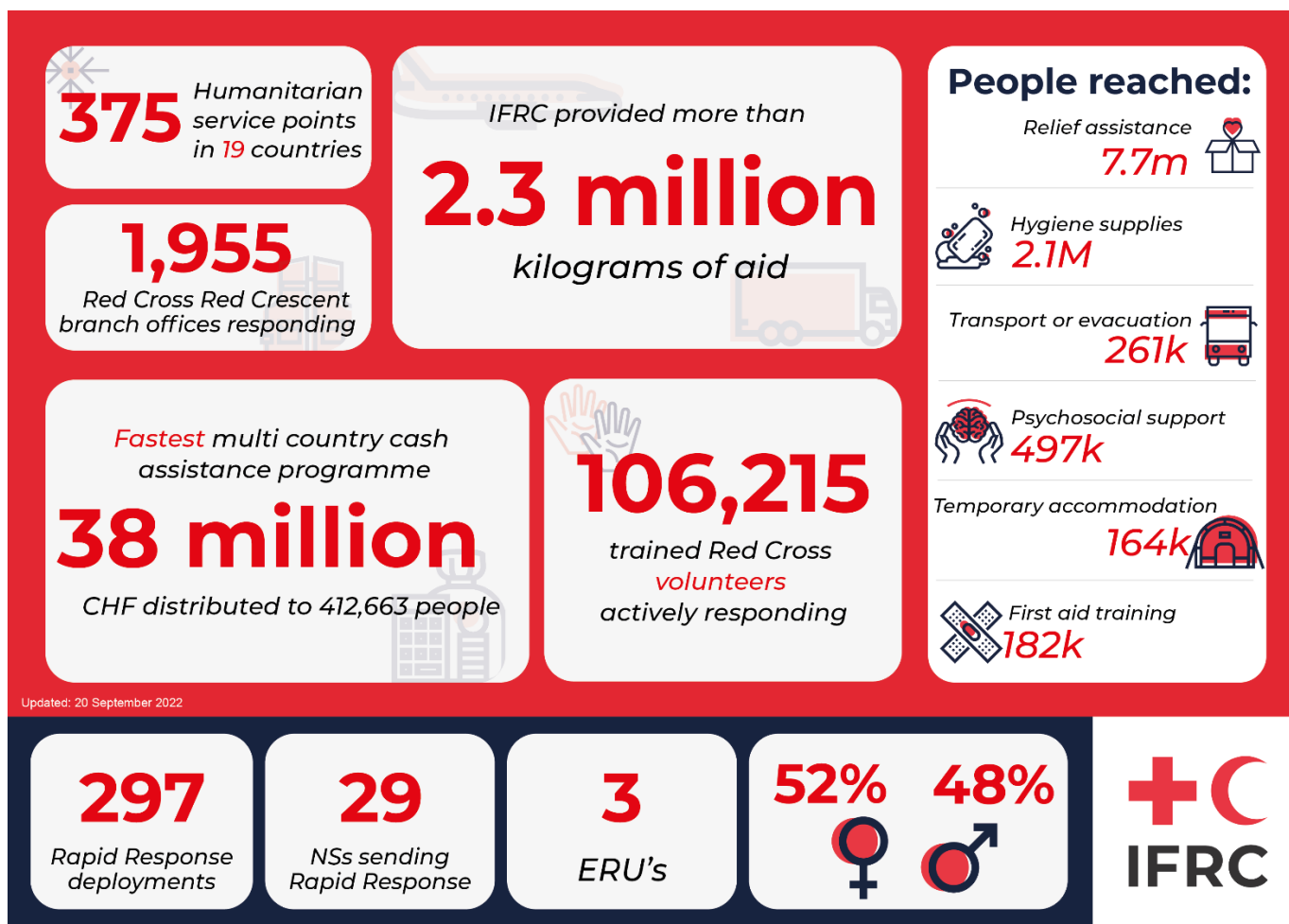
## FEDERATION-WIDE APPROACH

Consistent with the priority given to Membership Coordination in line with the Agenda for Renewal, the IFRC Secretariat continues to strengthen its coordination with the membership at both strategic and operational levels as a heightened priority. The Emergency Appeal and the Operation Strategy are part of a **Federation-Wide Framework and Membership coordination**, based on needs and the response priorities of the Operating National Societies across the region and in consultation with all Federation members contributing to the response. This approach leverages the capacities of all partners to maximize the collective humanitarian impact and ensure linkages between all response activities. IFRC teams are present in Ukraine, neighboring and impacted countries, supporting the scale-up of response operations, strengthening technical capacities the response, supporting the rapid scale-up of sustainable National Society capacities, and ensuring coordination between IFRC Members. Multi-level and multi-sectoral coordination mechanisms have been established by IFRC teams, bringing together representatives and experts of all Member National Societies that are present in-country.

Regional operational and technical management based in the IFRC Regional Office for Europe (ROE) in Budapest ensure cross-country coordination, expanding innovative practices in programming, and a harmonized approach. This report represents the collective achievements of National Societies engaging in response activities in all impacted countries, the implementation coordinated and supported by the IFRC Secretariat and Partner National Societies, in complementarity with the ICRC.

Adjusting to the changing context and needs, in-country IFRC operations teams support National Societies (NS) in articulating and adjusting their **country-level strategies**, which place the Operating National Society (ONS) aspirations at the centre of ongoing implementation, scale-up and cyclical planning efforts. Country-specific activities and targets were reviewed and considered based on needs and available resources, and capacities of each NS. NS plans were supported by Partner National Societies, the IFRC Secretariat, and external partners supporting the ONSs bilaterally. As of the publication of this operation update report, 16 National Society response plans have been developed in this collaborative process, which are available on [IFRC GO](#).





#### The Federation-wide approach includes

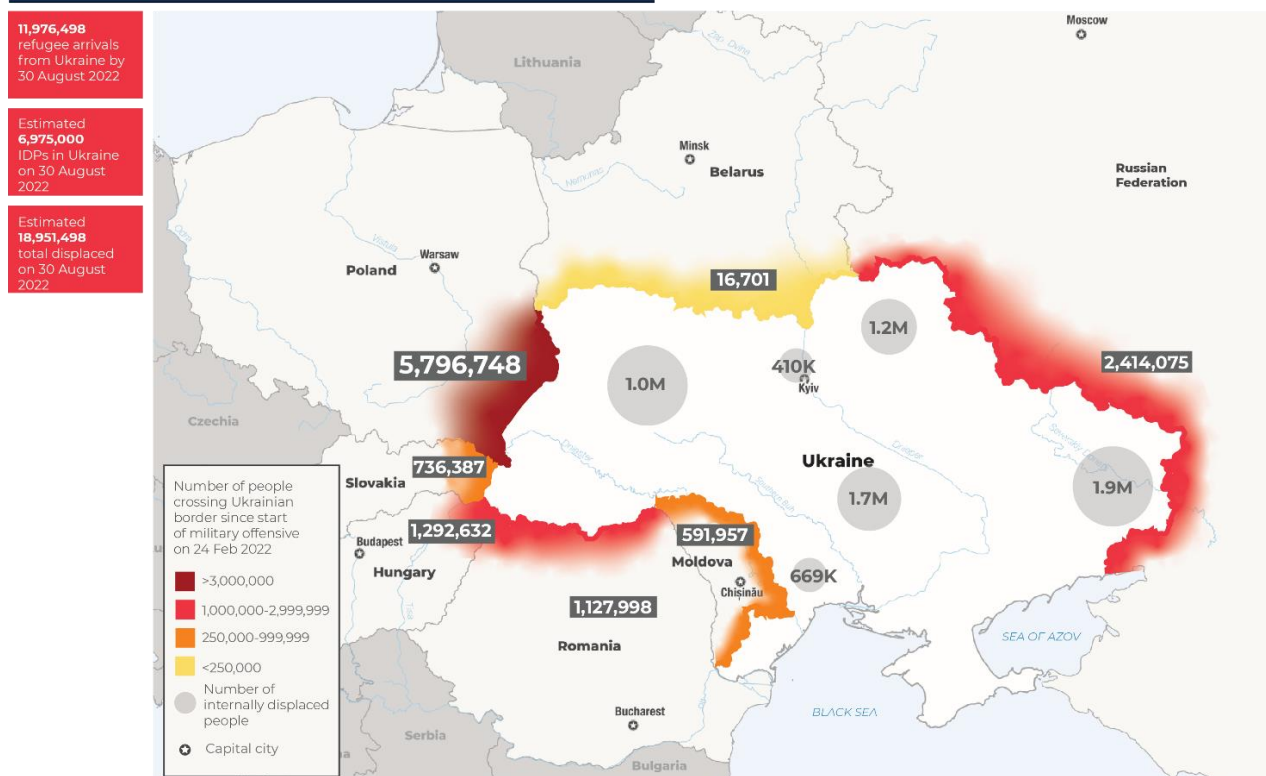
- A **Federation-wide country needs assessment and implementation plan** with common indicators.
- A **Federation-wide funding ask** to ensure linkages between all response activities (including multilateral, bilateral and activities funded domestically by National Societies assist in leveraging the comparative advantages of each partner; and the capacities of all members of the Federation in the country to maximize the collective humanitarian impact.
- A **Federation-wide monitoring and reporting framework** to standardize monitoring and reporting and ensure accountability and transparency. The Federation-wide monitoring covers reporting on different activities of National Societies, standard indicators across the IFRC, and financial information. The data collected through this process is shared on the [GO platform](#) with public visibility and draws a global picture of the response.

# SITUATION ANALYSIS

## 1. Description of the emergency

Updated: 06 September 2022

### Magnitude of IDPs and People Crossing Ukraine's Borders Ukraine and Impacted Countries Crisis



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.  
Data source for people crossing borders: UNHCR Ukraine Data Portal, 06 September 2022. Data source for people displaced within Ukraine: UNHCR/IOM, 30 August 2022.

Over 11.9 million displaced people from Ukraine are recorded across Europe, and 6.9 million are internally displaced within Ukraine as of the end of August 2022, which represents one-third of the total Ukrainian population. Over 12 million movements out of Ukraine have been recorded since the beginning of the conflict, which creates one of the largest population movement emergencies in the world today.

The start of the conflict at the end of February 2022 led to speed and large-scale displacement. The largest outflow of people occurred around the second week of March. Since then, the size of displaced people flows out of Ukraine declined. While the flows were at the beginning almost exclusively one-way — people moving from east to west, the traffic flows became two ways from May. Most are returning via Poland, which has welcomed the largest number of displaced people from Ukraine. Since 28 February, over 5 million movements back into Ukraine have taken place. The number of border crossings out of Ukraine into neighboring countries is still declining and the number of crossings back is now higher. Movement back to Ukraine may be pendular, and do not necessarily indicate sustainable returns as the situation across Ukraine remains highly volatile and unpredictable.

### Internally displaced people in Ukraine

Six months into the conflict, the number of internally displaced people (IDPs) within Ukraine has risen to 6.9 million as of September 2022, more than half of whom originally resided in the eastern regions of the country.<sup>1</sup> This reality indicates that the geographical needs within the country are fluid as the context evolves and as populations seek refuge in other parts of the country.

<sup>1</sup> [IOM Ukraine Crisis Response](#)

Critical infrastructure has been affected, damaged, or destroyed, including 2,420 educational facilities and nearly 500 health facilities.<sup>2</sup> Many 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.

Access to medical supplies, food, water, utilities, and other vital goods and services deteriorates, which pushes people to seek refuge to meet their basic needs. For those who have left Ukraine, people without social and family networks are increasingly struggling to find or cover the cost of accommodation. Host families face increased pressure to offer support in the immediate and longer-term. After two years of responding to the Coronavirus disease (COVID-19) pandemic, health systems in neighbouring countries are also struggling to meet increasing demands. Given the nature of this crisis, people affected will face long-term mental health needs that those existing resources may not be able to support.

### Displaced people in the Europe region

Most of the people fleeing Ukraine have entered the immediate neighbouring countries, primarily Poland, Russia, Hungary, Romania, Slovakia and Moldova (*see the map above for estimated figures*).

Beyond the immediate neighbouring countries, Germany, Czech Republic, Italy, Spain, and Bulgaria have indicated the highest number of registrations for temporary protection status.<sup>3</sup>

Following the activation of the Temporary Protection Directive by the European Union, close to 4 million displaced people from Ukraine have registered for Temporary Protection in the EU Countries as of September 2022. Poland, Germany, Czech Republic, Italy, Spain, and Bulgaria are the countries with the highest number of registrations for temporary protection status.

The Temporary Protection Directive implementation is different from one EU member states to another; it applies to specific categories of people and foresees relevant rights, such as access to healthcare, work, education, social assistance, but EU Member States have used their discretion to define the scope of the TPD in terms of categories of people eligible and associated rights. Third-country nationals as well as stateless people are not systematically included within the schemes and must apply for international protection to benefit from associated rights in the receiving countries. Moreover, some of the displaced people have not registered for temporary protection and do not have access to the provided essential services.

According to recent surveys conducted by UNHCR in Poland, Moldova, Romania, Slovakia, Belarus, Hungary and Bulgaria, **63% of displaced people report plans to stay in their current host countries** in the near future with **safety, family ties and employment as the main reasons**.<sup>4</sup> Upcoming winter will also be a driver of displacement, with the IOM reporting that **22% of surveyed IDPs in Ukraine expected needing to leave their current housing** because of insufficient heating during winter.

According to the same source, the three most urgent needs reported by displaced people surveyed are **cash, employment and accommodation**. Displaced people surveyed also reported preferring receiving **information on financial support, work opportunities, medical care, and accommodation**.

### Pendular movement and return

While the number of people crossing into neighbouring countries is much lower than at the start of the conflict, over 5 million movements back into the country were reported since 24 February 2022. This figure does not reflect individuals but cross-border movements and does not indicate permanent returns.<sup>5</sup> Most displaced people return for short-term reasons, checking on property, or visiting relatives or helping them to evacuate, but

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<sup>2</sup> [Ukraine Data Explorer \(humdata.org\)](https://humdata.org/)

<sup>3</sup> [Situation Ukraine Refugee Situation \(unhcr.org\)](https://www.unhcr.org/situation-ukraine-refugee-situation)

<sup>4</sup> UNHCR, Regional Protection profiling and monitoring – Profiles, Needs, Intentions of Refugees from Ukraine

<sup>5</sup> [UNHCR, Ukraine situation Flash Update #27](#)

others intend to stay permanently. IFRC is closely monitoring the flow of people to anticipate needs and situations, which changes daily.

While more than two third of displaced people surveyed in neighbouring countries expect to stay in their current host countries mostly for safety reasons, 13% report plans to return to Ukraine in the near future, and 64% are uncertain as to when they would do so. Reasons driving potential return are an improved situation, family visit and financial reasons. The large majority expressed plans to return to the same location where they were living before the conflict and most of surveyed people are reporting concerns about returning, mostly related to fears due to ongoing conflict, which indicates that returns might not materialize or become sustainable if the situation doesn't improve.

## Severity of Humanitarian Conditions



With more than about **one million households (around 2.5 million people) were damaged or destroyed**<sup>6</sup> documented attacks on vital civilian infrastructure across Ukraine, the conflict has damaged crucial supply chains and restricted access to services and goods. The bigger concentrations of damages are in Donetsk, Luhansk, Kherson, and Kharkiv oblasts.



**Critical medical supplies are becoming increasingly scarce**, 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. The access to health services is impacted by security concerns, restricted mobility, broken supply chains and displacement. The high concentration of IDPs in the east of the country is overstressing the existing health facilities. Moreover, healthcare staff and facilities themselves are impacted in the hostilities, harming the security and delivery of impartial and efficient health care. Diminished capacity to provide basic health care along with disruptions of safe drinking water risk causing outbreaks of serious diseases, such as cholera, and the suboptimal coverage for routine vaccinations also puts people, especially children at risk. In the receiving countries, governments committed to provide health services to displaced people from Ukraine. However, the coverage is often partial and includes emergency healthcare only, not necessarily allowing access to specialized care.



Estimated 4.6 million people in all Ukraine have no proper access to safe water whereas estimated 1.4 million people currently have no water supply in the eastern part of Ukraine. Hostility-related damage to infrastructure and power cuts put an additional 4.6 million people across Ukraine at risk of losing access to piped water.<sup>7</sup>



Conflict premises have the tendency of posing risks of conflict-related sexual violence, trafficking for sexual exploitation, and abuse of vulnerable groups. Leaning on this trend, it is worth noting that women, children, older people, people with disabilities, and other **vulnerable groups comprise more than 90% of the refugees fleeing Ukraine**.<sup>8</sup> Recent observations have also noticed a high number of unaccompanied children among refugees. Transgender people relying on hormone replacement therapy have reported inadequate access to the medication they rely on. Immigrant women's employability in European labor markets is a recognized challenge compared to the non-immigrant population. To an extent, childcare issues have made high-educated women receive lower-skilled jobs that enable more flexibility. A higher number of refugee women in low-pay jobs, in turn, increase the likelihood of them dropping into lower income deciles. In comparison

<sup>6</sup> Context and trends- [ACAPS](#)

<sup>7</sup> [OCHA. Ukraine: Humanitarian Impact. Situation Report. 15 April 2022.](#)

<sup>8</sup> UNHCR, Ukraine Regional Refugees Response Plan and Flash Appeal, April 2022.



to non-immigrant women, immigrant women's probability of ending up into the lower income decile is assessed 61% higher<sup>9</sup>. The consequent risks include exposure to human trafficking and sexual exploitation. In various cases, displaced women and children face security issues that derive from informal and unvetted sources of shelter, which poses a potential security risk.



Since February 2022, approximately one-third of Ukrainians have been displaced, leading to one of the largest displacement crises in the world today. Migration Population movement flows continue to be complex. Almost 7 million of internally displaced persons (IDP) are remaining in Ukraine, while an estimated 12 million refugees are recorded in neighbouring countries and beyond. The consequent population movement entails almost 15 million individuals.<sup>10</sup> Moreover, crossings to Ukraine are increasing, and nearly 5.3 million have crossed back into Ukraine.<sup>11</sup> These crossings include pendular movement back and forth as people travel to check, for instance, their houses and family members. For the time being, although this enables only precarious conclusions of returnee movement trends it should be taken into consideration in preparation of a long-term plan to support returnees. The several profiles could increase the risk for those people who are out of the current international protection mechanism adopted along the transit and host countries, such as migrants in irregular situation, no applicants to TPS and others.



Neighbouring countries' capacities to provide long-term and safe shelter continue to be a challenge. Despite most of the neighboring countries' governments set up a host family support programme at the beginning of the crisis, it is still unclear as per now if this support is going to continue (for instance in Poland the government assistance was covering four months but now the government decided to extend extra four more months but only for new arrivals, while in Slovakia the continuation of the government program it is still unclear and in Rumania it is not expected to stop. The rental market is on an on increasing the prices, which makes very difficult to access rental accommodation. During the Karpatian Economical Forum in Poland. The Ukrainian Ministry of Regions stated that 1,5 million IDP are staying in the collective shelters without proper hitting, and it is then expected them to come to Poland or other neighboring countries in the upcoming winter.



UNICEF issued a statement on 22 August stating that more than 1,000 children were killed or injured during the first six months of the conflict, with 1 in 10 schools damaged or destroyed.<sup>12</sup> The conflict is adversely affecting children's access to education. In September 2022, less than 60% of schools deemed safe and eligible to reopen by the Government of the new school year. Moreover, it is worth recalling that the conflict follows the COVID-19 pandemic which closed Ukrainian schools for nearly eight months. In Ukraine, schools are either operating in distance modalities or have suspended learning activities. Ukrainian school-age refugee children outside of the country, in turn, struggle with language barriers and transportation in host countries. Although most of the conflict's implications on human capital will materialize in longer term, the losses are estimated to have reached at least USD 90 billion<sup>13</sup>. Reportedly, around 5.7 million school-aged (3-18) children would have been affected by the conflict.<sup>14</sup> Amongst the IDPs in May 2022, 52% of households reported at least one child between 5 and 17 years.<sup>15</sup> Reportedly, among the refugees fleeing Ukraine, around 2.5 million are children. As of the end of July 2022, an estimated 650,000 displaced

<sup>9</sup> VOX, CEPR Policy Portal ([voxeu.org](https://voxeu.org))

<sup>10</sup> IOM, Ukraine International Displacement Report, General Population Survey, round 4, 3 May 2022.

<sup>11</sup> [Situation Ukraine Refugee Situation \(unhcr.org\)](https://www.unhcr.org/situations/ukraine)

<sup>12</sup> [War in Ukraine has left nearly 1,000 children killed or injured: Statement of UNICEF](#)

<sup>13</sup> [Ukraine's recovery challenge | VOX, CEPR Policy Portal \(voxeu.org\)](#)

<sup>14</sup> [Ukraine education rna initial report 2022\\_06\\_08\\_mr\\_al\\_final.pdf](#)

<sup>15</sup> UNICEF, Ukraine Humanitarian Situation Report No. 12, 10 May 2022



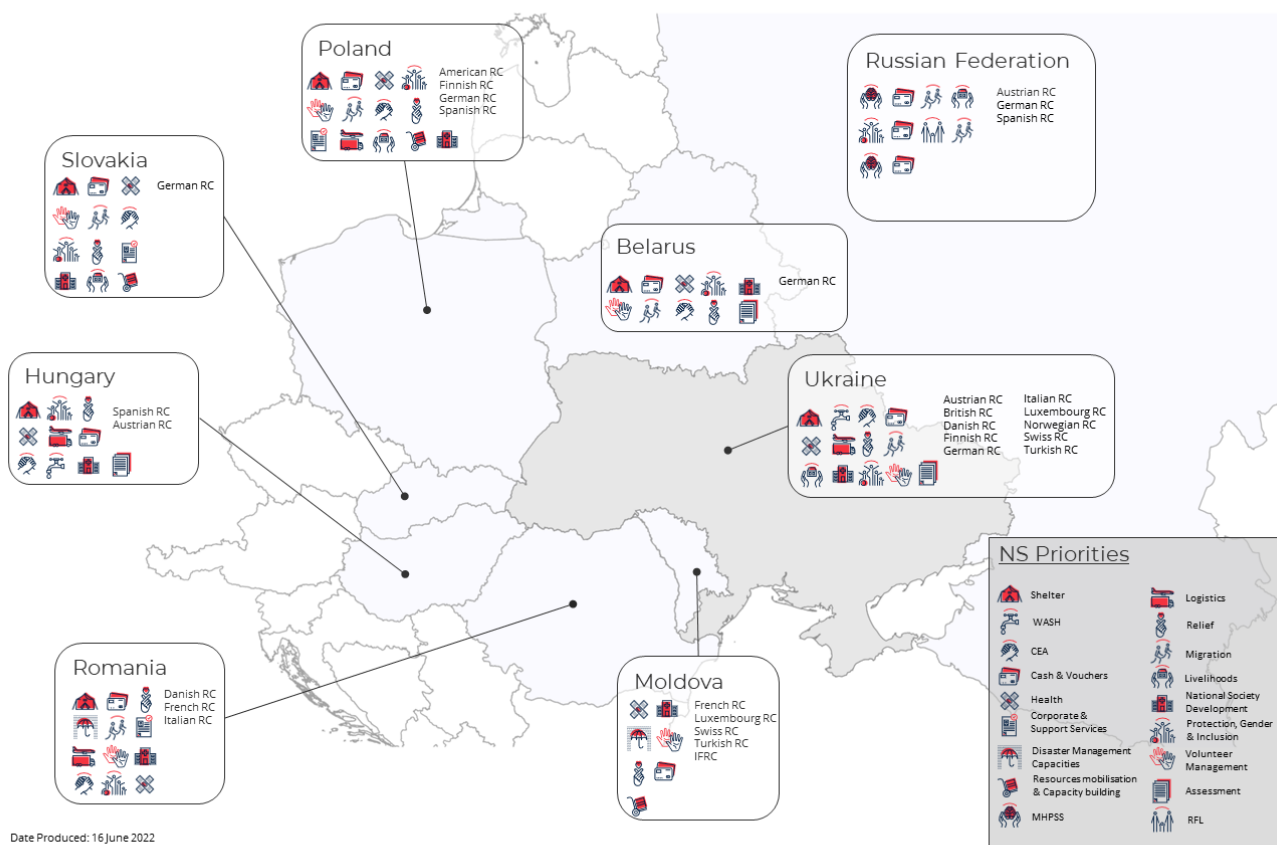
children from Ukraine were living in 12 host countries and still not enrolled in national education systems.<sup>16</sup>

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.<sup>17</sup> 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.<sup>18</sup> 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.<sup>19</sup>

## IFRC Membership Coordination

The scale and extent of this crisis are unprecedented and has mobilized a significant response from across the IFRC-wide network. Many National Societies have responded internationally to support the sister National Societies, such as Ukrainian Red Cross Society (URCS), either through the IFRC Appeal or through bilateral support, while many others are working in their own countries to support people arriving.

### IFRC membership priorities and presence Ukraine and Impacted Countries Crisis



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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.

Produced by SIMS

Sources: GADM, IFRC

Public

<sup>16</sup> [Ukraine | Situation Reports \(unocha.org\)](https://www.unocha.org/ukraine/situation-reports)

<sup>17</sup> [UN. Global Impact of war in Ukraine on food, energy and finance systems. 13 April 2022.](https://www.un.org/press/en/2022/20220413-ukraine-food-energy-finance)

<sup>18</sup> [OCHA. Ukraine: Humanitarian Impact. Situation Report. 15 April 2022.](https://www.unocha.org/ukraine/humanitarian-impact-situation-report)

<sup>19</sup> [UN. Global Impact of war in Ukraine on food, energy and finance systems. 13 April 2022.](https://www.un.org/press/en/2022/20220413-ukraine-food-energy-finance)

In Ukraine, the IFRC is represented by its Secretariat and several Partner National Societies with an established presence in-country: Austrian Red Cross, Danish Red Cross, Finnish Red Cross, German Red Cross, Italian Red Cross, Luxembourg Red Cross, Norwegian Red Cross, Swiss Red Cross, and Turkish Red Crescent. Partners are working to ensure that URCS has the appropriate technical and management support and the human resources capacity to deliver support to people affected. To ensure effective Membership coordination, the IFRC has mobilized 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 countries beyond those bordering Ukraine. Multi-level and multi-sectoral coordination mechanisms have been established by IFRC teams, bringing together representatives and experts of all Member National Societies that are present in-country. IFRC teams in country and on the regional level are facilitating coordination

- between National Societies on priority areas of engagement in the affected countries,
- the Partner National Societies' support across the response operation,
- sharing information on trends and challenges in the response, and the context,
- identification of solutions to ensure that all the members can engage in an adequate response
- working towards harmonization of approaches through multiple levels of sectoral working and coordination groups, as well as facilitating discussions on a leadership level,
- by representing the plans and actions of the Membership through a Federation-wide planning, monitoring and reporting approach.

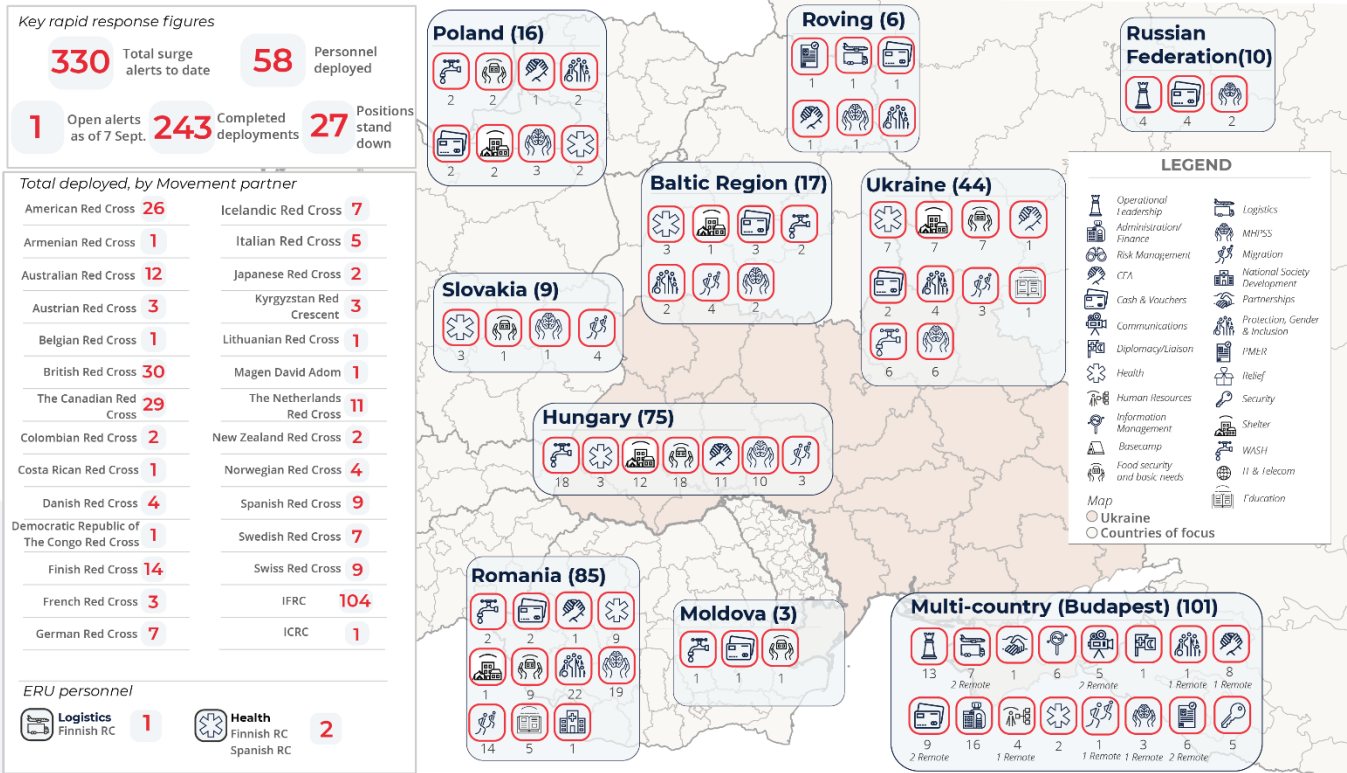
Through the coordination with the [Red Cross EU Office](#), IFRC maintains the coordination relations between the members and EU decision-makers and stakeholders, sharing the operational highlights and the extensive experience and expertise of the membership. From the beginning of the operation, a member of the surge team was deployed to this office to liaise directly with the operation and contribute to the coordination.

The Informal Coordination Group (ICG) continues to meet periodically to provide necessary support to the operation if needed, these forums have been held on several occasions in person in Budapest, Geneva and in Ukraine, and remotely, with 22 National Societies participating.

Since the launch of the Emergency Appeal and the activation of the IFRC surge system, more than 290 staff have been deployed from 29 National Societies and IFRC Secretariat to support the National Societies in Ukraine, Poland, Slovakia, Hungary, Romania, Russia, and Moldova.

## 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

Building from the learnings of the Strengthening Movement Coordination and Cooperation (SMCC) initiative and spirit, the response to the crisis in Ukraine has been in full coordination from the entire Red Cross Red Crescent Movement, bringing together the expertise and capacities of all actors. In view of the complex, intricate and multi-layered nature of this crisis, and given the scale and diverse nature of the needs, it is critical that our Red Pillar, the Red Cross Red Crescent Movement, continues to coordinate and collaborate in full complementarity to maximize our humanitarian response and impact to people in need.

Based on decisions of the mini-summits meetings held across most countries covered by this appeal (Ukraine, Poland, Moldova, Russia, Hungary), the centrality of the host National Societies has been reaffirmed as the principal convener in their own countries, with support of IFRC and ICRC as co-conveners, based on agreed upon roles and responsibilities. The primary responsibility of the convening role is to bring around the table all 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. This is supported by Movement coordination between the IFRC and ICRC at the regional level, through the two Regional Offices and at a technical support level in Geneva. An Administrative Services Agreement has been signed between IFRC Global Services Centre and ICRC in Budapest to facilitate the establishment of the ICRC Regional Office since mid-March 2022. This mechanism is replicable in other countries as needed. The 2022 Council of Delegates adopted Resolution 8 "Movement Coordination for Collective Impact Agreement (Seville Agreement 2.0)" which gives the Host National Society greater responsibility for the coordination of the Movement's international activities in its own country and reaffirms that there needs to be consistent investment in and coordinated support for National Societies. The agreement commits the components of the Movement to leverage their complementary strengths and to do better and more for people in need. To this purpose, the coordination platforms for operational situations that have been established in the



Ukraine and impacted countries operation largely mirror those set out in the new Seville agreement, namely Movement coordination takes place at strategic, operational and technical level.

In Ukraine, the Movement has built on the robust, existing Movement Coordination functions and relationships to support coordination with URCS at the center. A Movement Coordination Officer has been deployed and has set up a Movement Coordination framework of strategic, operational, and technical level meetings and support. Movement coordination in Ukraine also includes bringing together the various regional approaches into more coherent national approaches, coordinated by the URCS at a national level and assisting URCS in capacity 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. There are also specific meetings set up to work in complementarity on priority areas of the response. Technical-level Coordination Working Groups (WGs) are also set up to help coordinate Cash Programming, Relief, Shelter, Winterisation, Logistics, Health, CEA, PMER and National Society Development, and are meeting regularly. Movement Coordination in the country aims to support the URCS to lead the response nationally across all areas. Also, IFRC supported the process of the RCRC unified planning for the response and activities in Ukraine for the next three years; as an outcome, One Movement / URCS Plan for 2023-2025 will be produced, which will consist of over 30 thematic plans related to operations, NSD, HD and IHL produced in the planning thematic WGs which consist of the URCS (leading) and RCRC partners' representatives to ensure the coordinated approach in country already at the planning stage.

In those countries neighboring Ukraine, the IFRC is working closely with the National Societies to develop a clear strategy to respond to the rapidly evolving situation in each context. This has included working with Host and Partner National Societies in each country to provide technical and human resources support scaling up services for people on the move or staying in their countries. This includes support for areas such as cash assistance scale up or volunteer management and deployment of digital solutions. The ICRC is also engaged in four of these countries – Belarus, Moldova, Poland, and Russia. Movement coordination frameworks have been set up to bring together Movement actors and streamline approaches, with coordination and technical support from both Regional and Geneva levels.

Given the sensitivities of this context, official communications from IFRC, ICRC, and affected National Societies are being crafted in close coordination and cooperation. All Movement partners carefully consider messages to ensure the safety of volunteers and staff directly involved in the response operations and access and acceptance in the affected areas, and trust by local communities and all parties involved.

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 [Six Month Since the Escalation of Conflict in Ukraine Report](#).

The IFRC and ICRC have also set up a series of joint briefings to Permanent Missions and donors to ensure that they give a clear and complementary overview of the response and speak to partners with one voice.

# Summary of response in Ukraine and neighbouring countries<sup>20</sup>



## UKRAINIAN RED CROSS SOCIETY CAPACITY AND ONGOING RESPONSE

### Core areas of operation



Number of staff:	<b>535</b>
Number of branches:	<b>224 registered branches</b>
Number of volunteers:	<b>2,720 regular registered volunteers nationwide, with up to 8,000 volunteers actively responding.</b>

*The aim of the Ukrainian Red Cross Society (URCS), founded in 1918, is to ensure human life is protected and to prevent and mitigate human suffering during armed conflicts and natural disasters. The URCS also supports 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 Donbas and continues doing that after the armed conflict escalation on 24 February.*

### Operational priorities:

1. Assistance for people trapped in conflict-affected areas:
  - Procurement of trauma kits, first aid kits, and provision of medical support. Advocacy for safe hours, safe passage for civilians and emergency support lines.
  - Protection of civilians exposed to the armed conflict, in particular in residential areas, and the protection of civilian infrastructure.
  - Evacuation of people from besieged areas.
2. Assistance, including cash and voucher support, for people displaced within Ukraine.
  - Advanced shelter programme to those who left their homes (IDPs who fled to Western Ukraine) as well as those whose housing was damaged or destroyed.
  - WASH and Health assistance.
  - Mental health and psychosocial support (MHPSS) and restoring family links services.
  - Cash programme support to the URCS' provision of immediate relief to people evacuated from the besieged areas through green corridors (via multi-purpose voucher assistance) as well as to families with children.
3. Strengthening National Society's response capacities.
  - Building stronger logistics and administrative capacity of the National Society.

<sup>20</sup> The number of volunteers registered and the number of branches are indicated as per the 2020 annual Federation-wide data collection, while the number of volunteers actively responding and the number of branches responding are available from indicator tracking tool submissions (if any) for the current operation. This may present a difference in values compared to the second Operation Update.

- Strengthening of the NS emergency response capacity: reestablishment and equipment of URCS ERTs in all regions and work towards integrating the ERTs with the State Emergency Services work.
- Strengthening humanitarian diplomacy capacity
- Longer-term strengthening of the capacity of the National Society and its systems.

### Key activities:

Since the start of the conflict escalation, over 6 million people have received assistance from the URCS with the distribution of relief assistance (water food, hygiene, shelter/NFI for households), the voluntary evacuation of people trapped by the conflict and rescue services (via emergency response teams (ERTs)) cash and voucher assistance, first aid training and first aid and psychosocial support (PSS) interventions. Together with the RCRC Movement partners, URCS continued providing emergency health services to internally displaced people (IDPs) and public health authorities (through medicines, medical services and medical supplies), has and still plans to significantly scale up its health response, including the establishment of the URCS Health Service Centres in Zakarpattia region and Mobile Health Units (MHUs) which are planned to be operational in all regions of Ukraine, and have already been launched in some regions with the assistance of the RCRC partners.

URCS is coordinating with the state and local authorities to **holistically assist IDPs** (in late August estimated to be around 7 million<sup>21</sup>). Importantly, after 6 months of the ongoing conflict, there are also 6 million of returnees (IDPs and refugees) in Ukraine, which might have distinct needs to be considered throughout the provision of assistance. This included the assistance at Humanitarian Service Points as well as reception centres which were established in schools and other community buildings to accommodate a large number of IDPs. URCS is providing assistance to the existing state-organised shelter via distribution of relief assistance there, supported the construction of the modular-based shelter for over 100 pregnant women in Lviv, and plans to do shelter construction and rehabilitation in the territories which were heavily affected by conflict and returned to the governmental control (North Kyiv, Zhytomyr, Sumy regions).

In accordance with the URCS auxiliary role to the government, and **cash assistance** being a key modality of the response, URCS signed MoUs with the Ministry of Social Policy, the Ministry of Veterans' Affairs and the Ministry of Communities and Territories Development (MCTD) of Ukraine on contributing to the state assistance to the most vulnerable and to those households that host IDPs. The pilot on multipurpose cash assistance to over 21,000 IDPs with disabilities was delivered in July (via Red Rose), while the assistance to host families was provided to almost 45,000 IDP hosts, based on the database by the MCTD and to around 9,700 hosts assisted in Chernivtsi region, as per agreement with the local authorities, supported by the Danish RC). For the forthcoming winter season, based on the renewed MoU with the MCTD, it is planned to increase the amount of the assistance from UAH 450 (CHF 11.85) to UAH 900 (CHF 23.7). Overall, an extensive planning is being done by the URCS and the RCRC partners to ensure **winterisation assistance** to people in need (to include food, relief, shelter, cash etc.). As part of the crisis response, the URCS has provided voucher assistance with the local retail stores to around 65,000 people during 6 months with the support of different partners.

During the reporting period, the URCS was also providing **mental health and psychosocial support (MHPSS)** via recreational activities, PSS kits, and consultations, including via the URCS Information Centre. During the response operation, the information centres workload has significantly increased (it was created during the COVID-19 response) to be able to have engagement with the community and respond to the incoming requests and web-messages related to the appeals for the URCS assistance (esp., financial, food and WASH) and information inquiry. The URCS Information Centre receives up to 80,000 calls on a monthly basis. As of the end of August, the URCS Infocentre had a capacity of 14 operators: 8 - for the information line, 2 - PSS, 2 - RFL, 2 - Web communication (the response rate was 37%).

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 is given to **Protection Gender and Inclusion**

**(PGI) and Community Engagement and Accountability (CEA)** in view of the multifaceted risks and needs of the affected population.

In parallel to an extensive operational profile of the URCS, the NS continues with its activities on the national society development (NSD) to ensure there are enough capacities to deliver the assistance to the vulnerable populations, as well as on the Humanitarian Diplomacy and advocacy and adherence to the International Humanitarian Law.

## Capacity and response of neighbouring countries



### Polish Red Cross

#### Core areas of operation



Number of staff:	<b>5,724</b>
Number of branches:	<b>220 registered branches (16 regional and 202 local)</b>
Number of volunteers:	<b>43,000 regular registered volunteers nationwide, with up to 1,000 volunteers actively responding.</b>

*The Polish Red Cross (PRC) has been established in 1919 and is working on the 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. PRC is running 2,261 programs (blood donors clubs, rescue teams, youth clubs, etc.) and before the current crisis started, it was responding to the humanitarian needs of migrants, including refugees, arriving from Belarus in October 2021.*

#### Operational priorities:

- Providing immediate basic needs assistance through multi-purpose cash and voucher assistance (CVA) to up to 40,000 households displaced from Ukraine and third countries<sup>22</sup>.
- Promoting shelter assistance to up to 2,500 families for those who decide to stay in Poland for mid-to-long-term through the provision of host family support and rental support through conditional CVA for shelter, to help cover their shelter needs, including utilities, and ensure access to adequate accommodation.
- Providing relief, multi-purpose CVA, temporary shelter and provision of information on border crossing points, transit hubs, reception centres, humanitarian services points and at the National Society's branch level ensuring continued stocks prepositioning in case of increased influx of refugees and in anticipation of response to winter harsh weather conditions.
- Ensuring mental health and psychological first aid support through the provision of different services, such as online counselling, including the set-up and management of a free toll number, and in-person sessions.

<sup>22</sup> Since 24 February, 3,029 people entered Belarus from Ukraine (902 Belarusians, 1,884 Ukrainians and 243 third-country nationals). (Source: [IOM, SitRep No. 12, March 2022](#)).



- Strengthening operational capacities of the Polish Red Cross, especially in areas of focus as well as on administrative, logistics, procurement, and warehouse management.

The Polish Red Cross (PRC) has been involved in providing assistance to people fleeing from Ukraine since the first day of the conflict. Since the onset of this crisis, PRC has supported people entering Poland with:

- Emergency relief covering several sectors including essential household items (water, food, clothes, other Non-Food Items (NFI) and hygiene items).
- Basic health services through first aid and referral to additional health services. Regional and local branches of the PRC working with local authorities assist new arrivals with temporary accommodation, relief items, and information.

#### **Key activities:**

As of 31 August 2022, the Polish Red Cross with the support of IFRC and PNSs has supported 648,773 affected people with integrated assistance.

The Poland operation is preparing for the upcoming winter and foresees its impact on the affected people. Winterization plan of action and contingency plans are being developed to address these potential risks/impacts. Winterisation and contingency-planning coordination meeting was held in the second week of August and attended by Movement partners. Preparedness work will now commence in the branch of Rzeszów. IFRC is supporting PRC volunteers' participation in all aspects of the contingency plan and winterisation. Further assessments for winterisation preparedness are ongoing.

The IFRC has been present and supporting the PRC in a wide range of technical and support capacities and is currently working to further reinforce the capacity of the PRC, where cash transfer becomes a preferred modality in the PRC's response system at a national level. At the time of publication of this report, significant progress has been reached in cash assistance in Poland.

IFRC is continuing to support PRC on the **CVA programme**. Cumulatively, as of 22 August, 16,013 households were reached with the amount of EUR 12.5 million disbursed (between one to four instalments) in three districts; Mazovian, Łódzki and Kujawsko-Pomorski. Out of which, 511 households have now received all four of their instalments under the operation.

The cash programme has also had to overcome some challenges during the reporting period. The main one has related to the acceptance of certain ID documents by MoneyGram branches which are crucial for people to be able to access their financial assistance. There was widespread feedback that many MoneyGram branches would not accept ID documents which were written in Cyrillic letters, which including all Ukrainian 'Oldbook' passports. In some cases, this extended to Ukrainian ID cards, which included information in both Cyrillic and Latin letters. As a workaround, IFRC/PRC have introduced an alternate method of receiving payment, whereby people assisted would receive payment into their bank account, via MoneyGram, using the digital cash pick-up. **Digital cash** pick-up testing has been completed with four Ukrainian banks as a measure to mitigate challenges faced using MoneyGram. Routine monitoring was conducted at the Bydgoszcz branch and overall good progress was observed by staff and volunteers in assisting the registration process. CEA support was provided to various sectoral activities such as the rollout of the digital pick-up process of the CVA program and the development of profiles of volunteers who will take part in activities as part of the contingency planning.

The IFRC and Polish Red Cross has made significant progress in supporting refugees and host families through **rental assistance** (through conditional cash assistance) as a mid-to-long-term shelter response for people staying in Poland. The Rental Assistance Agreement (between the Polish Red Cross and tenants) and Residential Tenancy Agreement have been drafted and finalized. Further discussions with the Ministry of Interior will be arranged for financial assistance to host new refugees in the coming months.

The **Contact Centre** team now consists of 10 enumerators whose contracts have been extended for another six months. This ensures continued quality services for the community through the phone line and chatbot to maintain a two-way communication about our operation as well as share information, collect and respond to

feedback. The Polish Red Cross Contact Centre responded to a total of 4,370 calls and 69 chatbot messages. 99 per cent of the inquiries were related to the cash programme followed by requests for information about external services and sharing of feedback (one per cent). The communities that responded were predominantly Ukrainian (97 per cent), followed by Polish (2.9 per cent) and Russian (0.1 per cent), with 93 per cent female and seven per cent male, mostly between the ages of 30-39 (46 per cent). The top three locations where the community contacted are:

- Łódzkie (43 per cent),
- Mazowieckie (23 per cent), and
- Kujawsko-Pomorskie (12 per cent).

The **referral pathways** process and database have been created and are ongoing. The online database system was established in partnership with IM, MHPSS, ICRC, Call Centre, and RFL.

The **employment programme** in collaboration with the Spanish Red Cross is being developed in four districts in Poland. The scope of the project is to strengthen the capacity of the Polish Red Cross to develop and implement Livelihood employability programmes to improve the access of Ukrainian refugees to the labour market in Poland. In addition, Polish language classes are being developed as well as counselling on the labour market in Poland.

Significant support had been provided to 70,000 families with school children (Polish and Ukrainian) by providing **school kits** (all necessary equipment needed to start school); this will directly contribute to lessening households' financial burden.

PRC's **NSD Plan of action** has been prepared based on discussion with key actors from the National Society. PCK is finalizing work on developing its Strategy (2022-2030) which was discussed by the Governing Board on 7 September 2022 and submitted to the General Assembly for adoption on 24 September 2022.

**Resource mobilization** market study has been conducted and agreed with the Polish Red Cross and the process started with the creation of a Terms of Reference for the market study and an initial discussion with a company that has a Framework Agreement with the Regional Office for Europe in Budapest. It is expected that the study will be completed at the end of the year.

It is expected that the **ICT (Information and Communication Technology) capacity assessment** in the Polish Red Cross will happen soon, and a preliminary agreement was reached with the Polish Red Cross and Regional Office for Europe for the deployment of the IFRC team to complete the assessment.

IFRC is working with PRC on establishing communication procedures for requesting volunteers in different sectors between headquarters and districts, in all activities necessary for the proper conduct of the emergency operation, especially from now on, when the winter period of operation starts. An updated volunteer development module in four languages (Polish, Ukrainian, Russian, and English) has been established. Further work will be done to extend it to other modules e.g., blood donation module.



## Hungarian Red Cross

### Core areas of operation



Number of staff:	<b>1,238</b>
Number of branches:	<b>1,516 registered branches, with 21 branches actively responding.</b>
Number of volunteers:	<b>12,000 regular registered volunteers nationwide, with up to 6,749 volunteers actively responding.</b>

*The Hungarian Red Cross (HRC) 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 HRC 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.*

### Operational priorities:

- Providing health services through health posts near border crossings to people impacted by the conflict, affected communities and people at risk.
- Collecting in-kind donations and distributing essential household items throughout the country, including border areas, temporary collective shelters, and transit hubs (Budapest).
- Initiating a cash and voucher assistance (CVA) program, and relevant high level external advocacy.
- Preparing for winter, including provision of support to refugee, host families and activities of social integration
- Provision of supplies to the Transcarpathian branch of the Ukrainian Red Cross.
- Provision of Risk Communication and Community Engagement (RCCE) support and hygiene promotion activities at information centres and accommodation sites run by HRC.
- Scaling up the provision of psychosocial support activities across the country.
- Mainstreaming Protection, Gender and Inclusion (PGI), Community Engagement and Accountability (CEA) and Red Cross and Red Crescent approach to Migration and Displacement throughout the operational activities, including training for Hungarian RC staff and volunteers.
- Providing technical assistance for the HRC in the mid-to long-term shelter plan for refugees.
- Supporting and scaling up Hungarian Red Cross (HRC) information centres (or Humanitarian Service Points) and provision of essential services, information and temporary accommodation in the areas requested by the local authorities.
- Strengthening the internal data collection, management, and reporting capacities of HRC.

### Key activities:

As of 30 August, the Hungarian Red Cross has provided assistance to

- **122,520 people**, by distributing basic needs items such as food, clothing, hygiene items.
- **2,105 people**, by providing basic health and care services
- **13,759 people** by providing mental health and psychosocial support
- **40,158 people** by distributing hygiene items

HRC provided **health and care activities** in several key locations, more than the original planned 2 locations including scale up of COVID-19 related support in line with seasonal spikes. In the beginning of the emergency (February/March 2022), 3 health points were set up by HRC in the Ukrainian border: In Zahony, Lónya, Barabás. These were the most frequent points of entry for the incoming flows from Ukraine and the locations were requested to be serviced with Health & Care support by the local Municipality, who also offered the space where the health units were stationed in the acute emergency phase. The HRC medical units in the Ukrainian border were visible to the media and from this received financial and equipment support.

As the flow of incoming populations reduced, the HRC started scaling up services for the populations who stayed in Hungary and applied for Temporary Protection. For example, in the accommodation centres HRC fully managed, the health and care team provided basic health care, PSS, support linked to COVID-19, vaccination support to children, and referral path for health care specialties as needed, for example linked to maternity, HIV, TB and other specialities in the reporting period.

The HRC delivered additional health and care related activities such as:

- HRC teams participated in the community coordination cell in Zahony, and provided free first aid trainings to staff of IOM, UNHCR, World Central Kitchen, and other NGOs. This service will continue being offered to the cell.
- Trainings of first aid to staff and volunteers (TBC number of people trained)
- Psychosocial support sessions to existing and new volunteers
- HRC health teams (staff and volunteers) were trained by American group Rubicon (EMT Type 1) in emergency ultrasound. Approx. 100 staff and volunteers benefited from this training
- Successful handover of Health & Care services from Spanish RC ERU in Zahony locations
- Public health and hygiene promotion material ready for future winterization and COVID-19 spikes

The **Spanish Health ERU** delivered support in the initial phases of emergency and was handed over to HRC. Spanish RC continues providing support to the Hungarian RC Health ERU validation.

The Hungarian Red Cross also **delivered relief distributions** to a larger number of people than originally planned. In the first six months, HRC helped approximately **122,520 people** by distributing a wide range of items such as food, shelter NFIs, clothes and others. The support was in transit, accommodation centres, and other locations, as per the basic needs on the ground. More specifically,

- HRC provided further support across 21 branches who responded to this emergency in the reporting period and in accommodation centres that are not managed by HRC. In these centres/locations HRC provided support basic shelter NFI items as needed.
- HRC also provided support with shelter and NFI items to DM authorities (Municipalities or Civil Protection authorities) for these authorities to deliver services as needed. HRC offered items such as camp beds, blankets, food parcels, hygiene kits, etc.
- During the first six months of the operation, HRC also set up and now fully manages **nine accommodation centres**, that support more holistically families who have applied for temporary protection in Hungary. In the centres, HRC provided a comprehensive range of food and non-food item support, including basic needs items, such as clothes, basic housing items but also toys, mattresses, fans, kitchen equipment, and other household items.

On 22 June, HRC and IFRC leadership after high-level advocacy, moved forward with piloting **Cash Voucher Assistance** in Hungary. Since then, the following progress has been made in the CVA programme in Hungary:

- HRC led or provided support in relevant needs assessments, market assessments, information on financial service providers coverage, available funding support by government and other information as per the cooperation with IFRC Cash Delegate.

- HRC and IFRC initiated a small pilot programme, involving up to 250 people in three counties of Hungary, in order to collect evidence on core elements of CVA programme, such as the correct eligibility criteria of beneficiary families, amount and frequency of payments per family.
- HRC and IFRC continued advocating externally at high level using evidence from the pilot programme, in order to set up one of the first cash humanitarian programme in Hungary, with Hungarian Red Cross as a leading implementation as partner of government and IFRC as a technical lead.

In terms of logistics, the HRC capacity in **fleet and warehousing** capacity were strengthened with a range of in-kind donations, procurement of vehicles and logistics equipment, use/rental of warehouses. All these strengthened the capacity of HRC in health and care and relief for the reporting and future operations.



*New pickups procured and a Spanish Health ERU handover continued to strengthen the basic health and care and logistics capacity of the Hungarian RC. Children's activities in Csongrád-Csanád county shelters, August 2022*





## Slovak Red Cross

### Core areas of operation



Number of staff:	<b>419</b>
Number of branches:	<b>959 registered branches, with 255 branches actively responding.</b>
Number of volunteers:	<b>4,404 regular registered volunteers nationwide, with up to 2,438 volunteers actively responding.</b>

*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 Society (SRC) and Red Crescent Movement, the SRC has performed essential duties in times of peace or warfare.*

### Operational priorities:

- Set up the basis for the inclusion and integration of displaced people from Ukraine who stay in Slovakia by providing comprehensive shelter, livelihoods, education, health, and psychosocial support (MHPSS) services.
- Readiness of the Slovak Red Cross to respond at the border in case of a new influx of people from Ukraine.
- Investments in National Society Development to enhance its long-term capacities and ensure sustainable services.
- Effective engagement with displaced people from Ukraine and the host communities in order to understand their needs, challenges and expectations.
- Mainstreaming protection, gender, and inclusion (PGI) minimum standards in all services to ensure dignity, access, participation, and safety of people affected. including technical guidance for the running of child-friendly spaces and adaptation of services to meet the needs of people with disabilities and impairments.

The Slovak Red Cross was present at the three eastern border crossings with Ukraine, providing emergency services such as shelters referrals to essential services, and first aid, from the first days when refugees were fleeing Ukraine. The crisis quickly spread away from the borders, with many refugees finding temporary accommodation across the country. With this shift, SRC quickly scaled up its support not only along the routes where people were on the move, but also 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, child-friendly spaces; 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. Protection, gender and inclusion measures are integrated at all levels and community engagement and accountability approach implemented.

Since May 2022, the Slovak Red Cross, with the support of IFRC surge team, is providing emergency cash assistance for the most vulnerable families. In addition, Slovak Red Cross tracing and restoring family links (RFL)

systems have been activated, with technical support from ICRC colleagues in-country. Since 1 June, a helpline to support the CVA program has been put in place for refugees.

Shifting from the “Emergency mode” to a sustainable response for a better integration of the refugees, the IFRC and Slovak Red Cross are now implementing Humanitarian Service Points (HSP) that will offer a standardized service package comprising health and psychosocial support; Information on access to all type of services, Protection and restoring family links, Basic needs support; Livelihoods support to increase employability and other services related to WASH and education. Six of these HSP are funded by IFRC and will also offer a Shelter programme through cash assistance for rental or host family support to 1,000 families.

With the arrival of winter and the expectation of a second wave of refugees, the SRC with IFRC have prepared a contingency plan to ensure readiness of the teams.

Since the conflict started, **SRC has reached:**

- **More than 272,696 people with emergency assistance.**
- 5,190 people assisted with multi-purpose cash grant.
- 14,196 people supported with PSS.
- 1,422 persons trained in first aid
- 26,532 people supported or accompanied in official procedures.
- 23,125 people received primary health services or referred to public health institutions.



## Red Cross Society of the Republic of Moldova

### Core areas of operation



Number of staff:	<b>7</b>
Number of branches:	<b>20 registered branches, with 16 branches actively responding.</b>
Number of volunteers:	<b>1,260 regular registered volunteers nationwide, with up to 850 volunteers actively responding.</b>

*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.*

### Operational priorities:

The current operational priorities in Moldova include:

- Provision and distribution of basic assistance, primarily hygiene kits, food assistance, and essential household items.
- Development of core business processes and disaster management capacities at the domestic level
- Emergency preparedness, particularly for winter.
- Health, first aid, and hygiene.

The mid-to-long-term operational priorities are focused on:

- Establishing a multipurpose cash assistance program for immediate and medium-term humanitarian support, as well as potential contingency situations and emergent displacement crises.
- Crisis preparedness both directly with the national authorities and via MRCS in development of its domestic capacity.
- Significant multi-year investment on national society development.
- Coordination of partner National Society efforts and investments. Mainstreaming Safeguarding, Protection, Gender, and Inclusion (PGI), and Community Engagement and Accountability (CEA) considerations throughout all programs of the operation

The core priorities of the operational strategy are:

- Crisis Preparedness and Winterization
- Cash Voucher Assistance (CVA) and Cash Preparedness
- National Society Strengthening with a focus on core business practices

### Key activities:

MRCS organized **donation drop-off/pick-up points** where they have been distributing hygienic parcels, food parcels, blankets, household items, and clothing, either received from (in total 16,327) or procured (in total 9,475) with the support of IFRC, ICRC and PNSs like Turkish Red Crescent, Portuguese Red Cross, Norwegian Red Cross, Luxembourg Red Cross, Swiss Red Cross, French Red Cross or taken from MRCS stock (in total 16,545). With the support of IFRC, MRCS is procuring an additional 3,000 blankets and towels. Another focus is on food parcels, hygienic sets, sanitizers, water filters and cartridges and First Aid kits. MRCS local branches finished distributing humanitarian aid offered by the ICRC- food and hygiene packages for families hosting refugees.

MRCS volunteers have been visiting the **Refugee Accommodation Centers** (RACs) and providing **psychosocial support** by means of playing with children, helping the local staff to prepare food, and provide other necessary support. The Norwegian Red Cross and Luxemburg Red Cross Societies are providing financial support to the psychosocial activities for children and refugees. A PSS training under the topic "*Psychosocial support for achieving well-being*" for refugee families from Ukraine have been organized by MRCS in Ungheni, Drochia. The NS has also been disseminating COVID-19 protection and prevention measures in RACs, at the border entering points as well as schools, among the population to prevent its spread and actively promote vaccination.

As a part of the **winterization preparation process**, a plan of action has been drafted with the support of IFRC. Discussions continue to clear up the exact number of regions and volunteers to be mobilized. In parallel, work goes on winter assessment in cooperation with partners like UN agencies, People in Need, ACTED and others.

IFRC Moldova is also focusing on the **recruitment** of personnel to be able to provide further support to the NS. The office space establishment is also ongoing; renting a new space, receiving vehicles, and seeking an additional warehouse due to several procurements based on the winterization plan are in progress.

Language updates in the IFRC application for **Contingency CVA Program** and for Seasonal adaptation finalized. Further steps to clarify the implementation of the CVA methodology on the country level are necessary. So far, IFRC and MRCS are looking into the perspectives of implementing CVA support, which is the main part of the winterization plan. Due to cancelling the previously planned initiative on working via WFP, new ways of applying CVA are under discussion. However, IFRC is going to keep cooperation with WFP following the signed agreement.

MRC is supported by the **IFRC** from a multidimensional level, by providing humanitarian aid, financial resources for the local procurement of humanitarian aid (food parcels, bed linen, towels, blankets, water filters, etc.) and necessary equipment (laptops, telephones, other), financial resources for the NS strengthening and capacity building (warehouse rental, new car procurement for the Red Cross). ICRC is operating at a multidimensional level specifically with the Moldovan Red Cross branch from Bender in the Transnistrian region. They also support the MRCS in other regions of the country with humanitarian aid in form of food parcels and hygienic parcels for refugees. At the same time, various training sessions were organized (FA, IHL, Induction, how to take pictures)

and helped to increase the knowledge and skills of both staff and volunteers of the MRCS. All the activities are coordinated with MRCS headquarters. **French Red Cross and Luxemburg Red Cross** supported the MRCS with humanitarian aid but also to initiatives, e.g., PSS activities. The President of French RC paid a visit to Moldova and MRCS, which resulted in a fruitful discussion about assistance provided, the future partnership and the presence of French RC in Moldova for at least 2 years. **Swiss Red Cross** is also supporting MRCS with the procurement of humanitarian aid needed at the request of the host families and refugees, namely: towels, bed sheets, and pillows. **Norwegian RC** has expressed their interest in supporting the host families of refugees with humanitarian aid within the winter period. At the same time, they have the desire to continue the twinning-based approach for another couple of years. For example, under the title "*I volunteer, you volunteer...*" training was provided within the project "*Me and the world around me*", supported by the Vestfold Red Cross branch, Norway in Ani Noi, one of the MRCS local branches. The Red Cross School for MRCS volunteers is another initiative organized as part of the twinning partnership and took place in Leordoia village.

MRCS with the close support and facilitation of the IFRC held OCAC sessions with the active participation of representatives from HQs and 12 local branches. The session was very important in creating an opportunity to carry out a self-assessment. This will influence the **update of NSD plan** and prioritizing of focused areas and in fact MRCS is in the process of updating its NSD Plan based on the findings and recommendations of OCAC session. MRCS, with the support of the IFRC, is updating its Country Operational Plan with an incorporated NSD plan as part of the midterm and long-term approach. To strengthen MRCS capacity and potential IFRC is planning to organize BOCA training. So far discussions are around the training process itself, and technical arrangements.



## Romanian Red Cross

### Core areas of operation



Number of staff:	<b>384</b>
Number of branches:	<b>47 registered and actively responding branches</b>
Number of volunteers:	<b>5,984 regular registered volunteers nationwide, with up to 7,056 volunteers actively responding</b>

*The Romanian Red Cross (RRC) was founded on 4 July 1876, 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.*

### Operational priorities:

- Supporting the basic needs of persons who fled the conflict in Ukraine residing in Romania through the provision of multipurpose cash assistance to over 55,000 individuals with three payments of EUR 110 per household per month for three months
- Providing persons who fled the conflict in Ukraine with first aid and medical referrals, MHPSS support, and other health activities, food and essential household items, clothing, items for families with children, hygiene products, SIM cards, essential information, and transportation tickets.

- Providing community-based and mobile health services, with a long-term vision for contributing to strengthening health care systems in Romania.
- Promoting the livelihoods and integration of persons who fled Ukraine living in Romania through the development and operation of Multicultural Centers, Humanity Concept Stores, and other modalities.
- Strengthening the organizational capacities of the Romanian Red Cross through long-term NSD investments in order increase preparedness and resilience for future disasters.

### Key activities:

On 25 February, following the launch of the Romanian National Disaster Response Strategy, a Crisis Cell was established within the Romanian Red Cross to plan and respond nationwide to the Ukraine crisis. The Cell then implemented a nationwide collection and transportation of relief items to the northern and eastern border crossings with Ukraine and Moldova, and humanitarian service points established in key areas around the country.

RRC volunteers continue to be deployed at 8 border points between Romania, Ukraine, and Moldova, temporary collective accommodation centres, and RRC branch offices where they distribute food, hygiene products, clothing, essential household items, and SIM cards people fleeing the conflict. The RRC is also providing RFL services, in coordinating with the ICRC, to those who have been separated from family members.

As the operation evolves from emergency response to a longer-term focus, the IFRC and Romanian Red Cross are placing an emphasis on strengthening capacities at the national and local levels by transitioning from the deployment of short-term surge staff to training and recruiting national IFRC and RRC staff members.

**Multipurpose Cash Assistance.** Since the beginning of the operation, **over CHF 12million** in multipurpose cash assistance has been distributed to **over 31,328** people who fled the conflict in Ukraine residing throughout Romania. **More than 59,103** registrations of eligible participants have been approved through the cash assistance mobile self-registration app developed by IFRC. **Over 22,800** households are being supported by the Romanian Red Cross, with support from IFRC, through the multipurpose cash assistance program.

**A Call Center**, operated by Ukrainian volunteers and RRC staff, based in the RRC HQ, was established and has been in place since the beginning of the recent escalation of the conflict in Ukraine. The Call Center provides persons who fled the conflict with essential information. The Call Center is now primarily being used as a key community engagement and accountability (CEA) element of the RRC multipurpose cash assistance program to support participants with troubleshooting the self-registration process and providing feedback.

**Service Points** in Bucharest, Iasi, and Sibiu have also been in operation since early May to provide in-person support to participants of the RRC multipurpose cash assistance program--particularly to older people, people without smart phones, those who do not understand the process, and people who are having technical problems.

**Over 7,000** people at accommodation centers operated by Romanian authorities have been supported by the Romanian Red Cross with relief assistance for basic needs in the form of food, hygiene products, blankets, and more.

**More than 250,000** people have been provided with information and humanitarian assistance at all major entry points for people fleeing Ukraine arriving in Romania, including border crossings, airports, and train stations.

**Over 84,000 people per month** (of which approximately 40% are children) have been assisted by the Romanian Red Cross at 'Humanity Concept Stores', Multicultural Centers, and branch offices through food and NFI support, medical assistance, mental health and psychosocial support, hygiene kits, travel tickets, Restoring Family Links, language courses, classes and activities for children, essential information, and more.



**Medical services** for persons who fled the conflict residing in urban areas around Romania are being carried out by RoRC branches in Iasi, Satu Mare, Bihor, Arad, Timis, Alba, Brasov, Salaj, and Mures.

**Long-term support for mental health.** The Ukrainian Ministry of Health has estimated that fifteen million people might require psychosocial support due to the conflict. The trauma and displacement experienced by millions of people is likely to have long-term impacts on their mental health. It is essential that those impacted receive early and consistent support. Mental health and psychosocial support are key elements of the Romanian Red Cross' response to this crisis.

**MHPSS, education, legal, and vocational support services** are being provided to refugees in Maramures, Satu Mare, Bihor, Arad, Alba, Timis, Salaj, Bistrita, Mures, Sibiu, Brasov, Covasna, Bacau, Braila, Teleorman, Bucuresti, and Ilfov.

**Social activities for children** are being conducted by RoRC branches in Bucharest, Satu Mare, Mures, Arad, Timis, Cluj, Sibiu, Brasov, Covasna, Prahova, Teleorman, and Calarasi.

**Transportation of humanitarian aid into Ukraine.** Supported by the Danish Red Cross, the RRC established a **logistics hub** in Suceava County in Romania, near the border with Ukraine. This hub acts as one of the entry points for goods and supplies destined for Ukraine via Romania.

**Preparedness and additional assistance during Winter.** With colder temperatures on the way, many of the humanitarian needs will become more pronounced. People will need warm shelter, clothing, fuel and insulation, and support for additional heating costs. The RRC and IFRC developed a Winter Assistance Plan to support those impacted through the coming months. The objective of the Assistance Plan is to increase resilience to seasonal risks for people in Romania during the winter months, including people who fled the conflict in Ukraine, Romanian host communities, and third-country nationals, by providing assistance in the form of NFIs, food, and multipurpose cash for clothing and conditional cash for heating.

A needs assessment was carried out with support from PMER, CEA, and CVA delegates to help define the future of the operation. At least 55,000 people received the survey, either through the IFRC RedRose CVA system, social media, or mobile communications channels. **4,300 households** from the sample group responded to the survey, comprising around **14,400 individuals**, representing approximately **17% of the population** of people fled the conflict in Ukraine now living in Romania. Over 40% of households reported needing some level of support to meet their basic needs, and a further 10% reported that they have urgent un-met needs. The top needs for support reported were health care, essential items including hygiene products, clothing, and food, help finding employment, accessing education, transportation, and shelter. A smaller number of households still require support for seeking protection and RFL. PGI and safeguarding issues that were flagged included separation from family members, legal status, ability challenges, discrimination/xenophobia, loss of livelihoods and economic instability, violence, exploitation, child safety/protection, captivity, and PSEA. A PGI and CEA strategy is currently being developed in response to these findings.



## The Russian Red Cross Society

### Core areas of operation



Number of staff: **500**

Number of branches: **84 registered branches, with 51 branches actively responding.**

Number of volunteers: **Approx. 20,000 volunteers registered and actively responding**

*The Russian Red Cross Society (RRCS) 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.*

### Operational priorities:

In Temporary Accommodation Points (TAPs), families are provided with shelter, medical assistance, food and non-food support from the humanitarian aid collected in the country and legal assistance to be registered in the country (with a status of an asylum seeker or as an applicant for naturalization). Russian Red Cross Society (RRC) plans to put particular focus of its response on people staying outside of the state-run accommodation facilities, to help people in need access state services.

### Key activities:

Following the movement of people from Ukraine, starting from 18 February, RRCS has been providing food, winter clothing, hygiene items, mental health, and psychosocial support (MHPSS), RFL, access to basic health services, and cash and voucher assistance in temporarily accommodation points (TAPs) located on the territory of the Russian Federation. as well to displaced people accommodated outside of TAPs

### Key achievements:

- Since the beginning of response more than 120,000 people who left Ukraine received support from the Russian Red Cross
- 10,464 people received psychosocial support, including 2,021 people who received first psychological aid through the telephone helpline.
- 53,287 displaced people received vouchers, funded from the locally raised resources
- 11,222 people were provided with cash assistance, including 3,331 families within the IFRC funding support (total amount including voucher of RUB 80,155,000 /approx. CHF 1,2M)
- 4400 most vulnerable displaced people were provided with vouchers for food/non-food items in Rostov and Voronezh regions
- Mobile humanitarian service point of the Russian RC is established in Belgorod region. A total of 1,093 people were assisted in this HSP: 173 applications for cash assistance are received; 339 people received relief items; 122 people received support in RFL (one person is found); 196 people received PSS; 100 people received local sim-cards

- A total of 7,738 RFL applications received since the beginning of the crisis.
- 7,000 local sim-cards were provided to displaced people.
- More than 1,6 thousand tons of humanitarian aid were delivered to displaced people in-kind.

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.



## Belarus Red Cross

### Core areas of operation



Number of staff:	<b>419</b>
Number of branches:	<b>158 registered branches and 60 actively responding</b>
Number of volunteers:	<b>Approx. 16,000 volunteers registered and 150 actively responding</b>

*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 provided support to 700 people in the dedicated logistics centre.*

### Operational priorities:

- Support to people leaving Ukraine on their way through Belarus.
- Support to people from Ukraine who stay in Belarus and apply for a refugee status or supplementary protection status, as well as to those without a clear legal status.

### Key activities:

In March – April, Belarus Red Cross organized its response in two border crossing points in Gomel region (Novaya Guta and Gden) – humanitarian service points were established and volunteers and staff deployed. Since 19 March, an additional Humanitarian Service Point of the Belarusian Red Cross in the village Poddobryanka (Gomel Region) was established, where the Belarusian Red Cross Society and the Gomel Regional Branch of the Ministry of Emergency Situations provides hot meals to the people who arrive from Ukraine and provide psychological and first medical aid. In March – April, people who left Ukraine were accommodated in the selected sanatoria (RC was covering the cost of stay and meals). By the end of May, the sanatoria needed to be vacated for commercial reasons. Belarus RC assisted people (in-country travel costs, provision of information about possible places of stay, provision of contacts of the local RC branch at the place of the new stay) in moving out to stay in the rented apartments throughout Belarus in close cooperation with state employment services. Since then, the support is provided in the regional branches of Belarus Red Cross.

- **Health and care:** People who left Ukraine can have access to urgent medical support or can be provided with funds reimbursement or coverage of medical costs connected with the urgent operations, treatment prosthesis, wheelchairs and medicaments. People can also get first aid services if needed in the Red Cross branches and in humanitarian service points which were open at the border between Belarus and

Ukraine in March - April 2022. MHPSS is provided through the telephone helpline and face-to-face meetings in the Red Cross branches.

- **WASH:** Distribution of hygiene kit in the humanitarian service points and in the branches is organized.
- **Shelter:** For those in need of housing accommodation is organized in hostels, crisis centers and rooms of the Belarus Red Cross (around 1,000 people received support in accommodation). Bedding, blankets, kitchenware (including cutlery, pots, etc.), clothes and shoes are being delivered to beneficiaries in need to address their basic needs.
- **Multi-purpose cash:** Belarus Red Cross HQ developed and approved a package of documents, including the Instruction on CVA distribution. The distribution of vouchers started in August – the vouchers distributed as “one pot” with the ICRC (a total of 1,616 vouchers to be distributed, value of each is BYN 270 – around CHF 100. The households of 1-2 people receive one voucher, 3-4 people – 2 vouchers, 5 and more people – 3 vouchers). A total of 199 vouchers have been distributed (about 100 households).
- **Livelihoods:** Belarus Red Cross is working to assist in employment, organization of professional training for migrants from Ukraine. For this purpose, successful cooperation has been established with various organizations on possible employment of migrants.
- **CEA:** Needs analysis is constantly done to understand the most urgent needs of the people who left Ukraine. Feedback collection will be organized after vouchers distribution to ensure that there is satisfaction with the services provided.
- **Coordination:** *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. UNHCR is chairing the Refugee Coordination Forum, uniting other UN agencies present in Belarus (IOM, UNFPA, UNICEF, WHO, UNDP). Belarus Red Cross and IFRC are invited to the meetings.*

#### Key achievements:

1. As of 31 August 2022, for the whole period of response 4,187 displaced migrants from Ukraine received assistance from the Belarus Red Cross, including 1,116 children, 1,858 women and 1,213 men. Most of the migrants receive assistance on a regular basis.
2. 14,272 humanitarian aid services were provided in the form of food, hygiene products, clothing and other relief supplies were provided.
3. 974 migrants from Ukraine have been accommodated in sanatoriums, hostels, crisis rooms and centers of the Belarus Red Cross. They are provided with three meals daily, clothing, shoes, hygiene products and other relief supplies.
4. Trained staff and volunteers provided 5,029 MHPSS services.
5. 504 tracing and RFL requests have been processed.

## National Societies' response activities in Ukraine<sup>23</sup>

### Austrian Red Cross

Austrian Red Cross (AutRC) continues to support URCS branches in Lviv and Zakarpattia regions and has established presence in Kyiv. URCS is also implementing an AutRC funded bilateral programme (Health, CVA) in Kyiv and Chernihiv. AutRC will scale up assistance significantly with a view to the upcoming winter period. Since March 2022, AutRC has provided assistance in:

**WASH/Shelter:** in Lviv, 94 collective centres have been assessed and provided with non-food items to support these centres, having a total of 8,343 people reached.

**Health:** AutRC supported URCS with the implementation of MHUs in Zakarpattia, Chernihiv and Kyiv. In Chernihiv, four MHUs operate out of Chernihiv city to surrounding locations, with two new MHUs being planned to cover the more remote locations. In Zakarpattia, there are

<sup>23</sup> Bilateral support

now three MHUs running supported by AutRC and IFRC, with 500 people reached in August. Preparatory work for home-based care services is ongoing, including dialogue with the department of social protection of the Zakarpattia region.

**CVA:** AutRC has supported voucher distribution to 900 IDPs with the following vulnerability criteria: aged 70+, multi-children families (3 or more) and people with disabilities in Kyiv region (Brovary and Vyshhorod), with post-distribution monitoring to follow. An additional influx of IDPs has been noted, therefore future support in the same locations is being scoped out. Preparations for increased host family support (in Kyiv, Chernihiv, Lviv, and Zakarpattia) are ongoing.

**Winterisation:** AutRC will contribute to the winterisation mob table with the provision of NFIs (such as tents, heating devices, generators, shelter appliances and blankets) as well as food parcels. In Zakarpattia and Lviv regions, buildings are being assessed and prepared for rehabilitation activities to ensure they are ready for the upcoming winter. Rehabilitation of individual houses will also be supported in Chernihiv and Kyiv.

**Branch support:** in May, AutRC and URCS Head of Zakarpattia regional branch visited eight district branches to assess their capacities and needs. Results show that there is a need for supporting infrastructure, including repairs and IT equipment.

**CEA and PGI:** Surveys to collect feedback, views, and levels of satisfaction from people being assisted by the RC are conducted in Lviv and Zakarpattia region. In Lviv, the focus is on identifying the perception of IDPs living in temporary shelters. In Zakarpattia, a post-distribution monitoring survey to assess the satisfaction with the relief item distribution is currently being conducted, also identifying the preferred means of communication as well as the preferred modality of assistance. The WASH & shelter assessment conducted in collective shelters also identifies issues around protection, gender, and inclusion (gender-disaggregated facilities, accessibility, lightening, etc.).

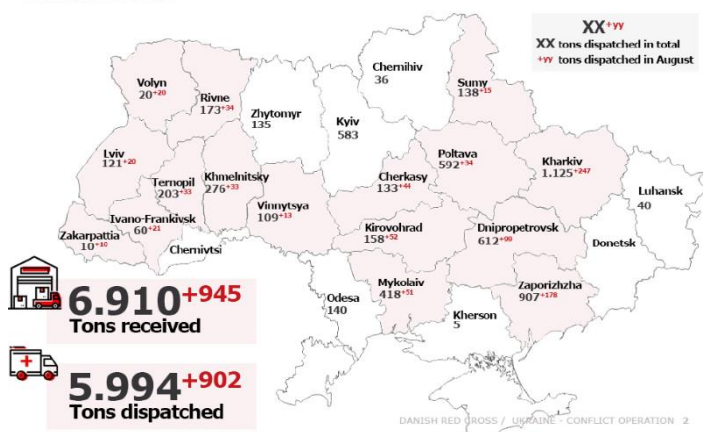
## Danish Red Cross (DRC):

Since the beginning of the conflict, DRC has supported URCS in responding to humanitarian needs throughout the country. In the joint operation of the southern Movement humanitarian supply chain, DRC has helped ensure the dispatch of almost 6,000 tons of life-saving and essential relief support to all areas of the country with a specific focus on the hardest affected regions. DRC has procured and dispatched 3,300 tons

dispatched through the supply chain providing relief support for close to around 730,000 people. The support has included food assistance to 322,000 people, hygiene kits to 187,000 people, shelter/NFI assistance to around 84,000 people and first aid kits to 53,000 people. DRC is supporting the URCS to provide psychosocial support (PSS) to people affected by the conflict with activities ongoing in nationwide with a specific focus on internally displaced people in the west and on people living in the areas most affected by the conflict. Since the beginning of the conflict more than 26,200 people have received direct psychosocial support or training from URCS staff and volunteers or participated in the recreational activities in 11 regions. August also saw a continued dispatch of psychosocial family sets that include recreational items and Information, Education and Communication (IEC) materials on psychosocial wellbeing. More

### OPERATION OVERVIEW

During August, the DRC and URCS-managed Movement humanitarian supply chain delivered more than 900 tons essential and life-saving humanitarian relief items which is almost twice the amount delivered in July. In total, close to 6,000 tons have now been dispatched through the supply chain from DRC's warehouses in Romania and Chernivtsi.





	<p>than 45,000 kits have been dispatched nationwide to date. DRC has also supported URCS to reach more than 13,000 people online with PSS awareness raising and introductions to Psychological First Aid (PFA). During May, DRC has conducted its pilot cash distribution in Chernivtsi reaching 431 people with multi-purpose cash grants covering basic needs for 3 months with a total value of close to EUR 90,000. Also, in Chernivtsi region, in July and August, DRC supported 9,700 IDP hosts with cash assistance of EUR 215.</p>
<b>German Red Cross (GRC)</b>	<p>In May, with the support from German Red Cross, the URCS completed its Silpo voucher program for evacuees and IDPs in Dnipro, Zaporizhzhia, Poltava, Kropyvnytskyi, Cherkasy and Zhytomyr, to a total of 20,125 beneficiaries. Also, German Red Cross supported URCS in the delivery of over 125 tons of NFIs.</p> <p>The URCS, with support of German Red Cross, launched the start-up phase of the home-based care (HBC) program in certain districts of Lviv, Volyn and Rivne regions, with a total of 422 people covered in May. With the support of GRC, in the summer, the URCS registered a total of 642 people and supported with HBC in Lviv, Volyn, Rivne and Kyiv City. With technical and financial support from German RC, the URCS has launched 5 MHUs in Rivne region (out of 8 planned) and 4 in Volyn region (out of 7 planned).</p> <p>In June, URCS with support from German Red Cross distributed 4,857 vouchers to IDPs in Kryvyi Rih, Sumy, Vinnytsia, Kyrovohrad, Trostyanets, and Uman. Each beneficiary who received an Aurora card received UAH 2,200 each month in June - August 2022.</p> <p>In August, GRC continued to work with branches to understand and respond to needs in the community, including distribution of NFIs. This month, GRC donated 20 beds, 100 sets of linen, and cold-chain equipment for medicine storage to Volyn's regional perinatal centre. Also, GRC continued to offer support in winterisation in line with URCS priorities.</p>
<b>Luxembourg Red Cross (LRC)</b>	<p>Since the start of the armed conflict escalation, the focus of LRC operations in Ukraine shifted to emergency relief in support of the URCS in the east. LRC team in Kramatorsk adapted swiftly to the large-scale humanitarian needs. Over EUR 1 million were spent until the end of May and were allocated for assistance in the health, shelter, food, and hygiene sectors in Ukraine and Moldova. Nine hospitals and three emergency services were provided with almost 30 tons of medical supplies. Also, Luxembourg RC supported private households and eight hospitals were supported with 15 tons of construction materials covering over 7.6 thousand people. Seven URCS Branches in Luhansk and Donetsk regions were supported with the direct distribution of essential relief items: around 58 tons of hygiene items, including 7,749 hygiene kits, and 110 thousand food kits, 6 generators, 1.4 tons of baby food, and 700 bedding kit and household goods. Altogether around 337,000 people were reached with the Luxembourg RC support in Spring 2022.</p> <p>During summer 2022, Luxembourg RC, provided assistance in Donetsk region by providing aid to collective center in Kurakhovo in a form of folding beds, pillows and pillowcases, medical supplies for 250 patients in the hospital and 2,000 pcs of roofing sheets + 320 kg construction nails to the URCS Donetsk regional branch in Kramatorsk. Also, Luxembourg RC has started winterisation assistance in Sumy region by conducting assessment of the houses with light damages, selecting 153 households and approving them with the local authorities for the support with light repairs with roofing sheets and new windows (approx. EUR 1,500 per house). Luxembourg RC supported the URCS Kyiv regional branch in selecting 5 healthcare facilities in Kyiv region for renovation, and 2 collective centres.</p>
<b>Swiss Red Cross (SRC)</b>	<p>SRS is supporting the URCS in humanitarian assistance and NSD in Ternopil and Ivano-Frankivsk regions.</p> <p><b><u>Health</u></b></p> <ul style="list-style-type: none"> <li>• SRC has distributed medicine in Ivano-Frankivsk and Ternopil through health authorities in coordination with the URCS branches (valued at CHF 12,468). HBC Delegate started supporting the URCS HQ on HBC in August. With the support of SRC URCS during the past 6 months, Ivano-Frankivsk branch now has 28 nurses, serving</li> </ul>

139 HBC clients (8 clients/nurse), while URCS Ternopil Branch now has 16 nurses (and plans to further expand to 30 nurses by the end of 2022).

- PSS coordinators are now in place in both IF/TP branches; synergies with SRC-supported programmes to be identified.

#### **Shelter / NFI**

- Technical WASH/Shelter Assessments were conducted in 25 Collective Centers in Ternopil and Ivano-Frankivsk housing 1'500 IDPs; key humanitarian needs were identified. In total, 4,075 beds (8,000 beds were ordered) and 732 hygiene kits were distributed.
- Household appliances and fire safety equipment supplied to 10 CCs. SRC/URCS teams ensured the technical installation and assembly work.
- Winterisation assessments in the collective shelters in Ivano-Frankivsk and Ternopil have started

#### **Cash and voucher distributions:**

- With the assistance of SRC, the URCS Ivano-Frankivsk Branch has completed registration for vouchers. The total number of people to be assisted in September is 1,976 individuals. Starting from September 2022, branch plans to start registration of IDPs for MPC assistance. Prior to that, SRC together with IF branch met with IF Department of Social Policy (DSP); it was agreed that DSP will involve their city and district structures to support URCS with registration, validation and verification exercises.
- The URCS Ternopil Branch has finished registration for MPC via Privat Bank in districts and transferred assistance to 777 people. In addition, the branch has provided Silpo vouchers to 61 IDPs in Ternopil city.
- Total amount of cash assistance provided is CHF 323,897.00

Total number of people assisted in Ivano-Frankivsk since the start of the SRC-URCS joint response is 3,021 and in Ternopil – 3,123, making it 6,144 in total.

#### **NSD and Branch Development**

- Salary support of 22 URCS staff involved in SRC relief operations in western Ukraine.
- Training, coaching and mentoring of key URCS staff involved in relief operations & support services in order to build emergency response capacities.
- Provision of office equipment to support URCS operational capacity (12 computers, 3 printers and other IT equipment).
- Donation of 4 vehicles to the URCS to upgrade its operational capacity.
- Renovation of URCS offices and supply of furniture in order to upgrade its operational capacity.
- Support for 2 URCS warehouses, equipped to store and distribute relief commodities.

#### **Italian Red Cross**

#### **Humanitarian Aid:**

Until the end of July, there were 32 international operations for the delivery of humanitarian aid. A total of 230 ItRC operators were activated by the National Operations Room, who - with the dispatch of 113 vehicles deployed in mobile columns - delivered a total of 989.3 tons of humanitarian goods to the Red Cross of Ukraine (especially medicines, clothing and food). Although most of the delivered goods came from donations granted, some instrumental resources of extreme necessity were purchased (often on-site), such as electric generators, self-heating meals and hygienic material.

#### **Evacuation:**

So far, the ItRC has evacuated 240 fragile persons, suffering from physical and mental diseases, gathered by the URCS. The ItRC has managed 3 international evacuation operations, involving 204 operators and 68 vehicles. Through the Italian systems of assistance and civil protection, the refugees were transferred to protected facilities, including some ItRC shelters.

Furthermore, according to the Municipality of Rome, CRI managed the transportation of 36 children from Lviv (round-trip), who were part of a summer social project.

#### **Strengthening the URCS response capacity:**

ItRC supported those who are engaged on the front line of operations by providing for the procurement of some equipment and instrumental supplies to be destined to the URCS: 11 ambulances and 1 medical car have already been delivered. In addition, the ItRC is ensuring the contribution of its human resources: 2 Operation Managers, 2 Field Coordinators and 2 field experts are deployed in Kyiv and Vinnytsia to support the URCS and the structuring of a national operations room. Moreover, an intervention for the development of Emergency Relief Teams (ERTs) has been started in synergy with the Ukrainian Civil Defense as well as with the EU-funded project 'PPRD East 3'.

#### **Health / MHUs:**

Since the month of July, the ItRC has been working to develop a system of MHUs and access to primary care in Vinnytsia and Zhytomyr regions, following the URCS national and local guidelines. After an initial preparatory phase, the ItRC is currently transferring the necessary assets for the deployment of 20 multi-professional mobile health units formed by doctors, nurses and drivers, in order to deliver the necessary specialized health care services (including diagnostic screening interventions towards the population) over the most remote areas.

#### **Shelter:**

Following recent coordination meetings with the URCS, a long-term project aimed at the deployment and construction of 250-seat temporary housing modules (MAP) in the area north of Kyiv (capable of housing around 100 families) has been concerted. The intervention is tailored to host and to take care of displaced persons or refugees returning to the country, if they do not have the possibility of being housed. The project will take place in Chernihiv (on the border with Belarus) and equipment transfer is ongoing to start logistical operations.

#### **Norwegian Red Cross (NorCross)**

NorCross supported the URCS Mobile Health Units (MHUs):

- 8 MHUs are operating in Khmelnytsky region and 7 MHU in Ternopil region (15 MHUs in total). Mobile teams provide the following services: primary health care (family doctor), sexual and reproductive health (gynecologist), psychological support (psychologist), as well as ECG tests, blood glucose tests, rapid STI tests, and Covid. Issuance of medicines according to doctor's prescriptions, referrals to other healthcare levels if necessary.
- The main health problems identified are cardiovascular diseases, acute respiratory infections, diseases of the musculoskeletal system and diabetes.
- In total, around 23,200 people received primary healthcare services, while MHPSS – 3,770.

#### First Aid:

- Specialized ambulance donated by NorCross to URCS FA team provides transportation services for IDPs from evacuation trains (coming from conflict affected zones) to shelters or special care centres within Ternopil region. So far, 60 IDPs with disabilities and/or limited mobility were transported by FA team. Besides, through the support of NorCross the respective local structures, such as state Ambulance service and State Emergency Service, have got an opportunity to transport wounded soldiers and civilians coming with evacuation trains within the territory of railway stations.
- 1216 IDPs in shelters and collective camps were trained/sensitized on First Aid. When they return to their home oblasts, they will be able to apply and disseminate these skills.

TOTAL number of people assisted – about 24,500 people.

#### **Spanish Red Cross**

During the months of July and August, the SpRC carried out the following specific actions to support the operations of the URCS in several sectors.

**Basic Needs.** Support to the Relief Operation and the Winterization Plan of the URCS through the delivery of food and non-food items:

- 10,000 Food Kits.
- 2,000 Hygiene Kits (male).
- 2,000 Hygiene Kits (female).
- 1,000 Hygiene Kits (baby).
- 2,500 Sleeping Parcels

**Health / Rescue.** Support to the URCS Rescue and Health Teams through the acquisition of different vehicles. These vehicles are expected to arrive before the end of the year.

- 2 Multipurpose Vehicles.
- 2 Rescue Vehicles (4x4).

**Logistics.** Support to the URCS Logistic Teams through the acquisition of different vehicles. These vehicles are expected to arrive before the end of the year.

- 2 Vehicles (Isuzu and Toyota HILUX 4 x 4).
- 2 Vans (Ford Transit).
- 2 IT Communications Vehicles (CMO).

**Livelihoods.** Technical support to the URCS Livelihoods Unit. The URCS commissioned Spanish Red Cross (SpRC) a national assessment to analyse the impact of the escalation of the conflict on livelihoods and potential recovery options. To perform it the SpRC deployed a delegate during the months of July and August. The assessment was presented during the first week of September to the Livelihood Technical Working Group and will be part of the 2023-2025 URCS Strategic Plan.

**National Society Operational Capacities.** Technical support to the URCS Volunteer Development Unit. The URCS commissioned SpRC an assessment on Youth and Volunteer Management to identify possible areas of collaboration between the two National Societies. To perform it the SpRC deployed a delegate during the months of July and August. The outcomes of the assessment will be part of the SpRC collaborations 2023-2025 URCS Strategic Plan.

### Turkish Red Crescent (TRC)

Staying abreast of the situation in Ukraine and the neighbouring countries through regular engagement with the operating Red Cross Societies, TRC started its Ukraine and impacted countries response at the beginning of the armed conflict following a request from the Ukrainian Red Cross. Since the beginning of the operation, a total of **62 truckloads of relief items through 16 consignments, one disaster response vehicle, one mobile kitchen and four specialists** have been mobilized to support the affected population in Ukraine and Moldova. Various humanitarian relief items that have been dispatched so far:

- including a total of **864 tonnes/1,960,125 units** of tents and containers, sheltering items, hygiene items, food and drinking water, clothing, medicine and medical materials including first aid kits;
- reaching **202,159 people** with a total worth of **CHF ~1,813,012**.

In Moldova, while the shipments containing humanitarian items will continue, TRC teams are



*Mobile kitchen deployed by TRC to Ukraine to assist people with food and drinks*



also currently designing projects and programmes for the longer term needs of Ukrainian refugees and migrants through the Project Delegate assigned in the country.

## National Societies' response activities in 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. 65% 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; and while domestic resources are being depleted to host and provide support and humanitarian services to new arrivals, consideration to grant support to targeted NSs are being considered – based on the proportional needs, relative to available funding.

### Bulgarian Red Cross

Bulgarian RCS has been at the frontline of the response to the Ukraine crisis from the onset. More than 530,000 people from Ukraine affected by the conflict have crossed into Bulgaria this year. BRC ran assistance points at border crossings with Romania (Ruse, Dobrich, and Silistra), running 24 hours a day at some points provided hot drinks, water, snacks, hygiene items, and information and referral services. BRC also ran distribution and information points at railway, bus stations, seaports, (RC branches in Sofia city, Varna, Burgas, Ruse) where the largest groups of Ukrainian citizens are arriving. All 28 branches of the NS in total continue to provide humanitarian assistance to Ukrainian citizens in Bulgaria. The National Society also responded to many requests from local authorities managing crisis centers and continues to provide additional assistance, such as essential household items, shelter, food, and other items including when people have been moved to new locations by the authorities.



*Bulgarian Red Cross (BRC) volunteers assisting people at arrival points.*

BRC raised over CHF 2 million (BGN 4,057,616), and tons of goods through two national campaigns with the generous support of the Bulgarian public. Funds were used for assistance for people from Ukraine arriving in Bulgaria as well as to send support to Ukraine.



*BRC staff and volunteers hand out food and non-food items, including shelter items, hygiene parcels, and clothing at a distribution point. Photo: BRC*

The NS mobilized its staff and volunteers to provide assistance in Bulgaria to more than 143,000 people (numbers up to mid-August). Staff and volunteers gave more than 33,500 hours of volunteer labour. The Bulgarian RCS has provided people from Ukraine with food, shelter items, hygiene parcels and clothing, volunteers and staff have provided MHPSS, RFL and health services. The NS operates two telephone lines with national coverage, providing: consultations and psychosocial support, including in Ukrainian language to more than 12,646 people; and health and medical related information and assistance to more than 1,369 people. In addition, the Bulgarian Red Cross supports an email for information requests on health and medical issues: [help@redcross.bg](mailto:help@redcross.bg)

More than 3,876 people have been referred and another 684 accompanied to access

services with support via the Bulgarian RC branches and more than 480 people have been supported in maintaining family links via the RFL services of the NS. To support RFL service, the NS has disseminated safety tips on keeping family contact, published in Ukrainian language, also available [on social media](#). A link for real-time translation in gesture language is embedded in the Bulgarian RC website. The NS has been providing financial support to people for the purchase of medicines, medical items, and coverage of medical treatment, including for medical transportation abroad.

BRC has also provided assistance to Ukraine. To date, the Bulgarian RC has sent 15 trucks with more than 225 tons of humanitarian aid to the RC in Ukraine.

With nearly 75% of BRC own raised funds now spent the Bulgarian RCS has developed a country plan with IFRC cooperation to respond to needs of refugees in Bulgaria for the next six months during the harsh winter months upcoming. A key component is cash and vouchers assistance to people displaced by conflict from Ukrainian and also Bulgarian host households. An IFRC Operations Manager arrived in-country in mid-August and a CVA expert delegate is being recruited. The NS team is preparing to implement the country plan which, as well as CVA assistance includes relief assistance, psycho-social support, community engagement and accountability and protection, gender and inclusion activities. BRC and IFRC are monitoring the situation regarding other vulnerable groups given the large numbers of migrants crossing into Bulgaria from its southern border, from Turkey and other countries who BRC also assist in addition to the vulnerable Bulgarians facing rising costs of living and uncertain energy supply in the winter ahead.

All BRC activities are being carried out in coordination with other agency assistance and indeed BRC is the key partner for the international agencies, UNHCR, UNICEF, WHO and others to reach refugees across the country. BRC runs four Blue Dot Centres together with UNHCR and UNICEF in key locations of dense refugee populations. These provide legal advice and practical assistance to the refugees each day. BRC is also a partner in the UNHCR-supported CVA cash for protection programme as well as providing other assistance.

## Croatian Red Cross (CRC)

The Croatian Red Cross has delivered relief assistance reaching 13,681 people. 3,335 people were reached through distributions of hygiene supplies. Psychological first aid is provided at all locations in country where the Croatian Red Cross is present – temporary collective shelters as well as in the local Red Cross branches in cases when people are accommodated privately,



with 4,839 people reached. Croatian Red Cross organized one-day field trips for children from Ukraine in order to support their mental wellbeing. The activity was implemented by trained MHPSS providers and water rescuers. A total of 98 Croatian Red Cross local branches are assisting displaced Ukrainian nationals in 427 different locations across the country – towns and municipalities, in collective shelters and private accommodation involving more than 400 local RC staff members and over 700 volunteers as well as a total of 20 people from CRC headquarters. 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.

## Egyptian Red Crescent

From 19 March to 31 July 2022, the Egyptian Red Crescent (ERC) launched a DREF operation to support 2,000 Egyptian nationals stranded in Ukraine and their families in Egypt, in addition to 2,000 Ukrainian and Russian nationals stranded in Egypt after the crisis unfolded. As part of the health intervention ERC procured 10 sets of Personal Protective Equipment (PPE) for Emergency Response Team volunteers; it provided psychological first aid services to 700 people; follow-up services through the Mental Health and Psychosocial Support Center to 310 people and distributed 700 food packages. At the beginning of the crisis, ERC supported the South Sinai ERC branch with 4,000 hygiene kits that were distributed to Ukrainian and Russian citizens stranded in Sharm el Sheikh. With this DREF, ERC replenished 3,300 hygiene kits. The WASH team distributed 700 hygiene kits for returning citizens and conducted a campaign to deliver specific messages including how to use the hygiene kit. This reached the same 700 people who received the hygiene kits. As part of the Restoring Family Links intervention, the Emergency Operation Room conducted 39 international calls to cover reports. The MHPSS team conducted three international calls to follow-up with returnees. 101 local calls were made at Cairo Airport for returnees from Ukraine. Internet service was provided to 18 returnees at Cairo Airport.

## Estonian Red Cross

ERC volunteers have helped in regional reception centers in Pärnu, Tartu, Saaremaa, Rakvere and Tallinn with several activities including COVID-19 testing, information sharing, emergency needs assessment and PSS support. In accommodation centers as well in aid and information sharing points, refugees are provided PSS services. In-kind humanitarian aid is distributed at ERC local branches. Humanitarian Service Points (HSP) are arranged in ERC local branch facilities, where volunteers and branch staff provide information, basic humanitarian aid (hygiene kits, in-kind and food aid) and other additional services (RFL, first aid, PSS, collect feedback etc.) aimed at UA refugees. The RC's hotline service was one of the primary information sources for the public.

In cooperation with Estonian Association of Pharmacists, ERC volunteers are assisting people displaced from Ukraine on the passenger ship M/S Isabelle accommodating them on board. The displaced people from Ukraine are receiving counselling for minor health concerns and, if necessary, over-the-counter medicines. The project is covered by the Estonian Red Cross.

ERC tracing and restoring family links services are active and collaborating closely with ICRC colleagues. 20 RFL volunteers are trained. ERC organizes a participatory 5-day summer camp for Ukrainian's children and their family members. Camp curriculum is based on the "human



*Estonian Red Cross summer camp for children. Photo: ERC*

	<p>to human” approach, safe places and PSS support integrating the host communities and Ukrainian’s children together. RFL &amp; other protection needs are assessed during the camps.</p> <p>ERC has developed a 3-hour PSS training module and a 3-day (32h) PSS training module and piloted the modules. The development of the modules was based on existing knowledge and training experience of the IFRC and was developed to match the Ukrainian conflict response context. The aim is to establish MHPSS voluntary support for people affected by the conflict in Ukraine.</p>
<b>Georgia Red Cross Society (GRCS)</b>	<p>Subsequent to the consultations with the public healthcare, social and border management authorities, Georgia Red Cross Society started preparatory works for establishing the first humanitarian service point within the response at the Larsi checkpoint, as it is the major pipeline of affected population movement into Georgia. Spaces for setting up the reception hub and stocking necessary humanitarian kits/parcels are agreed with the border authority. Allocation of qualified staff at the humanitarian point is underway as GRCS does not have an operational branch within the municipality.</p> <p>The Georgia Red Cross continues coordination of a platform of mental health service providers to have free psychological and psychiatric consultations available in English, Russian, and Ukrainian languages if requested by the affected people.</p> <p>With the IFRC support, GRCS finalized the data collection mechanism to collect and disaggregate the needs of the affected people. All three components of the mechanism are ready to be launched: Kobo Form, Questionnaire in 4 languages (GE, UA, EN, RU), and PowerBi dashboard.</p> <p>Ukrainians staying in Georgia are covered by the Government of Georgia #1254 in July 2022. The decree sets up a general framework covering those individuals who entered Georgia between the 1 February and 15 July and are unable to return to the country of origin or place of permanent residence due to the armed conflict and at the same time are accommodated in the state provided hotels and request the assistance under this Decree. Those screened and eligible for the assistance will be provided with GEL 300 per family and 45 per person for the duration of 3 months. Vulnerable people identified at the green border might be eligible to 10-days accommodation (which can be prolonged) until the financial assistance is issued. The GRCS restored the MHPSS Interagency Working Group and coordinates with relevant organizations. GRCS National Hotline is fully operational and provides PSS and practical information to incoming callers.</p> <p>National fundraising campaign: 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 will not be mobilized as part of the GRCS 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>
<b>Hellenic Red Cross (HRC)</b>	<p>The planning and preparation for the operation’s implementation phase has been ongoing for the last 2 months both internally (coordination within the Hellenic RC divisions) and with external stakeholders. A needs analysis for specific health and mental health specialties was conducted (to identify gaps and needs in existing and new activities and programmes), and job descriptions were prepared to launch the recruitment processes for medical personnel.</p> <p>Multifunctional centers (MFCs) in both Athens and Thessaloniki, as well as Social Services of Athens and Regional HRC branches have been already offering services to Ukrainian refugees approaching the centres and the branches. The two MFCs have served <b>1,016 Ukrainians during June-July 2022</b>. Below is the breakdown of the numbers for some of the services provided:</p>

- **165 people reached with Social and PSS services** including orientation/counselling, basic food and non-food items, support in finding housing and access to health services, school registration, PSS for children, referral to other services/actors, etc.
- **12 people** reached with Legal services in Athens.
- **721 people** served with information provision through the Hotline and reception in Thessaloniki center.
- **26 people** reached with Employability support services (job counselling, etc.)
- **48 people** reached with Language course in Athens (Greek and English).

Educational Health Stations (EHS), and Mobile Health Team (MHT) in Urban Athens have offered services to a number of persons displaced by the Ukrainian Crisis in the past month:

- 12 minors received routine immunization, psychosomatic development, general paediatric appraisal, and issue of the student's health card, which is necessary for the enrolment of children in school and participation in sporting activities during the MHT's visit to a Minors shelter.
- The EHS's have registered some displaced people from Ukraine on their lists for children's health monitoring. Services provided includes checks for pending vaccines of the mandatory children vaccinations, oral hygiene, paediatric checks, etc.)
- 15 regular COVID-19 awareness raising sessions (COVID-19 and promotion of COVID-19 vaccination to the community) were organized, registering amongst other attendance from members of the Ukrainian community, also informing them about accessing HRC's services.
- The MHT for urban Athens has made the necessary contacts with an Unaccompanied Minors center to begin health and hygiene sessions in August (oral hygiene, proper hand-wash, etc.) The HRC will also check for pending vaccines and will provide the international health and vaccines booklet for those children.

Hellenic Red Cross has provided the Ukrainian Red Cross with humanitarian aid. 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.

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, support is provided by the NS to manage the population movement in coordination with the Ministry of Migration.

#### Lithuanian Red Cross (LRC)

Approximately 50% of Ukrainians have already received Temporary Residence Permit in Lithuania. LRC continued to provide humanitarian assistance to people arriving from Ukraine in 15 cities across the country. Across 15 branches, safe services provision at HSPs was ongoing, as well as supporting displaced people in official procedures (temporary protection, asylum cases). Qualified interpreters were deployed to registration and reception centres. The LRC hotline for Ukrainian refugees, operated by NS staff and volunteers, was established, along with a complaint's mechanism for the CVA project.

LRC's mid-term response includes Cash and Voucher assistance to most vulnerable persons and families from Ukraine. By the end of August, LRC had received 3,109 applications for voucher support, 1,142 restricted commodity vouchers were distributed to vulnerable people from Ukraine along with 2,857 restricted commodity vouchers were received by families with children up to 5 years of age. Since March 2022, LRC has distributed 56,931 hygiene kits and 17,951 hygiene vouchers to families and individuals arriving from Ukraine.



*Lithuanian Red Cross's CVA project. Photo: LCR*

LRC was also focusing on information provision to people from Ukraine regarding State support so that more people are involved in social security net. LRC was actively advocating for improved information provision of the Government to the people fleeing Ukraine regarding employment possibilities and ability to be affiliated within national social security system. Approximately 100 people received individual consultations on gaining employment in Lithuania.

The attempts (other nationalities than Ukrainians) to cross Lithuanian border from Belarus continued and reached its peak in the end of August. Active advocacy was conducted for detained migrants' rights by continuing to participate in weekly bilateral or multilateral meetings with the relevant stakeholders.

LRC began recruitment processes for MHPSS-, CVA- and Volunteer Training Officer posts in order to respond more effectively to the wide spectrum of the needs of the displaced people from Ukraine.

German Red Cross is supporting LRC with funds and technical support for CVA activities for vulnerable people from Ukraine.

Italian Red Cross is supporting with funds for activities in reception centres where detained migrants are staying.

Taiwanese Representative Office in Lithuania donated USD 1,000,000 for purchasing and distributing restricted commodity vouchers to the displaced people from Ukraine.

## Red Cross of Montenegro

With the first arrival of Ukrainian refugees to Montenegro, the Red Cross of Montenegro has been providing humanitarian assistance, PSS, organizing workshops with children and adults, RFL services, support/accompaniment regarding access to different rights, supporting vulnerable categories in accessing rights to health (pregnant women, children, people with disabilities). The Red Cross prepared and printed information material in four other languages on assistance and safety tips for the families. Distribution of humanitarian assistance (food parcels, hygiene kits for adults and babies): 1,300 people reached with relief assistance for basic needs, including food, clothing, hygiene and other essential items. 1,711 persons in total have been reached with mental health and psychosocial support services. Humanitarian Service Points are run at 10 local branches, supporting people in official procedures, providing information and humanitarian aid. 30 volunteers are involved in direct response at the Humanitarian Service Points. Complementarity between "Route Based Migration Programme



(Migration Case for Support)” and Emergency appeal: Ukraine and impacted countries is achieved through excellent cooperation between the Red Cross of Montenegro and the IFRC. As of 1 March, Red Cross of Montenegro launched a national fundraising appeal to support people affected by the conflict in Ukraine. As of 9 March, 1,329 Ukrainian citizens asked and received the assistance from the RC, mainly in the coastal municipalities. Displaced people from Ukraine mostly ask for humanitarian assistance, support referring to the registration process, support/accompaniment in access to health services and education system.

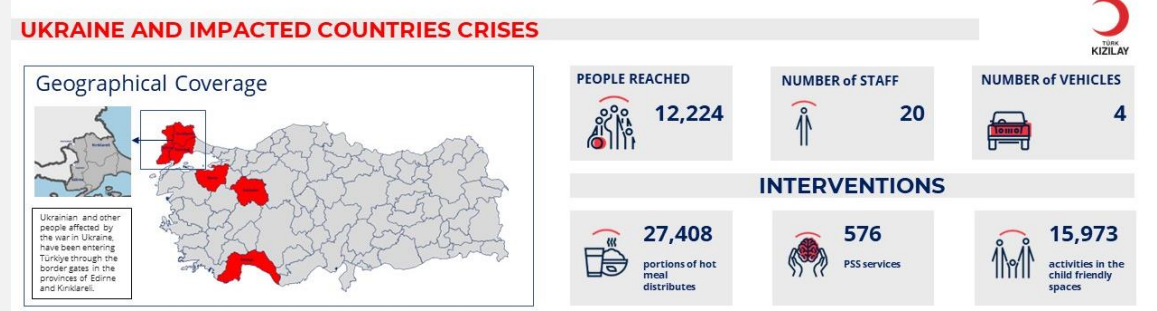
#### Red Cross of the Republic of North Macedonia

The total number of people assisted by the NS is 357. Registration of people from Ukraine on a daily basis, each day (Monday to Friday) from 08:00-16:00h on Red Cross premises. Distribution of food and hygiene parcels once a week on the premises of the Red Cross. Distribution of vouchers for clothes and shoes for each person registered. Macedonian language classes implemented twice per week (currently two groups and all together 43 students). Medicaments and medical assistance for chronically ill people and symptomatic therapy.

#### Slovenian Red Cross

Slovenian Red Cross (SRC) and 56 SRC local branches are providing assistance to persons in receptions centres of the Government Office for support and integration and to approx. 4,000 persons staying in private housing facilities throughout Slovenia. In reception centres, SRC is providing humanitarian aid (clothing, footwear, hygiene items), communication items (SIM cards, internet routers) and other specific items needed. SRC team members offer psychosocial support, RFL, interpretation/translation/cultural mediation, individual psychosocial counselling (with focus on SGBV), organization of leisure activities for families/women/children, organization of informational sessions and workshops on different topics asked by the persons of centre. In collaboration with partners, SRC also offers different capacity building and informational sessions for government and non-government institutions. SRC local branches provide direct support to persons staying in private housing offering food, hygiene items, SIM cards, shopping vouchers and other needed material aid. They offer also psychosocial support, RFL, information, accompanying activities for enabling access to important services (such as medical services) and rights (such as enrolling children to schools), housing assistance, activities for children (including possibilities of summer seaside vacations), financial aid.

#### Turkish Red Crescent



Ukrainian and other people affected by the conflict in Ukraine, have been entering Türkiye through the border gates in the provinces of Edirne and Kırklareli since early March 2022. After being temporarily accommodated in the Government dormitories, they have later been transferred to other provinces including Antalya, Bursa, Eskişehir and Tekirdağ. From the onset of the crisis, TRC has been providing assistance to the affected people arriving in Türkiye through 20 staff, nine volunteers and four vehicles (two for food distribution, one for child friendly space and one for coordination purposes). Activities include:

- Distribution of ready-to-eat food, beverages and other refreshments through mobile/immobile distribution points to all new arrivals along the border gates;
- Distribution of culturally appropriate hot meals (morning, afternoon and evening) together with hygiene and clothing items to families temporarily accommodated in the dormitories;

- Specialized staff providing PSS services to families accomodating in temporary accommodation centres;
- Organizing activities in the child friendly spaces in Edirne (mobile), Kirklareli, Bursa, and Antalya according to different ages of the children benefiting from these spaces.

## Needs analysis and scenario planning

### Needs analysis

Based on estimations provided by local authorities and Red Cross Red Crescent National Societies, **the total number of people affected by the conflict can be estimated to be up to 18 million, with 6.9 million displaced internally and an estimated 12 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 needs profiles remain scarce. Most of those crossing borders out of Ukraine are women and children. At the same time, over five million movements back into the country were reported since 24 February 2022. This figure does not reflect individuals but cross-border movements and does not indicate permanent returns. 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. It is also known that 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.<sup>24</sup>

The National Society's winter response and preparedness is already in place, with coordination and preparation of supplies to be available at the various points of care. Considering the current conditions for access to food, goods and services they need to survive due to widespread violence and attacks on vital civilian infrastructure in areas affected by hostilities. Damage to water, electricity and gas supply systems have affected medical facilities, schools and people's daily lives, in that regard a winter Movement plan has been developed within Ukraine to meet these needs.

At the regional level, it can be mentioned that many displaced persons and families have mobilized with the bare minimum. Although the winter varies in the countries immediately bordering Ukraine, many will need warmer clothing, boots and for the season. Utility costs for both displaced persons and host families will also increase as temperatures drop, so additional assistance is being coordinated in various forums (add summary after Sept. 23 with maps).

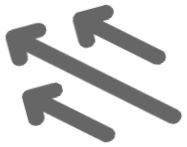
The 3.6 million people targeted by the operation fall into three categories defined in the immediate response strategy:



**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.

<sup>24</sup> See page 8 for details on membership and Movement coordination.





**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).

## Operation Risk Assessment and mitigation measures

The Emergency response is a complex operation spanning multiple countries, each with its own unique context, challenges and dependencies that are closely intertwined. We are aware that we have to take risk to reach those in need but we want to do this in a balanced and conscious way to achieve maximum positive humanitarian impact and to safeguard our position as a leading humanitarian actor.

Internally, we have invested in enhancing our technical risk management capacity to further build risk management capacity across the operation and to provide support to country teams in identifying issues and risks and effectively respond to these. We have developed a Risk Management Plan for the Ukraine response, build on a common approach to risk management, shared ownership of risk and empowerment for country teams and management to take informed decisions on managing risks. Over the next few months, we will take steps to embed the plan across the operation that will include training and capacity building opportunities for staff and joint risk assessments with staff at country level and National Societies to enhance risk awareness and risk mitigation.

To help us navigate the complex risk environment and respond effectively within the dynamic context, we continuously re-assess the situation on the ground so that we can anticipate challenges, better prepare and adjust to the evolving context. Our risk management approach is focused around affected populations. Community engagement is crucial to better understand the context we operate in, the needs of those we support and the challenges that lie ahead. This allows us to anticipate potential events, to better respond to risks when they arise and to design informed programming. Feedback and complaints mechanisms have proven valuable sources of information that are increasingly used by affected communities. Throughout the next months, we will build on the link between community engagement and risk management further, to inform all stages of programme cycle and to adjust our approach and interventions based on feedback.

We are aware that the conflict impacts certain individuals and groups differently. There are multiple factors including, for example, age, sex, disability, ethnic background, legal status, health conditions but also individuals' economic situation that may expose people to a risk of harm and create or further exacerbate existing vulnerabilities. We consider protection, gender and inclusion (PGI) in everything we do and apply the 'do not harm' principle in order to limit peoples' exposure to the risks of violence, abuse and exploitation. Funding dedicated specifically to PGI, Safeguarding and CEA enable us to have specialist expertise within the team, to support those directly engaging with vulnerable persons and implement protection initiatives throughout the operation. We have translated key Safeguarding tools into seven local languages including Ukrainian, Russian, Polish, Romanian, Bulgarian, Hungarian and Slovak. 16 countries, responding to the emergency have specific safeguarding and protection commitments in their country plans including for example, capacity building for National Societies, child-friendly initiatives, integration activities and many others.

Security Risk Management (SRM) is well integrated as an essential enabler into IFRC's risk management framework to ensure it effectively carries its duty of care responsibilities, protects its assets and donor investments, and promotes sustained and safe access to assist individuals impacted by the armed conflict in Ukraine. Building on a robust structure including the Global Security Unit (GSU) in Geneva, a Regional Security Coordinator (RSC) based

in Budapest and dedicated field level Security Coordinators in Ukraine, the IFRC has been cooperating with all Movement partners (ICRC, HNS and PNS) and other stakeholders in systematically assessing safety and security risks, implementing effective risk mitigating measures and formulating contingency plans fit for purpose.

We are continuously adapting our interventions in light of risk information. For example, we have put controls in place at every step of our CVA programming to ensure that the programme effectively supports needs of affected population, is accessible and does not exacerbate potential harm affected populations, and safeguards our funding from potential fraud, corruption or mismanagement.

Utilizing the wider IFRC network of NS, PNS and ICRC enables us to share risk information across teams, roles and different organisational levels helps us realise and understand common risks and issues and agree on actions best suited to effectively address these. Over the next few months, we will systematise mechanisms on risk information sharing and risk escalation to build a sense of shared ownership of risk across the operation and our capability to understand and manage common tensions and tradeoffs between risk management and humanitarian response.

## **Operations Constraints**

While during the first wave, most refugees and displaced people seemed to have the economic means to support themselves and English skills to mobilize, there are reports that the profile of refugees/displaced people is now changing and that more women with children and older persons are among recent returnees.

A range of vulnerabilities can be envisaged as the context constantly changes. A lack of updated detailed assessments of protection risks and vulnerabilities affects operational planning and delivery.

In addition to a continuously challenging and rapidly changing security environment, hostilities in Ukraine and large-scale population movement cause workforce shortages, dysfunctional markets, destruction of the vital primary industries, disconnected logistics networks, broken health services and closure of educational institutions. The disruption of significant infrastructure, major supply chains, and livelihoods lead to an economic decline on households and individual levels, leading to poverty and weakening society's resilience and fallouts in the energy sectors. These factors are highly disruptive to operational planning and delivery and require agile and adaptable approaches.

Humanitarian diplomacy remains a critical function in this crisis, which requires complementary and collective advocacy among Movement partners at varying levels of the operation. This includes careful consideration of the auxiliary role and Red Cross laws of National Societies and the provisions of the Geneva Conventions and their operational resonance. Movement responsibilities under international humanitarian law are fundamental to this response. Just as important is our advocacy for access to humanitarian assistance and basic services for all migrants and displaced people, irrespective of status and at all points of vulnerability along their routes. This will require a longer-term vision as the situation evolves and the needs of both refugee and host communities' change.

During the first phase of the operation, volunteer capacity for scale-up was identified as one of the limitations for the timely implementation of the planned activities. National Societies with the support of the membership are developing/updating country plans to strengthen their volunteer programmes for activities scale-up in parallel to the use of digital solutions that demand fewer physical human interactions.

Limited capacity in Corporate Services (Human Resources, Administration, Finance, etc.) at the National Society headquarters and branches but also in the IFRC regional office was identified at the beginning of the response. Some back up was provided by the Global Services Centre and priority should be given to strengthen Corporate Services to support the effective delivery of relief as well as strengthening national societies' capacity.

Community engagement and accountability capacity and systems in-country, particularly for feedback was identified early on as a key area and gap in both Ukraine and neighbouring countries. Feedback provides a way to listen to affected people's concerns (displaced people, refugees, host communities), their priorities, respond to queries and to identify any rumours and misperceptions, particularly important in this response where

misinformation is prominent. Furthermore, the lack of a comprehensive overview of the multiple resources for information and knowledge on the channels that people prefer and trust is also a gap with multiple apps and products being developed by different organisations but in isolation. A harmonized approach is needed to enable easy access to information for affected people to reliable information and effective feedback processes. Through the development, implementation and management of strong feedback channels, trust will be gained with refugee populations enabling Red Cross actors to produce needs-based programmes centered around input provided by those it seeks to help.

## A. OPERATIONAL 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, 49 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.**

Although the geographic scope of hostilities has reduced compared with the first few weeks of the crisis, the needs of people across Ukraine, including refugees/displaced populations and those remaining in hard-hit areas, continue to deteriorate. Hundreds of thousands remain without or have reduced access to water, gas, electricity, and mobile communications. At the same time, internally displaced persons (IDPs) in western Ukraine face challenges securing adequate shelter and finding ways to support themselves and their families. The Red Cross Red Crescent Movement has been scaling up its response to respond to the increasing needs within Ukraine as well as in the neighbouring countries.

This Operational Strategy is part of a Federation-wide approach, focusing on activities across 3 following priorities, with an overall focus on National Society Strengthening.

- 1) Health and Care, including Water, Sanitation, and Hygiene (WASH);
- 2) Integrated Assistance, including Shelter, Multi-Purpose Cash, and Livelihoods;
- 3) Protection and Prevention.

## 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 2.15M 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 and especially children, 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 are closed and 410 attacks on healthcare in Ukraine have been recorded between 24 February and 31 August, while 12 million people are estimated to be in need of health assistance in Ukraine (WHO). About 13 million people are estimated to need access to safe WASH services, due to damaged water treatment facilities, pipelines, and pumps, limiting repairs because of continuing shelling. 80,000 babies were expected to be born in the first three months since the conflict began. Many of the damaged health facilities are maternal wards. The risk of outbreaks of respiratory and diarrheal diseases is high in areas suffering from lack of access to safe water and sanitation facilities. Also, the risk of severe illness and death of COVID-19 of most vulnerable, prevails as vaccination uptake remains suboptimal.

Ukraine and neighbouring countries are still struggling with two years of COVID-19 response, now coping with increased needs of migrants and staffing shortages. Health through cash is gaining interest among many NS. The activities range from general and low risk (transport to care) to specific and higher risk (cash for pharmacy, cash for treatment).

**Regional****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 PGI, developing and disseminating key messages on GBV risks and on access to 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.
- The regional office is developing a road map for Health and the focus is on assessment and access to health systems and how National Societies can support. There is an ongoing analysis of health services to different profiles such as temporary protection, non-temporary protection, third party nationals and host communities.
- Development of Cash for Health Strategy is ongoing.
- Completion of an MHPSS Road Map for Slovakia, Romania, Poland, and Hungary.
- Conducting MHPSS assessments in five countries as part of the DG SANTE programme for the provision of psychological first aid to people affected by the Ukraine crisis.
- Integrated Psychological First Aid trainings in the five countries have also been conducted for staff and volunteers especially those operating call centres.

- Compilation of MHPSS activities for 16 National societies as informed by the country plans. Next step is supporting the National societies in producing a Plan of action/roadmap based on the activities in the country plans.
- In coordination with the Ukrainian Red Cross MHPSS focal point, five neighboring counties agreed to jointly prepare a surge informational package in Ukrainian languages, which consists of necessary messages for displaced persons such as positive coping, PFA, and how to talk to children about the conflict etc. Once the package is created, it will be disseminated through various operational teams in each country.

## 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.

## Challenges

- Establishing common basic understanding on needs, gaps and tools to support most vulnerable people from Ukraine.
- Ongoing MHPSS assessments to contribute to defining MHPSS platform activities under the DG SANTE programme.
- Human resources capacity gaps in the field to support the NS in planning, capacity building and implementation of the activities. Recruitment of some of the positions ongoing.
- Mapping of health sector resources / services available to refugees and displaced people (within RCM and outside) across the region is the ongoing challenge

## Ukraine

Since the start of the conflict escalation, the URCS continued playing its auxiliary role to the government of Ukraine and coordinated closely with the Ministry of Health (MoH) of Ukraine to be able to provide a required response to people in need. That includes the procurement of the medicine and medical equipment on behalf of the MoH.

The URCS Health care Framework was developed with the support of the URCS. The MoU that defines the services between the URCS and the MoH for the health service centres and mobile health units (MHUs) was signed by the Head of the URCS Zakarpattia regional branch and the Head of the MoH in Zakarpattia region. With the support of IFRC, during summer 2022, the URCS launched three ERU Health Service Centres (clinics) in Zakarpattia region, which served over 2,000 persons, mostly IDPs, via medical consultations and provision of medicine ([dashboard](#) on the Healthcare activities in Zakarpattia region). Also, the URCS continued scaling up the set-up of mobile Health Units (MHUs) in the country to provide healthcare services in remote areas to IDPs and local residents. All regions of the country are already or planned to be covered with the MHUs with the support of the RCRC partners.

The URCS is also in the process of developing a (training) package for home-visiting nurses (HVN) or homebased care (HBC) to increase the number of caregivers in the country, having continued providing actual HBC services throughout the country. It is envisaged that home-based care will be provided to older people as well as the families of soldiers and wounded civilians, based on the initial discussions with the Ministry of Health and the Ministry of Defense.

Since 24 February, the URCS has provided training to almost 78,885 people on first aid (online and offline). URCS provides MHPSS to children and adults in light of the arising need of such services due to distress caused by the conflict. During the first six months of response, MHPSS was provided to around 130,000, while 45,000 children were engaged in recreational activities in child-friendly spaces, 46,000 PSS kits were distributed.

Planning process in the Healthcare sector is underway for One Movement / URCS Plan for 2023-2025 for such sub-sectors: MHU, HVN / HBC, Health promotion and disease prevention, including TB/HIV awareness and risk communication campaigns, Health Infrastructure Rehabilitation, First Aid, and MHPSS.

Partner National Societies' response activities are reflected under the "National Societies' response activities in Ukraine" section.

## Belarus

MHPSS surge support was involved, combined with Russia) in training for staff and volunteers of Belarus RC. Recommendations for the current PSS activities were provided. A meeting with UN agencies was 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 were 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 provided First aid and PSS at border crossing points and in sanatoriums where refugees from Ukraine stayed, now such assistance is provided in the branches. Referral is ensured under challenging cases. Belarus RC is providing wheelchairs and crutches, and walking frames whenever needed.

People from Ukraine in Belarus have a possibility to receive reimbursement of life-threatening costs of medical services. The costs usually include medicaments, special medical procedures, visits to the doctor or stay in hospitals. If a person requires such support, there are two scenarios:

- 1) People come to Red Cross after the payments were done (e.g., urgent operation in hospital, cost of medicaments and stay in hospital after the operation). The person gets reimbursed for the costs.
- 2) People come to the Red Cross prior to making any payments. Belarus RC makes a contract with the hospital or pharmacy and transfers funds directly there.

A total of 499 cases of such medical assistance has been supported since May.

5,248 PSS services have been provided.

3 trainings on First Aid have been conducted for 30 volunteers in Grodno and Gomel region.

UNICEF is supporting rehabilitation of 89 children who left Ukraine, the preparatory work for organizing summer camp is done, the activity started in August.

With the support of UNFPA in Gomel women can receive consultation and necessary medical support.

## Hungary

Total number of locations serviced with Health and Care activities in reporting period: **10**

Activities of Health and Care to affected populations from the Ukraine crisis have been one of the major interventions for HRC.

With the support of the emergency appeal, the number of people HRC reached during the reporting period (28 February 2022 to 31 August 2022) were 40,158.

The handover of responsibilities of the Spanish Red Cross supported ERU Health Posts to Hungarian Red Cross was completed with the signing of the handover documents on 30 May 2022 and donation of equipment by HRC and SpRC witnessed by IFRC. SpRC will continue to provide technical support with a last rotation of medical and nursing staff with PSS support for first weeks of June until HRC are able to mobilise sufficient workforce to fully self-manage the health posts.

In the beginning of the emergency (February/March 2022) 3 health points were set up by HRC in the Ukrainian border: In Zahony, Lónya, Barabás. These were the most frequent points of entry for the incoming flows from Ukraine and the locations were requested to be serviced with Health & Care support by the local Municipality, who also offered the space where the health units were stationed in the acute emergency phase.



- In **Zahony**, the HRC health and care teams were located in the temporary transit center set up by the Municipality (in the grounds of the town's high school). Affected populations arrived by train and stayed temporarily in transit centres before they continued their ongoing journey to Budapest or other locations. The Zahony Health and Care services were set up on the 3 March and continued for the full reporting period with the help of the Spanish RC ERU, who handed over the service to HRC teams at the end of June 2022.
- The service provided in the reporting period is round the clock support to basic health care and psychosocial support. As the numbers are reducing the HRC team is planning to shorten the service daily from 7am to 12am – in line with the last train arriving at Zahony at 11pm daily.
- In **Lonya** the HRC mobile unit was stationed on the 2 March, in more rural with no existing health care facilities. The set up was in tents and affected populations arrived on foot, staying on average for one night in temporary transit centre created by the local authorities in the village's community centre. In Lonya local authorities provided transport for people to arrive at Zahony and from there by train to Budapest and other locations. From April onwards, HRC then scaled down activities in this location to only first aid, as the number of people entering the country started reducing and there was no need to have the mobile health care service there. The temporary shelter of Lonya also closed at that time. First aid teams of HRC continued providing support throughout the whole reporting period.
- In **Barabas**, HRC supported to increase the capacity of existing GP in town and set up services in the existing GP office from March. Provision of services was basic health care and PSS. At the end of May, the location was handed over to Caritas.

The HRC medical units in the Ukrainian border are visible to the media and from this received financial and equipment support.

Another important location for the provision of health care was in the Romanian border - Lőkösháza - this is a point of service from mid-March for the full reporting period. The provision of support was to people who fled Ukraine into Romania, however then continued their movement into Hungary, hence the need to set up health and care support in this location.

- The affected population arrived at this location by train, and it was mandatory for the people to stay in the train, for the ongoing travel to Budapest or other location. For this reason, HRC stationed health services in the train station of Lőkösháza and offered first aid services as well as PSS and many times support was given in the trains.
- As the flow of people from this entry point reduced, the need to provide this service continued but ended in June. The Civil Protection authorities are monitoring the flow, and HRC is on standby in case there is need to resume the health service in this location again, whilst other HRC services remain in this location (information support).

In the reporting period, as the flow of incoming populations reduced, the HRC health and care services started scaling up in the nine accommodation centres. The HRC started supporting families who applied for Temporary Protection in Hungary. In these center, the new fully managed accommodation centres (nine) HRC provided in the reporting period basic health care, PSS, support linked to COVID-19, vaccination support to children, and referral path for health care specialties as needed, for example linked to maternity, HIV, TB and other specialties in the reporting period.

- One example of the fully managed accommodation center in the Csongrád-Csanád region is stationed in Szeged town, near to the border to Serbia. Szeged has a history of Ukrainian families living and

working from before the recent crisis. Because of this connection, many Ukrainian families were hosted in this location. In this center, HRC offered the range of services outlined above.

Other deliverables in the reporting period with the help of Emergency Appeal:

- HRC participated in the community coordination cell in Zahony and provided free first aid trainings to staff of IOM, UNHCR, World Central Kitchen, and other NGOs. This service will continue being offered to the cell.
- Trainings of first aid to staff and volunteers.
- Psychosocial support sessions to existing and new volunteers.
- HRC health teams (staff and volunteers) were trained by American group Rubicon (EMT Type 1) in emergency ultrasound. Approx. 100 staff and volunteers benefited from this training.

## **Moldova**

Within the IFRC COVID-19 Emergency Appeal, a workshop has been organized by the MRCS local branches together with specialists from Centrul de Sănătate Publică (CSP) or Public Health Center in several regions, where they discussed the epidemiology situation due to COVID-19 on rayon level, increased illness cases, the most affected age groups, new types of viruses and what solutions need to be undertaken, the effectiveness and importance of vaccines against COVID-19, their role in stopping the pandemic, myths prevention and recruitment of community members, adults as well as students to promote vaccination. As a result of these meetings, an additional number of volunteers was attracted by the MRCS and number of vaccination promotion sessions expanded.

MRCS organized regional trainings teachers, schoolchildren, students, parents, and volunteers within IFRC EA in Comrat, Telenesti, Orhei, Baltsi, Criuleni, Ani Noi, under the general topic "Recruitment of colleagues and community members to promote vaccination against COVID 19". Another training for Red Cross volunteers from Edinet, Telenesti, Chisinau, Criuleni, Orhei, Drochia, Comrat, Calarasi, Ungheni, and Balti on promoting COVID-19 vaccination, discrediting vaccination misinformation and response to recent developments regarding COVID-19 was organized in collaboration with WHO and Agenția Națională Pentru Sanatate Publica (ANSP) or National Agency for Public Health.

Norwegian Red Cross and Luxemburg Red Cross Societies are providing financial support to the psycho-social activities for the children and refugees, which MRCS is applying in the RACs. These activities intensified during the whole of August month. Another psycho-social support training under the topic "Psycho-social support for achieving well-being" for refugee families from Ukraine have been organized by MRCS in Ungheni, Drochia. All mentioned trainings were conducted with the help of professional psychologists invited by the NS.

MRCS volunteers participated in the training in Providing Premedical First Aid in case of a traffic accident organized within the Red Cross Brotherhood Partnership programme initiated by the Norwegian Red Cross. MRCS volunteers also participated at the FA training sessions organized by the International Committee of the Red Cross (ICRC).

## **Poland**

From the beginning of the crisis until 31 August 2022, Polish Red Cross has supported 8,433 affected people with primary health services and 1,070 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

Training of Trainers (ToT) in Budapest and MHPSS “team meet” for sharing and catching new ideas were completed. The Poland team is getting more familiar with online training materials and online training with interpreter in preparation to cover requests from certain branches from around Poland.

DG SANTE proposal was approved (total EUR 1.5 million) to provide Mental Health and Psychosocial Support (MHPSS) to staff, volunteers and community members, both from refugee and host community, as well as strengthening National Society capacity in this sector. An assessment was done and below are the preliminary recommendations.

### **Psychological First Aid and MHPSS**

- Train frontline staff and volunteers in Psychological First Aid enabling them to always support Ukrainians as well as their peers.
- Ensure frontline staff and volunteers are aware of the call centres and the support available in PFA and MHPSS.
- Train key frontline staff and volunteers in basic MHPSS enabling them to support Ukrainians who have further needs.
- Ensure key frontline staff and volunteers are aware of the referral pathways.
- Train Ukrainian health and care workers in Psychological First Aid.
- Mainstream MHPSS in trainings in PRC for example in training of Search and rescue teams.

### **Call centre or other service platform**

- Train and offer regular supervision to enumerators on the existing IFRC and PRC call centre in PFA and MHPSS.
- Add the capacity for enumerators to transfer calls to a trained MHPSS responder in the centre who offers more advanced PFA and MHPSS supports as well as makes referrals to specialized services should this be needed.
- As the call centre has a real time chat function that is also answered by the enumerators, this can be used to tailor MHPSS support to youth and young adults seeing that they often prefer this option when seeking MHPSS supports.
- Ensure a sustained and wide dissemination of information about the call centre and its services including PFA and MHPSS through PRC branches, SoMe, official channels, and other organizations in the humanitarian network.
- As the centre is closing its services in Warsaw, it is an option when opening services in other cities to include a more general MHPSS focus on the operation by:
  - ✓ Training staff at the reception to engage actively with Ukrainians coming to screen needs.
  - ✓ Distribute MHPSS folders to beneficiaries relevant to their needs as well as having these and other information material made available.
  - ✓ Have relevant toys, games, and books for children and adolescents in the corner assigned to children.
  - ✓ Ensure enumerators have good equipment as e.g., headsets to be able to focus on content of the calls. Ensure sufficient space between enumerators to allow for undisturbed work environment when taking calls.

### **Caring for staff and volunteers**

- Create an overall standard in PRC for volunteer support that includes the below points noting that many volunteers are themselves displaced Ukrainians.
- Ensure induction of new volunteers for example using the briefing folder from EU supported programme (BALTPREP).

- Create a per diem and transport system for all volunteers aligned with what other INGO's and NGOs are using for their volunteers.
- Plan regular informal technical debriefs for example at the end of shifts where staff and volunteers can discuss how they work and share successes and challenges.
- Create regular group supervision sessions for most exposed frontline staff and volunteers.
- Create a stepwise training plan for staff and volunteers to develop their skills and competencies.
- Document volunteering services by giving volunteers a certificate after certain number of days of service.
- Celebrate staff and volunteer services by sending mails or letters of appreciation and by organizing events such as luncheons, dinners, excursions, or festivals.

PRC volunteers working in different services, such as reception centers, in-kind distributions, contact center, rescue teams, and cash support programs have been trained on PFA.

For a better transition from emergency to mid or long-term operations, MHPSS components are looking for a pilot branch partner that includes MHPSS components for its mid/long-term program development.

In terms of bilateral support, Spanish Red Cross supports rescue teams, conducting primarily first aid interventions, with emergency vehicles and equipment for telecommunications, transporting volunteers, and rescue materials. Two vehicles were delivered in Poland for volunteers' movements and are located in Lublin.

## Romania

A road map for MHPSS Capacity Building was developed with the Romanian Red Cross. Training development program was created – 2 managers, 12 trainers and 290 volunteers will be trained.

A plan is being developed for a care system for volunteers and staff.

- 994 people have been reached through MHPSS-related activities.
- 711 people have been reached through medical consultations.
- 331 people received support from the RRC to access medications.
- A Multicultural Center, located at the HQ of the RRC in Bucharest, was opened on 28 July, with funding from the Korean Red Cross, which will be providing activities, predominantly for women and children, including language classes and PSS.
- DG SANTE MHPSS project assessments were conducted in Romania. The results of the assessment will help define the future course of action.

## Russia

In response to the crisis the RRC has established a hotline, which has been providing MHPSS and PFA in addition to RFL, information and referrals. Trained RRC specialists have also been providing assistance in Temporary Accommodation Points (TAPs) and at least four regional branches and RRC is expanding the number of branches to cover more people in need.

IFRC has conducted two rounds of deployment of MHPSS Officer to provide technical assistance to RRC on MHPSS with special focus on displaced people in post-conflict situation. IFRC also supported establishing and training of MHPSS teams (143 RRC staff and volunteers) in nine regional RRC branches. A total of 10,464 people received psychosocial support, including 2,021 people who received first psychological aid through the telephone helpline

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

3,824 people received psychosocial support, including 1,671 people who received first psychological aid through the telephone helpline.

More than 11,000 pharmacy vouchers have been distributed (other funding sources).

## **Slovakia**

Since February, the Slovak Red Cross (SRC) has been providing first aid, PSS, and medical referral services at border crossings, transit hubs, and other locations. Since 28 February, the SRC has provided psychosocial assistance to 14,196 people and child-friendly spaces have received and cared for 1,798 children. A total of 23,125 persons were provided with first aid services and 3,481 with COVID-19 testing. In addition, the National Society has expanded access to referrals and adapted transportation for people with reduced mobility to access needed health services, with so far 314 persons provided with transportation to medical services. Since 28 February, the Slovak Red Cross has provided basic hygiene supplies to approximately 40,188 people.

Regular trainings on Psychological First Aid (PFA) and self-care took place for Slovak Red Cross branches and volunteers involved in the emergency operation. The minimum information on MHPSS and PGI (IFRC + NS) has been translated and put in place at border points. Introductory training in Psychological First Aid and Self-care continues to be conducted in the branches with focus where the Humanitarian Service points are being established. In June 2022, the first joint training on psychological first aid (PFA), CEA and PGI was conducted with SRC headquarters staff and the next day to the staff of the Dunaiska Streda Branch. On July 8, another 3-hour Joint training on PFA, CEA and PGI was organized in Klin for Dolný Kubín branch for 10 people (7 SRC volunteers and 2 firefighters volunteers) and 1 branch director. Post-training comments from participants indicated that more training on referrals, feedback mechanisms and serious occurrence reporting would be appreciated. Since February, a total of 739 persons have been trained in first aid.

Following this first joint training, the MHPSS surge with the PGI, the CEA and RFL surge set up a combined induction training, including roleplays simulating complex cases. The training is adapted according to the needs. The induction was given at the Bratislava branch on 29 July to volunteers and staff and at the Poprad branch on 8 August, with both branches ready to start their Humanitarian Service Points activities. Different levels of MHPSS trainings, including MHPSS Responder Trainings and Training of Trainers (ToT) in MHPSS as well as advanced first aid trainings are planned for the coming months.

PFA and self-care training as well as weekly support supervision for helpline operators have been put in place given the stressful nature of the position. Support training for SRC head office staff on stress management, self-care and support system insight was also conducted on 27 July.

With the establishment of Humanitarian Service Points across the country with integrated offer of services including MHPSS and Health services, a referral system is being developed and will allow secure referrals to individuals in need according to their location. Also, to strengthen the response programming, efforts have been made to mainstreaming MHPSS. A plan to integrate MHPSS into the Shelter program (including referral needs assessment, distribution of PSS materials, data recording and monitoring) with the inclusion of a self-care training/peer support.

For the moment, no health activities outside of MHPSS have been organized except for first aid trainings and the provision of first aid services paid by the Slovak Red Cross and cash assistance for the prescription of medicine in a branch on SRC's own resources. The IFRC/SRC seeks to help the affected population access health services through cash-based program for health services. This could include reimbursement for medicines, prenatal care and vouchers for psychological counselling and specialist health care. An assessment for the cash-based program is to be carried out.

With funding from DG SANTE, the IFRC as coordinator, in collaboration with the Slovak Red Cross and supported by the IFRC Reference Center for Psychological Support (PS Centre), developed an MHPSS capacity building strategy for the immediate, middle, and next two years in Slovakia. A two-person delegation from DG SANTE

travelled to Slovakia from 2 to 4 August to conduct needs assessment sessions with staff and volunteers from the headquarters and branches of the Slovak Red Cross; the Ministry of health, NGOs, mental health professionals, displaced people, and other stakeholders. The IFRC MHPSS Surge joined the assessment team for interviews at the Bottova Refugee Reception Center in Bratislava. A report from the DG SANTE evaluation team must be sent to the SRC. The DG SANTE 2-year program is set to kick off in Budapest on 22 September with training followed by a trickle down to the 5 participating countries, Romania, Slovakia, Hungary, Czech Republic, and Poland. A Psychosocial First Aid (PFA) training of trainer (ToT) for three SRC staff is planned in Budapest on 24 October and a training on Caring for staff and volunteers, delivered by the Psychosocial (PS) Reference Center is scheduled for November 24 and 25 November 2022.



## 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 Uzhhorod, 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.

### Regional

#### 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 displaced persons 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, WASH is envisioned primarily in terms of hygiene kits distribution and support to humanitarian service points in the event of an influx of refugees in future.

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. Ongoing coordination with region and PNS for possible need of British Berkefeld HFK portable gravity water filter system which can be donated from donor in Portugal.

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**

During the 6-month response, the URCS has provided hygiene kits to over 1.3 million people and supported with the access to drinking water in those areas which were heavily impacted by the conflict.

URCS continues to provide hygiene services in two hygiene centres for IDPs in Kamianets-Podilskyi, where over 40 tons of clothes were washed for over three months period.

Winterisation plans will also include hygiene assistance, including to IDPs living in the collective shelters. With the support of the RCRC partners. URCS has conducted WASH assessment in collective shelters, and based on the assessments, provided required items to satisfy basic needs of the people staying there.

Partner National Societies' response activities are reflected under the "National Societies' response activities in Ukraine" section.

### **Belarus**

Belarus Red Cross is distributing hygiene items. Upon arrival at the border crossing point, people receive hygiene items of the most urgent need. Those accommodated in recuperation centres or staying with their relatives and friends receive hygiene items upon their requests after applying at the local Red Cross branches.

More than 988 litres of water and 4,035.8 kg of hygiene items and 2,424 hygiene kits have been distributed.

### **Hungary**

During the reporting period, HRC distributed hygiene supplies to 40,158 people across the country. This is following assessments at different reception and transitional centres, including a joint WASH-Health-PGI assessment during the early phases of the emergency, 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 implemented. Public health and hygiene promotion material ready for future winterization and COVID-19 spikes. Activities related to hygiene promotion have been incorporated to health promotion, including COVID-19 messaging.

With support of other funding sources in the reporting period HRC conducted hygiene promotion activities in Szeged shelter.

## Moldova

Hygiene items are being distributed to both host communities and displaced people. IFRC Surge teams conducted a joint WASH-Health-Shelter assessment, and further discussions on mid-term and long-term approaches are ongoing. Preliminary concept note regarding mobile service points was submitted to Moldova country office for further deliberation and development with NS.

MRCS volunteers have been promoting measures of protection and prevention of COVID-19 in refugee placement centers as well as hygiene measures in placement centers to prevent the spread of other diseases among refugees and especially among children within the placement centers.

Moldova Red Cross received 2,112 hygiene parcels for adults with the scope of reducing the risk of infection of different diseases and their distribution is ongoing. Another number of hygienic sets are either going to be procured or already ordered.

Moldova Red Cross, from its own stocks, supported the host families and vulnerable people from some regions where the water quality is low with 660 water filters. In regions with water deficit, Moldova Red Cross, from its own stocks offered the host families and vulnerable people 320 pieces of 10 litres canisters for water storage.

It is planned to do procurement of water filters and cartridges within the existing budget.

## 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, 106,189 people were reached by Polish RC with wash-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 IFRC Poland team, in coordination with LOGS-ERU teams in the field are delivering female sanitary products to PRC branches for national-wide distributions through local branches and main humanitarian actors. PRC branches for national wide activity. The activity being conducted 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 7.78 million people under the integrated assistance approach with services at border crossings, health centres, collective centres and host communities, while 412,663 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

Damage to housing is a major concern, which means many could be left without proper heating in the colder months. It is estimated that at least 44.8 million square metres of housing had been damaged as of early June. Even minor damage such as a broken window can have a major impact in cold weather in Ukraine. In areas where fighting is ongoing, many people seek shelter in basements or buildings turned into shelters for displaced

people, which are often without water, heat or electricity. Shelter support is essential, so people can rebuild their home, rent a home or contribute to a household that is hosting them.

## Regional

### Key Highlights

The 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. In the region, there are ongoing efforts to roll out the national shelter programmes, including assistance for rental and host family support which is ongoing in Poland and Slovakia.

Mapping ongoing and planned shelter activities in both EU and non-EU National Societies and identification of coordination focal points is continuous. Support and guidance have been provided to various IFRC country-based teams to assist them with their engagement with National Societies on the suitability of host family support and rental assistance in particular. By now, Slovakian Red Cross and Polish Red Cross have agreed in developing both mentioned programmes and planning and design are ongoing, with delegates deployed in each of the countries. There has also been a need to engage with some National Societies on what role they may want to or continue to play in collective centres. In the case of Ukraine, support is also provided to explore other type of shelter assistance options to facilitate the return to some areas previously affected by the fight as construction of transit sites or repair assistance. There have been efforts to engage with the rest of the countries of the first ring (Hungary and Romania) as well as neighbouring countries to share best practice related to different shelter interventions. This has also allowed an understanding of shelter options and the role of NS in the countries of destination for those intending to relocate more durably.

### 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 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 led 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 displaced persons (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.

The shelter IM architecture for case management in Poland, Slovakia, and Ukraine has not been signed off yet at every level (integration of Kobo, EspoCRM and RedRose as the digital solution for beneficiary management + case management + payment). This is delaying the necessary testing of all tools developed for the pilot.

Setting up humanitarian service points remains challenging, along with the human resources capacity gaps both at IFRC and National Society level region wide.

## Ukraine

During the reporting period, the URCS has moved forward with the Shelter assistance. In July, in cooperation with the Lviv local authorities, the URCS opened a model-type shelter for over 100 pregnant women in Lviv. URCS is constructing 100 separate houses in North Kyiv and Zhytomyr region, the areas affected by the conflict and returned to the governmental control. The URCS plans to rebuild a dormitory for the people which was destroyed by the conflict in Chernihiv, similar assistance is planned in Sumy. URCS provided relief, bedding and household items assistance in the collective shelters organized by the state and local authorities, including conducting the needs assessment there. And with the support from the RCRC partners, started the light repairs in private housing (windows and roof repairs).

Moreover, based on the URC and IFRC MoU with the Ministry of Communities and Territories Development, in line with the NS auxiliary role to the government, the URCS supported over 45,000 families hosting IDPs, using the state platform “Prykhystok” or registration with the local authorities, to cover the utility expenses (UAH 450 per IDP hosted or CHF 11.85). For the wintertime, to cover increasing utility costs for heating, the amount of assistance will be increased to UAH 900 (CHF 23.7). With the support of the Danish RC, and in cooperation with Chernihiv authorities, almost 10,000 people hosting IDPs were assisted with the amount of EUR 215.

With the IFRC support, the URCS has developed the Winterisation Plan (predominantly with the shelter and NFI/household items) on the assistance to be provided to vulnerable populations, in light of low temperatures during the winter season in Ukraine. As part of the URCS winterisation plans, IFRC has committed to support up to 120 URCS staff and support costs, so that URCS can have relevant staff in all regions to be able to undertake the activities related to winterisation. IFRC supported URCS with the development of the specifications for the NFI/household items assistance, in line with the IFRC standards, and with the development of SOPs and guidance for all activities proposed by URCS and partners.

Partner National Societies' response activities are reflected under the “National Societies' response activities in Ukraine” section.

## **Belarus**

Ukrainian citizens who need accommodation are hosted at the recuperation centres and dormitories, receive meals, clothing and hygiene products upon request, and communication with relatives is also ensured. Such services covered 969 people. From 19 March to 12 April, 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 were providing hot meals and psychological and first aid. A total of 2,601 services were provided. 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.

Crisis centre in Brest region was opened on 16 June and immediately accommodated a family from Ukraine. The family was provided with meals, hygiene items and clothes. Medical support for the family is provided. The branch is assisting the head of the family in finding a job. Similar support to people from Ukraine is provided in RC Crisis centres in Gomel and Grodno. Such centres will be opened in Mogilev, Vitebsk and Minsk region as well.

## **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 defense 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.

HRC has targeted more than 100,000 people through the distribution of different NFIs that were collected from different sources and have been distributed at county level.

HRC keeps working in shelter in Szeged with bilateral support coming from UNHCR.

## **Moldova**

IFRC 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. 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 such as blankets, hygiene kits for adults, hygiene kits for babies) have been distributed by the MRC with support from 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 hygiene kits for adults). 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. Distributions will 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. A joint Safeguarding / Shelter scoping mission took place from 11 to 19 June to ensure that considerations will be included to secure minimum adequacy criteria of the accommodation conditions and secure required protections considerations in place to avoid abusive practice on the potential continuation of WFP programme or potential host family assistance to be developed by MRCS.

With support of the Swiss RC, MRCS was able to procure and provide highly requested supplies including bedlinen, towels and pillows. 960 towels were distributed to both displaced persons and host families.

## **Poland**

IFRC 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 31 August 2022, the Polish Red Cross has supported 580,455 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. As of reporting period, a total of 584 vehicles transported 5,131.9 metric tons of aid to Ukraine.

There was a significant accommodation pressure, where guesthouses and hotels owners were asking displaced people from Ukraine to vacate the places for them to prepare for the peak tourist season. The Polish Red Cross branches that spontaneously hosted Ukrainian refugees were also running out of resources and wished to return to their normal way of life. Rapid market assessment was developed, and Rental Assistance and Host Family Support programme was designed in different branches targeting in total around 2,500 HH. Among both programmes, host family support is prioritized. Phase one of rental assistance programme started with the identification of rental properties for 8 out of 38 families currently in a collective shelter in Lublin.

PRC was progressing with phase one of the rental assistance programme in Lodz branch; and was working with the Central Council of Roma Poland to define a pilot rental assistance programme to support 50 Roma refugee families to move out of collective shelters. Progressing with efforts to collaborate with UNHCR / REACH on site monitoring for more than 2,400 collective shelters across Poland.

Analysis of rental market completed.

## **Romania**

Fresh meals, non-perishable food, household items, hygiene products, clothing, SIM cards and other essential items continue to be provided at border crossings, branch offices, and Humanity Concept Stores (NFI pickup points for people fleeing Ukraine). A new Humanity Concept Store is being set up near the HQ of the RRC in Bucharest, which will open in the coming months.

Over 4,700 people were reached through Humanity Concept Stores with food, clothing, and hygiene products.

The RRC is continuing to provide support to government-operated temporary collective accommodation centers in the form of beds and bedding, hygiene kits, heaters, power generators, and other materials.



The RRC and IFRC are exploring options for winterization, potentially including shelter support in the form of cash for rent. A feasibility assessment for cash for rent will be conducted in the following month. This will include the support to host population.

The RRC increased its stock of shelter-related items that are stored in its warehouses in Bucharest to be distributed in cooperation with the national and local authorities in case of large numbers of new arrivals of people fleeing Ukraine.

More than 7,000 people 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.

Although Romanian RC is hesitant to engage in shelter because of capacity and because of the role of government, in recent weeks there has been an increased interest and need to explore potential shelter interventions. This includes host family support.

## **Russia**

Fifty-one regional branches of the Russian Red Cross (RRC) are involved in providing humanitarian support to displaced families through 118 humanitarian aid collection and 102 humanitarian aid distribution points. The RRC coordinates collection of humanitarian aid in Russia and has collected and delivered more than 1.4 thousand tons of humanitarian aid to the displaced people. A temporary warehouse for storage and sorting of humanitarian aid was built by the RRC in the Rostov Region for that purpose. RRC has also raised over RUB 185 million (over CHF 2.4 million) for the humanitarian assistance to the displaced and delivered over RUB 135 million of that already.

Mobile humanitarian service point of the Russian RC is established in Belgorod region. A total of 1,093 people were assisted in this HSP: 173 applications for cash assistance are received; 339 people received relief items; 122 people received support in RFL (one person is found); 196 people received PSS; 100 people received local SIM cards.

## **Slovakia**

During the first three months of the operation, while SRC branches distributed relief items (including cooked food, food parcels, clothing/shoes, hygiene items, school supplies) to approximately 272,696 people to cover basic needs in hotspots, reception centers and transit centers, the Slovak Red Cross headquarters and IFRC Team conducted assessments to identify sustainable medium to long-term shelter assistance options for both the displaced population and host communities. A shelter assessment, including a rapid rental market assessment and key informant interviews (KIIs) with the branch staff, the municipalities, host families and displaced families was conducted in June. Based on the preliminary findings, a cash assistance program for shelter, including a host family support and a rental assistance component, was presented to the Slovak Red Cross, which agreed to implement it in six of its branches.

In July and August, the focus was on developing the shelter program workplan and budget, technical standard operating procedures (SOPs) and minimum housing standards. On 28 July, the response team held a National Shelter Program workshop with SRC branch directors and staff to discuss and validate the targeting strategy; selection criteria and scoring system; analyze problems and risks; discuss options for the exit strategy / handover to local authorities and organizations; and provide guidance on integrating PGI, CEA and MHSPP into shelter programming. Following the workshop, the strategy, approaches, and materials were adjusted to reflect discussions held during the workshop.

The Netherlands Red Cross 510 group provided information management (IM) support to the Bratislava office to set up the CVA IM architecture for the cash for shelter pilot. Two colleagues from 510 joined the operation in Slovakia for five days (29 August - 2 September) and worked with the IFRC surge Shelter Coordinator and the

SRC Operations Manager to finalize the digital toolkit to be used for registration, selection, enrollment of participants in the program and payments. This, using KOBO, EspoCRM and RedRose as interface systems.

The Risk Management delegate for the Emergency Appeal, based in Budapest, joined the team to review controls and systems in place for the shelter pilot project and look more broadly Slovak Red Cross operations to provide support in identifying key challenges and risks facing the SRC to help better understand where IFRC support to the SRC would be most needed.

The IFRC/SRC team also prepared and coordinated with the Poprad branch to start the shelter program pilot with 15 cases (rental assistance and support to host families). This will be followed by a full roll-out phase immediately after in the remaining branches and up to the total target of 1,000 Households.

The Shelter program is challenged by the lack of CVA IM and/or IM staff available to support the shelter program in Slovakia. This has resulted in the need for IM staff from 510 to provide in-country support and ensure the 510 group is 'on call' during the pilot phase in case IM assistance is needed for issues requiring immediate resolution.



## Cash and Voucher Assistance

### Objective:

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

### Regional

#### Key Highlights

- The Red Cross Red Crescent Movement is distributing cash and voucher assistance in what is expected to be one of the largest cash distributions in Red Cross and Red Crescent history. With support from the IFRC and/or ICRC, local Red Cross National Societies have launched cash assistance support in Hungary, Poland, Romania, Russia, Slovakia, and Ukraine, and the team is looking to support other National Societies in the Region.
- The IFRC is also working with National Societies in the region to integrate cash programming into their own systems. With training and sharing tools, National Societies will be able to institute their own programs for future disasters and emergencies. Part of this process is finalizing data sharing agreements between IFRC and National Societies, training on tools and providing access to systems currently in use.
- Cash and voucher assistance remains one of the best ways to support those impacted by humanitarian emergencies. It is a fast, cost-effective, and dignified way to provide assistance, enabling people to purchase the items they specifically need. It also supports local economies and gives those impacted an active role in decision making for themselves and their families, which in turn helps with their recovery.
- Amount of cash distributed (CHF): **38M** (Federation-wide data, as of 20 September 2022)
- People reached by conditional and/or unconditional cash and voucher assistance: **412,663** (Federation-wide data, as of 20 September 2022)
- Self-registration app is now being used in Romania, Poland, and Slovakia with set up for some winter planning in Moldova.
- Cash distributions continue through two main payment solutions: the IFRC VISA cards and MoneyGram. MoneyGram is now able to offer, in addition to face-to-face pick up, also digital pick up and IBAN transfers.

- In the countries with an ongoing cash intervention, automatized chatbots are available to people assisted through Telegram, WhatsApp or Viber.
- The team reached an important milestone in the automation process in the first week of September and autopayments and messaging systems have now been turned on. This process continues to be heavily monitored and does not replace the human approval system that is currently in place but provides a great deal of relief to teams that have been spending time manually processing the payment and messages.
- Support the hiring of Ukrainian and Russian speaking caseworkers to help countries offering the self-registration model with “customer” support cases.

## Coordination

Internal RC coordination: Discussions continue with PNS 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 developed by each IFRC country team.

External Coordination: Continued engagement at country and regional Cash Working Groups. Although IFRC has been ready to share data with UNHCR for over a month, as per the signed Data Sharing Agreement, the UNHCR systems and processes were not ready. Following the finalization of UNHCR systems and processes, IFRC was able to send test data and have started the process of de-duplication in the first week of September.

## Challenges

Coordination with other NGOs in the cash space remains challenging as the space is limited and although data is now able to be received by the UNHCR for the process of de-duplication, it is far later than hoped. Therefore, there will be some review and revision of households registered in more than one agency.

Out of over 30 profiles across the region, only one long-term team member was in place before surge was stood down. This has created a significant resource gap. Business continuity plans have been drafted and a variety of approaches have been put in place to provide immediate cover and ensure MPCA does not stop, however, it may slow down the ability to provide support to winterization plans and sectoral approaches. It has also delayed the publishing of the CVA dashboard onto the IFRC GO Platform.

Swift variations on the Movement patterns of the targeted population continue and could increase over winter.

## Ukraine

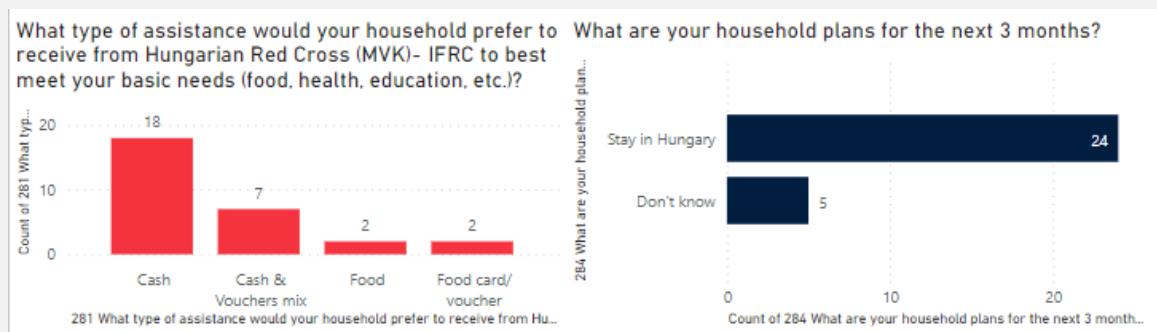
Cash is the central response modality of the IFRC response to the crisis in Ukraine, which is in line with the findings of the regular IOM surveys in Ukraine which show that over 70% of IDPs and non-displaced people are in need of financial assistance, and that it is a primary need. In Ukraine, the IFRC works directly with (and through) the Ministries to support the URCS in its auxiliary role to the government and the national-level response. These include agreements with the Ministry of Social Policy to assist IDPs with disabilities in need of assistance and with the Ministry of Veterans Affairs to assist war-wounded veterans with disabilities. URCS supported the Ministry of Social Policy in developing the platform eDopomoga, where IDPs register for assistance, developing necessary IT tools and other support required to be able to collect the needs in the country (via self-registration and verification) and further provide cash support to the people in need. During the reporting period, pilot multi-purpose cash assistance was provided (via Red Rose) to around 21,000 IDPs with disabilities across Ukraine with the amount of UAH 6,600 (CHF 170) to cover the basic needs for 3 months. The assistance to around 68,000 war-wounded veterans is under preparation and plans to be launched on 14 October 2022 (Defenders' Day).

IFRC continued to lead 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, monitored, and harmonized, adopting similar tools and approaches to the extent that it is possible and ensuring that learning and good practice are shared and replicated. IFRC and URCS co-chair the Cash Working Group with a renewed focus on how the group promotes the consistent use of harmonized and contextualized CVA guidance, approaches and tools among Movement

partners and enabling effective collaboration and partnerships. IFRC also supported the URCS and other partners in the development of the Unified Plan (One Movement / URCS Plan) for 2023-2025 on cash assistance. Partner National Societies' response activities are reflected under the "National Societies' response activities in Ukraine" section.

## Hungary

- HRC led or provided support in **needs assessments**, market assessments, **information** on financial service providers coverage, available funding support by government and other information.
- **Discussions** on the possibility of this intervention in country with government stakeholders, including the Ministry of Interior, Ministry of Foreign Affairs, members of the Charity Council, and IFRC.
- HRC and IFRC initiated a small pilot programme, involving up to 250 people in three counties of Hungary, in order to collect evidence on core elements of CVA programme, such as the correct eligibility criteria of supported families, amount and frequency of payments per family.
- Development of further programme locations is ongoing. Summary results from the needs assessment that took place in Csongrád-Csanád county in preparation for the pilot programme to be implemented:



In the initial stages of the emergency, the IFRC CVA Coordinator for Hungary also worked with external partners to start a cash sub-working group under the established Basic Needs Working Group to discuss CVA planning amongst multiple actors.

## Moldova

- The CVA project is focusing on the potential gap between support for refugees and support for families hosting refugees. Ongoing adaptation of the self-registration app to the host family model.
- A cooperation agreement was signed with WFP.
- A contingency CVA seasonal program for an in-transit wave due to the upcoming winter is under preparation. Seasonal adaptation program: 65,000 refugees x USD 100 x 1 time
- There is a planned visit of the Moldova RC and IFRC team to the Romanian RC and IFRC mission in Romania. One of the areas of discussion and sharing experience is CVA, using the Information center and finalizing modifications of the IFRC mobile app for the Moldovan context.
- Ongoing discussion about drafting technical MoU with the external partners regarding participation in improved Host Family support cash assistance program as of September 2022, and participation in broader ESSN type social protection program for vulnerable Moldovan and integrated refugees.
- A pilot of the self-registration app and both payment systems (MoneyGram and Visa) has been concluded in Moldova and Transnistria with positive results. SA list of suggestions for improvements has been shared with the CVA team and the Information Management system provider.
- Ongoing discussion about contingency budget so that money can be transferred to the FSP in 24-48 hours. CHF 5M has been requested to be "pre-positioned" for crisis response purposes throughout the remainder of the year and into spring of 2023.

## Poland

IFRC is continuing to support PRC on the CVA programme. Cumulatively, as of 22 August, 16,013 households were reached with the amount of EUR 12.5 million disbursed (between one to four instalments) in three districts; Mazovian, Łódzki, Kujawsko-Pomorski. Out of which, 511 households have now received all four of their instalments under the operation.

The IFRC is reinforcing the capacity of the Polish Red Cross so that cash transfer becomes a preferred modality in PRC response system at national level. IFRC is currently providing support to Polish RC through the recruitment of CVA experts, Enumerators for Cash Registration and Application activities, and improving the NS data collection techniques and training volunteers in data management relative to the CVA.

CVA interventions have been included in the Disasters Emergency Committee Phase 2 proposal for potential scaling-up and contingency plan of actions to respond to the winterization period.

Data-sharing agreement between the IFRC and Polish Red Cross has been signed. The agreement will allow IFRC to support the Polish Red Cross to provide sustainable and resourced humanitarian services, especially in terms of information and data collection for cash assistance activities

## **Russia**

In coordination with all Movement Components, the initial response of the RRC to the emergency included distribution of multi-purpose (food and essentials) and pharmacy vouchers.

Feedback collected from the recipients showed that the majority of the displaced prefer to receive financial support in the form of cash vouchers, which would provide them with greater flexibility of choice. However, in the view of bank transfers being only available for people registered in Russia (as displaced or refugees or other), bank transfers would not be available to the undocumented displaced people.

The RRCS has therefore started to provide assistance via multi-purpose cash to the families registered in Russia and meeting the vulnerability criteria agreed between the Movement partners (including older people 60+, pregnant and nursing women with children under 3 years; households with individuals with disabilities; single-headed households with children under 18 years; large households with 3 or more children under 18 years). The volume of cash assistance will be linked to the size of a household (1-2 members: RUB 5,000, 3-4 members: RUB 10,000, 5 and more members: RUB 15,000).

In March-June, 2,578 families of displaced people in Voronezh and Rostov regions received assistance through the provision of vouchers for food/non-food items.

From 15 June until end of August, a total of 53,287 people received cash and voucher assistance for the total amount of RUB 80,155,000.

In June- August, a total of 7,891 families received cash assistance with ICRC support.

At the same time, RRC will continue provision of multi-purpose and pharmacy vouchers to the families who meet above criteria, but for various reasons remain undocumented in Russia.

The distribution of CVA will continue following a one Movement approach, to ensure consistency in implementation (i.e., same selection criteria, reporting etc.), and to avoid duplication and other inefficiencies.

## **Romania**

Since the beginning of the CVA program in Romania, between 26 April and 07 September 2022, 59,000 people who fled Ukraine living in Romania have been registered using the CVA self-registration app and received a total of EUR 16 million in cash assistance.

The multi-sectoral needs assessment in Romania to support the winterization plan and implementation plan of Romania has been finished. The market assessment tool and workplan with the Cash Working Group has been finalized.

Over 2,200 people were supported through the Romanian Red Cross Call Center and over 500 people received support through Service Points to register or troubleshoot their registrations for the CVA program.

The Romanian Red Cross and the IFRC continue to run the program through community outreach, humanitarian service points, and community engagement work. A website landing page explains programme criteria and drives visitors to download the enrollment app.

## Slovakia

From early May to 5 September, a total of 2,966 households (5,190 individuals) were enrolled in the CVA multi-purpose cash transfer program. Of these, a total of 2,659 households had been reached with 1 to 3 installments of multipurpose cash, averaging EUR 146 per households for a total of EUR 1,000,597. Single women comprise the most common household structure. The transfer value aligns with Slovakia's Social Protection system and is uniform across all Cash Working Group partners. The Red Cross beneficiary selection criteria have been defined with the support of Migration and PGI experts.

In Slovakia, cash and voucher assistance (CVA) remains one of the priority interventions for the vulnerable population who have fled Ukraine. As agreed with the Slovak government, the program has been extended for another two months (August and September, which means each household will receive 5 payments in total) and will provide support to families fleeing conflict until the government launches its support program. In accordance with the deadlines agreed with the relevant ministries in country, registration for the CVA program in Slovakia was completed on 31 August with 2,966 households successfully registered. Thus, the latest enrolled cases will receive the first payment in September and the last one in January 2023.

To ensure better communication of CVA programs and reach the target population, a communication plan was developed in collaboration with the CEA delegate responsible for communicating with the identified Facebook/Telegram groups. These messages were regularly monitored, and information was provided based on requests shared by the members of the groups in collaboration with the agents of the CEA and the CVA.

Staff and volunteers from nine branches were trained in CVA registrations for visa card distributions and to provide "assisted self-registration," or working together in-person with a beneficiary to complete enrollment using a Red Cross mobile phone. The first cohort of beneficiaries was enrolled using this method in mid-June. With the nation-wide launch of the self-registration app, in-person registrations were available by appointment to families that face challenges to use the self-registration app and/or digital payments.

In addition to a direct contact with branches, beneficiaries can reach out to a full-time helpline, staffed Monday to Friday 9am to 5pm by a native Ukrainian speaker, supported by a part-time second operator. The call center currently logs up to 25 calls per day, primarily dealing with refugees interested in financial assistance. A Case worker profile has been added to the CVA team, with access to the beneficiary data management platform, to ensure that the cases and requests coming to the helpline are resolved quicker, often during the call or on the day of the request.

Slovakia's CVA program is actively participating in broader regional efforts around full automation of payment notifications and the reimbursement cycle. In addition, it is part of the first wave of rollout launched on 2 September. The team has been closely reviewing test automation results, including manual review of the rejected applications to ensure the selection criteria are correctly applied.

The Red Cross has partnered with UNICEF and IOM to create a referral path for families whose members include a person with a disability, or a family with special needs, to provide additional assistance through a "caregiver's allowance" which can provide the household with an additional EUR 508 per month. At the moment, the referral system is on hold, as partners are waiting for the inter-agency duplication checks and subsequent cleaning of



lists to be completed according to the terms set out in the data sharing agreement signed between IFRC and UNHCR.

A meeting was held with the Ministry of Labor, Social Affairs and Family at the end of August to discuss the government's transition plan towards running its financial aid program to support households that will be referred to the government after the IFRC/SRC program ends. Following this meeting, clarifications remain to be made in terms of process before finalizing the communication messages to the beneficiaries of the program.

The CVA team also participates in the development of the Shelter program with preparation of the encashment plan submitted to the Regional Office for financial validation.

A Cash for Education grant support project is being developed to support the CVA program recipients with schooling costs for their children.

A Post-Distribution Monitoring (PDM) for the multipurpose cash program is in preparation. The questionnaire has been revised to adapt to the Slovak context and submitted to the IM Surge to transpose into Kobo form.

The biggest challenge facing the CVA program is associated with the human resource gaps required for the CVA program but also for other sector interventions that intend to use CVA as a service delivery modality.

## Belarus

Preparatory work to CVA and the vouchers distribution started in August 2022. By the end of August, 199 vouchers were distributed to around 100 households. At the same time, consultations with the banks are conducted to analyse possibilities for cash transfer to banking cards.

Joint approaches of CVA are developed between IFRC, ICRC and UNHCR. Through Belarus RC with the UNHCR funding around 300 families received CVA in June - August 2022.

Categories of eligible people assisted for CVA are defined as: older people, large families, incomplete families (including unaccompanied minors), people with disabilities, pregnant and lactating women. In case of doubt or in case of clear vulnerability, which is not within any of the above-mentioned groups, a commission in Belarus RC will decide whether the person can receive CVA. A household of 1-2 persons will be entitled to 1 voucher/cash portion per distribution, 3-4 persons – 2 vouchers/cash portions, 5 persons and more – 3 vouchers/cash portions. One voucher or cash portion will equal BYN 270 (approx. CHF 75).



## 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.

## Regional

### 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.

Spanish Red Cross to deploy a Delegate to the Region, to start preparing the Employability programme in interested countries. Beside Ukraine, Poland and Slovakia have shown interest.

### 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. The most urgent issue currently discussed is the preparations for actions regarding winterization.

Neighbouring National Societies supporting refugee access to employment would welcome support from Federation partners experienced in employability.

## **Ukraine**

Since the start of the conflict escalation, the URCS has provided to around 70,000 of the most vulnerable people affected by the conflict with retail store vouchers (Silpo and Aurora), contributing to improved family food security and covering their basic needs, with the support from the World Food Programme, Save the Children, Estonian Refugee Council, German RC, AutRC, and Swiss RC.

In total, 3.35 million people were assisted with hot food and food parcels, including food for children.

Jointly with the Spanish RC, the URCS has conducted livelihoods assessment for Ukraine, which will serve as a basis of One Movement / URCS plan on Livelihood for 2023-2025. URCS will continue delivering livelihood assistance, including as part of the winterization plan.

Partner National Societies' response activities are reflected under the "National Societies' response activities in Ukraine" section.

## **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.

12 people have been assisted in finding jobs and 370 people received food items.

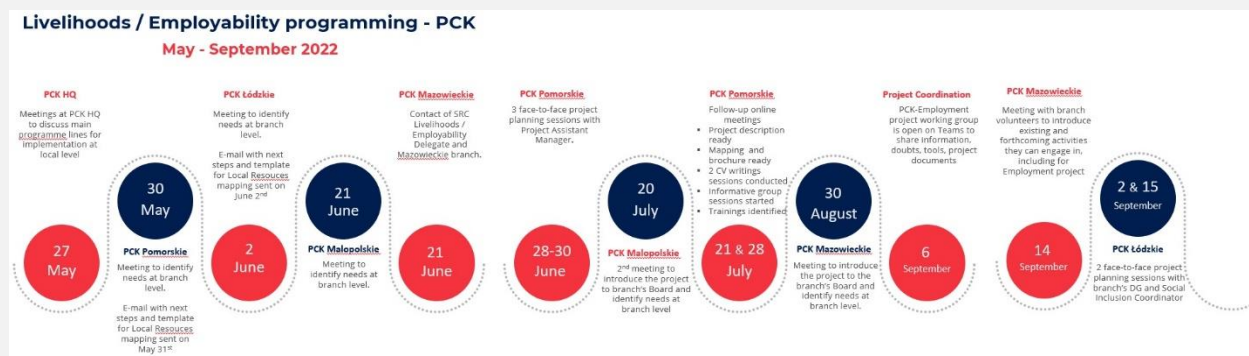
According to the Ministry of Interior, around 500 people who left Ukraine, were able to find employment in Belarus.

## **Poland**

Bilateral support is provided by the Spanish Red Cross with the aim of strengthening the Polish Red Cross' capacity to develop and implement Livelihoods employability programs for improving access of Ukrainian refugees' access to the Polish labour market. Meetings were conducted with regional branches of Pomorskie (Gdansk), Łódzkie (Łódz), Mazowieckie (Warsaw) and Malopolskie (Krakow) to present the project and discuss about its implementation timeline.

Short description of key resources, mapping of existing local resources for referral and providing technical support to launch and start up the livelihoods program has been ongoing.

Collaboration with UNHCR and other organisations to identify winterization priority preparedness actions, to build on an inter-agency contingency plan.



## 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.

Over 8,000 people have been reached through food assistance at branch offices, border points, and Humanity Concept Stores (NFI pickup points), 64 children were supported with daycare and language classes and 15 people were provided with employment consultations/advice.

In July, the Romanian Government launched its National Action Plan in response to the Ukraine crisis, announcing a range of state-funded activities, mainly focused on housing, employment, and social welfare-related programs, which IFRC and RRC will aim to complement in coordination with national authorities.

In August, multisectoral needs assessment was carried out using a digital platform. The results of needs assessment are being used to define the future humanitarian services in Romania.

A winterization plan has been developed together with Romanian Red Cross. The plan has been endorsed by Ministry of Emergencies of Romania.

## Slovakia

In its response to the crisis to date, the Slovak Red Cross has focused on emergency measures such as the distribution of hot meals (124,555 times) and food parcels (67,158 times), securing shelters, supporting administrative procedures (26,301 people) and delivering multi-purpose cash assistance. However, the IFRC team in Slovakia points out that the Slovak Red Cross (SRC) is considering getting involved in the livelihoods sector, in the activities described under the employability programme, support for labour market integration and vocational training, as part of the social counseling and referrals provided at the Humanitarian Service Points.

The shelter and livelihoods program has been further developed and presented to the six branches that will engage in the program and to the steering committee. The Shelter program is currently starting its pilot phase in Poprad.

With the onset of winter and the expectation of an influx of refugees, information was collected on lessons learned from the first wave of refugees and needs assessments conducted with SRC branches to inform a contingency plan that would guarantee basic needs if necessary.

## PROTECTION AND PREVENTION

**(PROTECTION, GENDER, AND INCLUSION (PGI), SAFAGUARDING, 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 430,701 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, abuse and exploitation, discrimination and exclusion, and their needs and rights are met.*

#### Needs Assessments

The demographics profile of those who have been impacted and the nature of the conflict has exacerbated pre-existing risks including trafficking, exploitative labor, family separation and sexual exploitation and abuse, particularly for children. The conflict is strongly affecting children's access to education: in Ukraine, schools either are operating in distance modalities or have suspended learning activities; for children that have left the country, the main barriers are language and transportation. Within the 8 million IDPs in Ukraine, 52 per cent of displaced household are reporting at least one child between 5 and 17. Around half of those who have fled the country are children.

Discrimination and practical barriers to accessing services is also a risk, particularly for identified groups of refugees such as stateless peoples, third country nationals and groups such as Roma, persons with disabilities and LGBTIQ+ as a result of less protective legal frameworks and discriminatory practices.

Recent Inter-Agency reports and Protection Working Group findings highlighted that many women in particular lacked knowledge of when and how humanitarian distributions are carried out and information about safety and security. Vulnerable populations such as Roma, older people, and female heads of households often lack access to internet or smartphones and information on ongoing events. Many people noted that they did not know whether they were allowed to stay in neighboring countries beyond 90 days or how to get protection visas, as well as how to obtain long-term work, and therefore traveled back to Ukraine assuming it was safe. Women and children, often unaccompanied, face increased risk to sexual exploitation and abuse when crossing borders.

Key gaps that have been identified for these specific targeted population include safe Referral pathways for sexual and Gender-Based Violence (SGBV) survivors, prevention and response mechanisms on human trafficking at borders, access to health services including access to sexual and reproductive health (SRH), with various groups needing access to specialized medication and treatment (hormone replacement therapy, for example), lack of safe and accessible accommodation for women and the LGBTQIA+ community.

On a more institutional level a large gap exists for Safeguarding; specifically, the Prevention of Sexual Exploitation and Abuse (PSEA) and Child Safeguarding. The IFRC and all affected National Societies need important improvements in capacity building, reporting mechanisms, policies or codes of conduct that guarantee a safe environment for all.

## Regional

### Key highlights

The operational strategy for PGI and safeguarding, given the barriers and challenges, remains to focus on mainstreaming across programs and supporting trainings across National Society and IFRC teams. Based on the recent mapping across the 16 countries which included PGI and Safeguarding commitments, the PGI and Safeguarding team remains in close contact with all country teams to support with Safeguarding and protection concerns, mainstreaming, and requests for training, strategy, and program support. There is also continued and close collaboration with protection working groups to ensure a holistic and informed response. Continuous multisectoral coordination meetings with ICRC are established; possible actions are joint training material, information sharing and field coordination.

PGI/Safeguarding roadmap for 2022-2024 has been finalized and presented to PNSs that demonstrated an interest in earmarking funds for PGI and Safeguarding. In this regard, the Australian Red Cross pledged CHF 1.3 million and the British Red Cross pledged CHF 1.5 million.

### Challenges

National Societies in this operation, though strong in many areas, still require formal institutional and thematic strengthening in PGI, including trained staff and volunteers, policies and frameworks, and organizational history of implementing PGI and safeguarding which lead to successful PGI mainstreaming and programming in emergencies.

## Ukraine

The URCS participated in multi-sectoral assessments (WASH, Shelter, Health, Migration/PGI) of selected shelter sites for internally displaced people (IDPs) living in Zakarpattia region. 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. The PGI team supported the National Society to conduct a short ToT training on PGI and develop a short list of items for Child Friendly Spaces. The IFRC continues to participate in external coordination with the Protection WG.

In June, on the request from the URCS Feedback Manager, the Safeguarding Coordinator co-facilitated a five-day training in Lviv on "How to receive and respond to sensitive complaints" for the Feedback Manager and staff at the URCS Information Centre in Lviv.

## 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.

Children regularly received games, books, and colouring books. A meeting with the volunteers in Zhlobin (Gomel region) was organized to provide information about RCRC principles, code of conduct, emergency response and violence prevention.

156 people received printed materials on prevention of violence, non-discrimination, inclusion and RFL. With UNHCR support, an event to support children/provide PSS for children was organized, in which eight people including five children participated. With the support of IOM and UNICEF, a total of 370 leaflets and 271 booklets with useful information was disseminated among people from Ukraine. 10 children received toys. With the support of UNFPA in Brest and Gomel regions, "Orange spaces" are available where women can receive PSS,

consultations, and referral. With UNICEF support four child friendly spaces were organized in Gomel region and one in Brest region.

The annual charity campaign of Belarus RC to prepare children to school was launched and includes children of the Ukrainian families as a target group.

## Hungary

In collaboration with the MHPSS team, a session on PGI was delivered as part of a ToT for the Hungarian Red Cross (6 Females- 3 Male). The session included core concepts, case study examples, and RCRC frameworks on 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.

In addition, a joint field monitoring visit to the health ERU in Záhony was conducted, where PSEA immediate recommendations were provided. The PGI team provided technical guidance on PGI and Safeguarding for the ERU Spanish Red Cross. Recommendations for long term have also been provided and will be part of a future action plan.

Initial internal discussions to pilot a profiling exercise have taken place in order to define with more accuracy the needs and the support to different targets groups.

HRC reached the following **major vulnerable groups** with all or a combination of its major services (Health and Care; Relief):

- Mothers with young children from 0-3 years old
- Pregnant women, travelling with other women including with children
- A very large % of children travelling, approximately 50% of the travelling population
- Roma community, coming from Ukraine from the Transcarpathian region, who do not seem to stay separate/ not integrate with other Ukrainian groups (different habits)
- HRC did meet with many people with physical disabilities. When these people were identified, they were referred to more specialist support including a hospital. Since it was challenging to quickly identify suitable accommodation or social care for this group, the individuals were often referred to hospitals until the correct social care facility was identified.

From the beginning of the border crossings, HRC set up **mother and child friendly spaces** near the health teams, who have also checked for issues related to protection and violence.

Several locations provided **daily/regular children activities**, which were developed on a flexible/mobile/as needed basis with the help of Spanish ERU. Children activities included singing contests, drawing, LEGO sessions and other individual and group games. As needed with languages.

Specifically, by location:

- In **Záhony's train station** location, HRC volunteers and staff provided daily activities for children and continue to offer activities for up to 20 children daily (larger daily number in the beginning of emergency)
- In **Győr**, regular activity is conducted by a teacher preparing children to join Hungarian schools in September. The number of children benefiting from this activity was **46**.
- In **Dunaújváros**, a kindergarten teacher/nanny from the Ukrainian community, conducts daily activities to children of kindergarten age.
- In **Szeged**, in the same building where the health centre is, the HRC conducts similar activities to children.



- In the fully managed centres, HRC created safe spaces for similar children's activities from the opening of the centres. On average, 30 children have been occupied with this activity in each HRC centre

For the **adults (mothers)** the mother and child safe spaces were used more as a space to interact with other mothers.

For the future, with the new PSS project (funded by DG SANTE) HRC would like to train staff and volunteers to be able to better support groups and do additional referrals, including mental health.

## Moldova

Technical guidance on protection risks mitigation for the cash and voucher program has been provided to the local team. In addition, the PGI team plans to visit Moldova in June to do the following:

- Provide Safeguarding & PGI training to the IFRC team in Moldova (6 participants).
- Attend the inter-agency network meeting in person to discuss referral pathways for PGI & safeguarding concerns.
- Provide technical guidance to the IFRC team to ensure they take a safer recruitment approach for the new staff they are recruiting.

Provided technical guidance to ensure safe programming on any future programmes.

## Poland

IFRC Poland team is increasing the number of trainings targeting the volunteers of PRC and humanitarian groups responding to the needs of the affected population. The first training was carried out on 31 March 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.

The PRC has recruited a dedicated PGI Officer and 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. A new PGI Coordinator is expected to deploy in September 2022, who will continue to provide support to the team in integrating the PGI approach in all aspects of the Poland operation and developing an implementation plan for the PGI activities.

Joint training (MHPSS-PGI) of newly hired Cash team members (for NS) who will be in charge of the reception and queries desk at the cash distribution.

Partnership with Volunteer Management team to develop Safeguarding screening mechanisms for new volunteers: Including development of tools, translations of materials (Statutory declaration, Child Protection Policy) and support to develop presentation for Volunteer Managers in the branch Continued mainstreaming into the CVA programme, including inputs into communications plan, and training of newly hired enumerators (12 – 11F& 1M) in PGI. Partnership with identified vulnerable members of Roma's community direct referral for cash and NFI assistance has been put in place through the PGI and Cash team in Warsaw (estimated 10-12 households) Coordination with GBV working group lead, for cash safe access distributions

PGI, PSEA and Child Friendly Spaces (CFS) training for staff and volunteers in the Polish Red Cross HQ. An estimate of 13 participants have been identified. A misconduct reporting structure set up at the Polish Red Cross is being discussed. PGI-Safeguarding training for 23 staff and volunteers for Polish Red Cross (17 F- 6 M)

Partnership with local organizations (LGBTQIA+, Roma, persons with disabilities and survivors of SGBV) for direct referral for cash and NFI assistance has been put in place through the PGI and Cash team in Warsaw.

The volunteer Management system has been rolled out and will include screening measures to increase safe delivery of services by volunteers.

**Expansion of the Contact Centre in Poland:** Joint cross sector proposal developed between CEA, MHPSS, CVA, Shelter, PGI, and Operations to address identified gaps in the contact centre. The result will be an expanded contact centre team including new hotline operators, a contact centre coordinator, and a more appropriate space to accommodate the growing team. This will ensure capacity to respond to feedback, including sensitive complaints from the community.

Realization of PGI training including:

- Introduction to PGI to PRC: 2-hour introduction to PGI for 4 x PRC head office staff, including MHPSS and RFL focal points, and new PRC cash management team (4 people 2M&2F).
- PRC CVA Enumerators on PGI for Cash Programming: 3-hour training on PGI considerations in Cash Distributions for Enumerators (12 people, 11F & 1M), including DAPS in Cash programming, basic referrals, basic Safeguarding, and integrity line. PGI approaches integrated on regular data collection for M&E surveys for CVA.
- Volunteer training on Child Friendly Spaces: Basic CFS training for 5 volunteers (3F&2M) enabling them to now manage this space at the cash distribution.
- Referrals Training CVA team (IFRC): Rapid referral trainings for IFRC cash team to increase capacity to refer prior to face-to-face beneficiary distributions 5 (2M&3F).
- Training modules to deliver a training in Ukraine, in partnership with Lviv CEA and Safeguarding Coordinator, including on Receiving and Managing Sensitive Complaints for Call Centre Staff and Understanding feedback systems, risk assessment, governance, and accountability aspects that can be integrated into work across sectors. Trainings and feedback forms translated to national language and Ukrainian.
- PRC safeguarding self-assessment completed and subsequent coordination with OIAI around support to PCK to establish a safeguarding system, including securing 1 year funding for PRC to trial integrity line.
- Assessment conducted in Zielona Gora, Nowa Sol and Opole to strengthen the PGI response for affected population, as well as to identify and link other sectors to the branch for more effective cross sector approaches.
- Coordination with ICRC on protection approach in Poland, particularly with regards to newly identified NS roles.

## Russia

With support provided from ICRC, RRC has been working on restoring family links of people displaced by the crisis. A total of 6,387 RFL applications received since the beginning of the crisis. A total of 7,738 RFL applications received since the beginning of the crisis. In August, 1,351 applications received, 383 are being processed, 91 persons were found, 602 cases were closed.

## Slovakia

During the first three-month period, an assessment on protection, gender and inclusion (PGI) and migration was undertaken and completed in Slovakia. Internal policies, procedures, and content related to volunteering have been updated to include protection mainstreaming, specifically related to children, women, older people,

and people with disabilities. In July, the Red Cross Volunteer Code of Conduct and Basic Induction handout were updated mainly with respect to the rights and duties of volunteers.

These last months, the country plan, the contingency plan; the programs and tools developed for this operation for shelter, cash and vouchers assistance, and the establishment of Humanitarian Service Points (HSP) have all been carefully reviewed to ensure mainstreaming of PGI. Orientation, supervision, and coaching were provided to the helpline officers on an ongoing basis. An internal referral system and pathway (from HSPs to NSHQ/PGI delegate) in EspoCRM case management system has also been implemented, integrating PGI. In addition, statements of commitment have been drafted with the Slovak Red Cross on child protection, prevention of sexual abuse, PGI and environmental management. These will be presented to the Assembly of the Slovak Red Cross to be held on 24 September and will form the basis of policy development in these areas, aiming for the Slovak Red Cross to have policies in place for end of the year.

During the first three months of the emergency, the Slovak Red Cross supported the operation of child-friendly spaces, including private and comfortable areas for breastfeeding, at all border crossing points.

Transportation for people with chronic illnesses or mobility issues who cannot access regular transportation to access registration services, accommodation, or other services, including medical, was first put in place at the border as part of a two-week pilot project. The pilot for this service has shown continued demand. Thus, since 28 February, 2,117 people have been reached with transportation services, including 314 with transport to medical services and 1,803 with other type of transport services. The most common routes were to and from border points, reception centers, temporary accommodation sites and medical service providers.

The IFRC and the Slovak Red Cross continue to participate in external coordination mechanisms such as the Protection and Inclusion Working Group and the PSEA Task Force, co-chaired by UNHCR and the Slovak government.

Several trainings have taken place: a leadership training for the Slovak Red Cross (5 women- 8 men), a PGI-Safeguarding training for staff and volunteers (10 women-3 men), two PGI and Prevention of sexual exploitation and abuse (PSEA) trainings for staff and volunteers in the Slovak Red Cross Bratislava headquarters (HQ) and the Branch in Dunajska Streda. For these two trainings, a total of 10 women and 3 men were trained in PGI basic concepts, do no harm, Dignity, Access, Participation and Safety (DAPS) framework and PSEA responsibilities and IFRC reporting mechanism. A multi-sectoral training was held 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.

More recently, The PGI surge with the MHPSS, the CEA and RFL surge have set up a combined induction training, including role-plays simulating complex cases. The training is adapted according to the needs. The induction was given at the Bratislava branch on 29 July and at the Poprad branch on 8 August to a total of 9 women and 3 men, with both branches ready to start their Humanitarian Service Points activities.

In August, an ICRC RFL delegate joined the operation team in Bratislava to support with RFL capacity building at headquarters and branch level, with the reinforcement of the referral system and with the provision of RFL services.



## Community Engagement and Accountability

### Objective:

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

## Needs Assessments

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

Rapid, informal assessments and data gathering by CEA surge 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. Information requests on temporary protection and cash and other assistance grew over the time period from March. 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. As feedback mechanisms develop and improved needs data will continue to be collected, analysed and shared with operational teams to ensure programs are needs based.

## Regional

### Key Highlights

A CEA meeting with CEA surge delegates took place across the region in May 2022 which identified key achievements, lessons, and experiences to date. This informed the development of a CEA strategy for the next 12 months. The key longer-term objectives are: Strengthening sector specific CEA approaches, strengthening community connections, and ensuring voices and perspectives of affected people inform humanitarian diplomacy. Flexibility is built into the strategy given the unpredictability of the context, and there will still be a focus of the short-term objectives that focus on information sharing and improvement of feedback mechanisms. A CEA coordination meeting with partner National Societies has moved forward the process to develop a shared community of practice and support to the CEA approach in the response. The strategy will be reviewed regularly throughout this 12-month period with relevant NSs and PNSs to ensure it is relevant to the broader response.

In alignment with both the CEA and overall response strategy, a customized 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 continue to be the immediate CEA focus, with plans for the longer term to strengthen community connections and build community voice in humanitarian diplomacy products.

A sector-specific approach has been developed for the CVA programme. This is customized to CVA programme of each country in Poland, Slovakia, Romania, Hungary and now Ukraine, with training for staff and volunteers, the establishment of helplines in each country, communication materials and process. A particular focus has been on ensuring all digital elements of the CVA programme are accessible, inclusive and “community friendly” and also that in-person provision is created for those who might not be reached through digital processes such as hotlines.

Another successful sector specific approach to CEA was the collaborative work between the CEA and Migration teams. Together both teams ensured National Society Humanitarian Service Points met the information and feedback standards of this standard IFRC migration tool. This includes working to increase awareness of procedures for temporary protection for displaced people from Ukraine.

The CEA team continues to work closely with PGI and Safeguarding regional staff. Most recently, as more sensitive complaints are received through feedback mechanisms there have been improvements made to the referral pathway process, through better defined information flows and coordination with UN agencies leading on referral pathways. The ‘PGI and CEA Considerations for Winterization’ document has also been produced to support country teams to mainstream minimum CEA and PGI activities during winterization planning and implementation

Sector specific approaches are a part of the longer-term CEA strategy goals, and are currently in development with other sectors, specifically those that will be a focus of winterization.

A partnership has been established with Netherlands RCS 510 Digital specialist team to support the development of digital solutions as a component of the CEA approach. This complements the NRCS and 510 support to CVA. Areas for CEA support include potential digital options that can help automation of:

- 1. Monitoring social media e.g., to identify key topics of concern, feedback on the Red Cross and programmes and to identify misinformation and/or sentiment analysis ('rumour tracking').
- 2. Risk communication.
- 3. Assessments among people affected.
- 4. Two-way communication with people affected.
- 5. Information as aid/sharing helpful information.
- 6. Feedback and complaints – data visualization and analysis.

Whilst the initial months of the response created feedback mechanisms to support Red Cross's main programmes CVA, there has been a shift in the use of the call / information centers. Individuals have learnt to trust these feedback channels and are now seeking extra support through them, including what other services do the Red Cross offer, registering sensitive feedback and sharing current needs. CEA delegates across the region are now working with NSs to improve proactive community level feedback channels which support the more vulnerable community groups and allow for face-to-face feedback to be systematically collected and analysed with feedback received from the information centres.

This holistic approach to feedback and complaints has allowed IFRC to develop a coding framework which allows NSs to identify a theme for each feedback received through a feedback mechanism. A regional community feedback dashboard currently under development will help movement actors to digest and better understand feedback trends to improve programming. Current feedback trends include insights into winter needs of the refugee population, questions about how to access other Red Cross and other organization support and a large number of questions continue to be requests for information about Cash and Voucher assistance including how to access it and its scope.

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 have demonstrated their value 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.

## **Coordination**

External Coordination: CEA is actively participating in inter-agency coordination mechanisms in each country where they are active (Poland, Slovakia, Hungary, Romania, 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 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/Clear Voices.

Internal RC coordination: Ongoing contact with PNS with a focus on CEA. This includes liaison with America, British, Canadian, Netherlands, Danish, German and Swedish RCS, all providing inputs to the CEA components of the response. A quarterly meeting has been established for sustained cooperation along country, regional and thematic lines. There are 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. The purpose of the TWG is to support URCS in mainstreaming CEA/AAP tools into programming to ensure the response in Ukraine is guided by specific needs, priorities and concerns of the diverse communities impacted

by the crisis. Similar groups will be established in other impacted countries as longer-term plans become clearer to build on the current informal cooperation and good relations.

## **Challenges**

The multiple demands on National Societies challenge the pace of scale of some activities, particularly as some CEA-related activities are new to them, e.g., feedback mechanisms, participatory program design. The rapidly evolving information eco-system 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.

The unpredictable context and population movements within and across countries make targeting information services and capacity-strengthening measures difficult. The multiple directions of population movement in and out of Ukraine compound this.

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 centers 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. As the operation moves from surge delegates to longer-term roles, it faces reduction in CEA roles from IFRC at country level. Due to limited capacity and multiple demands on NSs, they have in many cases been unable to recruit CEA Officers despite a willingness too. This will inevitably mean a gap in CEA activities within their respective programs, but also in the support provided to new CEA Officers being recruited.

## **Ukraine**

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. URCS also plans to increase its CEA capacity.

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 is responsible for answering any comments and questions on social media.

URCS re-established its Information Center in Lviv at the beginning of May. IFRC supported the URCS information centre with Espo CRM and Coding Framework integration. URCS has appointed two persons from URCS Information Centre and one person from the URCS Communications Department to attend BBC Media Action training on Humanitarian Broadcasting, i.e., Lifeline Communication Training, to support collaboration of media and humanitarians to co-create helpful information for affected populations.

In its first month, the call centre received more than 72,000 calls from across Ukraine, since then the number of calls has increased every month. In total, the information center has received 304,032 calls. The feedback trend from incoming calls have changed as the response evolves. Initially, in May, most calls were for information requests on Red Cross services, food, wash, and non-food items. Whilst requests for food and wash remain similar in August, there has been an increase in support for financial assistance in line with the start of CVA programming in Ukraine in addition to more requests for shelter support and evacuation requests. There is a predominance of older women calling indicating their needs.

Ongoing development of the information center includes work to a) establish systems to better highlight the qualitative aspects of the data received and b) establish an information flow on how the branches and the information centre can regularly share information regarding community feedback

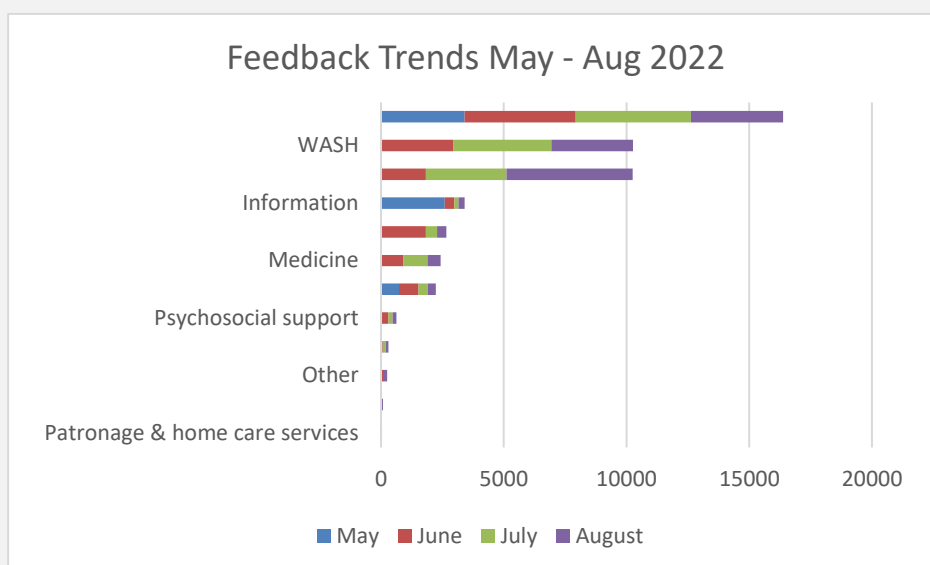
Capacity building assistance to the URCS Information Centre, including the IM assistance in establishing CRM, Chatbots, feedback collection and report analysis, as well as trainings for the operators on handling sensitive calls (PGI, CEA, PSEA), and trainings for the URCS management from HQ and Zakarpattia branch as well as PNSs managers on the importance of the CEA and PGI mainstreaming, governance, risk of SEA and Child Protection breaches and accountability.



A Movement CEA Technical working group for Ukraine (co)-led by IFRC has been established with URCS, ICRC, in-country PNS attending to support the establishment of a coherent and consistent approach to CEA across the response including in information provision, feedback mechanisms, CEA support to sectors. The group shares resources, considers the collective response to feedback coming in, shares training plans and is evolving the shared approach to CEA in the various sectors and across branch and National Society cooperation programmes.

A volunteer perception survey was launched in May to all URCS volunteers, in total 143 responses were received. This data was presented to the URCS and together with the URCS CEA focal point, NSD Coordinator and Communications team recommendations were developed to address the learning points identified.

URCS requested IFRC support for a number of CEA capacity building activities including the delivery of CEA training to the heads of branches in Zakarpattia region, the translation and adaption of the IFRC 3-day training package for CEA in Emergencies, conducting Community Feedback Research in Uzghorod, and preparing and sharing the report, Action Plan and recommendations in English and Ukrainian with the Head of the URCS Zakarpattia regional branch, co-chairing thematic CEA/AAP technical working groups and mainstreaming CEA across other sectors' plans



## Belarus

Belarus RC conducted needs assessments of people arriving in Belarus. According to Belarus RC assessment, 75% of people require shelter support, 61% need food support (water, vegetables, groceries), hygiene items (58%), clothes (43%), shoes (42%), medicaments (33%), medical support (9%). There is also a need in psychosocial support and special food for children.

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.

201 telephone helpline continues to provide informational and psychosocial support to people who call. Local communities are involved in providing support to people from Ukraine- and donate locally clothes, footwear, household items, food, etc.

201 leaflets about the telephone helpline have been developed to be distributed at the railway and bus stations. A meeting of the local communities' members with people who left Ukraine was organized in Molodechno (Minsk region).

## Hungary

CEA surge delegates for Hungary supported the provision of information to people displaced from Ukraine and the design of a multi-sector needs assessment to include qualitative processes including the input of minorities such as the Roma and children's perspectives too. Hungarian RCS reached more than 17,000 people with Information in the first two months of the operation 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) and guided the development of information materials and processes, including posters and credit card size information cards with QR codes linking to other information. In addition, the team developed (together with NSDiE, and PGI) 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. The team introduced CEA principles and critical activities into the MHPSS/PGI ToT training held with volunteers.

CEA Surge delegates have also supported the HRC to formalize their existing feedback mechanisms, which were mostly managed at individual branch levels. HRC are now able to provide a telephone number to all participants of the CVA programme, this feedback is collated and shared with HRC HQ to help improve the CVA program. A new feedback system is planned to be used for potential future CVA programs, based on learning from within the Hungarian programmes but also regionally. CVA IM is supporting the process technically. A digital number for the system is being purchased, which will mean the same number will be shared with recipients and all calls can be managed centrally.

The CEA Coordinator has supported CVA programing by attending pilot CVA activities and implementing recommendations based on learning points identified within the response CEA in CVA stock take. Training for HRC branch members was adapted to ensure CEA considerations are implemented specifically during the registration phase of the CVA program.

The CEA surge officer participated in the UNHCR interagency working group, where it was stipulated that UNHCR at a regional level will be updating relevant documents to capture the changing needs of communities and will include winterization plans to be initiated soon which will be utilized and shared with HRC where relevant

## **Moldova**

A surge CEA officer undertook a scoping of needs and potential CEA 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. 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, CVA and health interventions. CEA plans are now an integrated part of the longer-term capacity development of the National Society to include skills and processes development in branches and HQ.

## **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 was developed. The section of the PRC website and some tools to support volunteers were established.

As part of the CVA program, a feedback channel was established in June 2022, supported by the CVA IM Coordinator and the American Red Cross. This includes a specific chatbot integrated into a Telegram channel and a phone-based service which together make up the PRC contact center.

The Contact Centre team now consists of 10 enumerators whose contracts have been extended for another six months. This ensures continued quality services for the community through the phone line and chatbot to maintain a two-way communication about our operation as well as share information, collect and respond to

feedback. The Polish Red Cross Contact Centre responded to a total of 4,370 calls and 69 chatbot messages. 99 per cent of the inquiries were related to the cash programme followed by requests for information about external services and sharing of feedback (one per cent). The communities that responded were predominantly Ukrainian (97 per cent), followed by Polish (2.9 per cent) and Russian (0.1 per cent), with 93 per cent female and seven per cent male, mostly between the ages of 30-39 (46 per cent). The top three locations where the community contacted are:

- Łódzkie (43 per cent),
- Mazowieckie (23 per cent), and
- Kujawsko-Pomorskie (12 per cent).

From June to August, the contact center has responded to 10,086 phone calls and 350 chatbot messages. The majority of calls are in relation to financial assistance. It is expected that the function and type of responses will evolve/expand in the near future to include feedback on shelter and education support. Materials have been created in English, Polish and Ukrainian to [promote the Information Line](#) and have been published on the [national social media](#) and [branch websites](#).

In addition to supporting the set-up of the call centre, the CEA team have delivered training on CVA and CEA, including on how to listen and ask questions correctly in person and through calls, as well as handling regular and sensitive complaints, PMER, Shelter, MHPSS and PGI to all staff involved in the Contact centre. The CEA surge delegate has been integral in ensuring a suitable location and facilities for the contact centre in addition to developing HR capacity and increasing the team as need dictates. Training and weekly reviews are continually conducted with call center operators to increase the quality of data recorded and to make processes more efficient

Other capacity building activities have included providing basic community engagement skills training to volunteers who will support CVA programmes as part of integrated volunteer training (with PMER, PGI). Tools including exit surveys and feedback collection were developed. The CEA surge delegate facilitated a perception survey to all 41 branches. The survey helped to identify preferred communication channels of refugees communities and types of information requests. Contact is through multiple channels (in-person, Facebook, email, websites, other social media, other) and usually relate to various types of assistance needed as well as some offers to volunteer.

Also, support was provided the Polish Red Cross with the development of a [microsite for the Ukraine response](#) containing information about Financial Aid program.

All movement partners supporting PRC Programs for the response attended a workshop to discuss winterization contingency plans. CEA will be involved with various activities including assessing information needs, information provision and training.

To ensure the coordination between humanitarian actors, the 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.

## Romania

There were ongoing developments of the CEA approach in the CVA programme. This included supporting the development of a chatbot, establishment of a call centre and production of various information materials for use in in-person and digital communication. Assistance desks and a mobile unit were established to reach those unable to access digital tools.

A social media monitoring system has been piloted in Romania. It reviews the two key social media groups and auto-reviewed more than 145,000 messages from the groups which have a collective membership of 18,000

people. Area of focus were for feedback on the CVA programme, topics of discussion about the Red Cross and key issues of concern among the displaced people from Ukraine currently in Romania.

Work is beginning and the feedback system will be expanding it beyond responding only to technical queries but also to broader feedback to track trends and any adaptations needed to programme.

New CEA messages have been developed and disseminated through social media channels, the CVA website and CVA program app incorporating contributions from IFRC safeguarding and PGI delegates.

A two-hour training workshop on feedback was conducted by CEA delegate with 16 Ukrainian volunteers and RRC staff members working in the RRC HQ Call Center and Service Center.

A two-hour CEA workshop was conducted by CEA delegate for RRC branch volunteers at a national volunteer event.

A needs assessment was carried out with support from PMER and CVA delegates to help define the future of the operation. On average around 40% report, still have existing needs and a further 10% report they have urgent un-met needs. Top needs are access to medical, employment and education. A small % still require shelter, clothing, NFIs, food and transport. PGI needs: RFL, TPV status, disability, xenophobia, loss of career, violence, exploitation, captivity and PSEA concerns (8 pax). A PGI and CEA strategy is currently under development in response to these findings.

Took steps towards improving feedback documentation and consolidation by preparing for the launch of a new issue and feedback form and a CRM system for the RRC HQ Call center and Service Center in Bucharest. The RRC also set up a new email address for receiving support requests for the cash assistance.

A digital Customer Relationship Management (CRM) system has been established to handle issue tracking for the CVA program and all Romanian Red Cross Call Center/Service Point volunteers are being trained on how to use this new system.

*Opportunities for in-person community engagement:* Romania RC launched new Multicultural and Services centres which are a potential opportunity to expand community engagement activities beyond digital channels of communication.

Developed quick-response complaints and de-escalation process, Key Messages (with Comms), and delivered two mini-trainings in above, to support Call/Service Centre volunteers re: social media backlash to ICRC in Ukraine.

The CEA surge delegate has been integral in formalizing and strengthening the referral pathway process which handles protection concerns that are registered through the contact centre. This has improved the time in which sensitive complaints are handled and investigated by relevant external organisations and services.

## **Russia**

Identification of needs for basic training in CEA for new volunteers and potential to integrate CEA into the CVA approach being developed. A briefing and introduction for the regional branches of the Russian RCS was provided online. The CEA guide has been translated into Russian and specific tools and guidance to support the rolling out of the CVA programme in Russia provided.

## **Slovakia**

At the start of the Slovak Red Cross (SRC) response to the Ukrainian crisis, a tailor-made CEA approach for the CVA multi-purpose cash program was established, which included branch-based activities, digital communication: setting up a helpline and other outreach channels to ensure the community is informed. This includes the ability to handle sensitive complaints through a referral pathway. The SRC helpline provides in-person telephone support every day of the week. There are now two operators, one of them part-time. An updated FAQs and referral information has been prepared to assist helpline operators. The Ukrainian-speaking operators received training on the Fundamental Principles, the Code of Conduct, CEA, feedback mechanisms, and PSEA.

More recently, the CEA team has expanded its activities to support the implementation of the Humanitarian Service Points (HSPs), the shelter program and the cash for education program, ensuring mainstreaming of the CEA approach. Cooperation with the shelter team began with facilitating community consultations as part of the process of designing a shelter solution, enhancing the Slovak Red Cross approach to participatory program planning. This was done through key informant interviews (KIIs), focus group discussions and surveys. Initial consultations mainly indicated fatigue among host communities as economic conditions are difficult and the duration of the crisis is unclear.

With the establishment of Humanitarian Service Points (HSP) across the country offering an integrated package of services including MHPSS and health services and for six of the HSPs, the Shelter program, the referral system had to be reviewed, expanded and integrated into a Customer Relationship Management (CRM) software system to enable secure referrals and service delivery to people in need based on their location. Helpline tools and operator trainings have been updated accordingly for the new services to be offered. Helpline operators received additional training on referral pathways, humanitarian service mapping, the coding system and a set of common Q&A for newly introduced programs. More in-depth trainings for SRC staff and volunteers on PGI, PSS, referral system, feedback mechanisms, and community engagement approaches were provided. Guidance documents outlining the referral pathway have been drafted and shared with SRC and IFRC for their inputs. These guidelines will improve the accountability of individuals using feedback mechanisms and the confidence of call center operators when referring people with needs that cannot be met by the Red Cross.

Other capacity building activities included joint training for staff and volunteers at HQ and branches in core CEA including elements of PGI and PSS topics. A joint workshop was co-facilitated by IFRC and UNHCR on accountability to affected people. Recruitment of Ukrainian-speaking community liaison officers to staff the call centre and be trained for community activities e.g., needs assessments. Two volunteers and staff CEA trainings (linked with PSS and PGI) took place Bratislava and Dunajska Streda.

On 8 July, a 3-hour Joint training on PFA, CEA was organized in Klin for Dolný Kubín branch for 10 people (9 volunteers and 1 branch director). Post-training comments from participants indicated that more training on referrals, feedback mechanisms and serious occurrence reporting.

Following this joint training, a combined induction training on PGI, CEA, MHPSS and RFL was set up, including roleplays simulating complex cases. The CEA sessions covered what CEA is, how to engage with communities and CEA in practice. The training is adapted according to the needs. The induction was given at the Bratislava branch on 29 July to volunteers and staff and at the Poprad branch on 8 August, with both branches ready to start their Humanitarian Service Points activities.



## 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, Romania, and Hungary) to establish the needs and support required for displaced populations in each context, including establishing and scaling up Humanitarian Service Points (HSPs), integrating child-friendly spaces and other cross-cutting 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.

## Regional

### Key Highlights

Since the beginning of the response, a total of **442 Humanitarian Services Points** were established by National Societies and provided services to refugees/displaced people in 20 countries. As of September 2022, 373 HSPs remain active within 18 countries. HSPs were key in allowing National Societies to provide tailored services with a holistic and integrated approach.

Ongoing analysis of migration flows, Temporary protection application and associated rights in EU countries and protection gaps and needs were conducted by regional and country teams.

A Virtual Hub on Migration approaches has been established. This initiative is led by IFRC, and a steering committee comprised of British Red Cross, Danish Red Cross, German Red Cross, Hellenic Red Cross, Swedish Red Cross and Turkish Red Crescent. In moving from the acute humanitarian phase to programmatic activities, many NS will start to transition from HSPs to medium- and longer-term programming through initiatives such as Multi-Functional Centres or Community Centres with a view of providing more in-depth support to people in need, including displaced communities and refugees, as well as host communities. In doing so, it's imperative to draw on existing knowledge and experiences in the wider Federation as well as the challenges and opportunities of transitioning diverse HSP structures and set-ups focused on emergency needs to approaches that are more consistent and aligned in focus on longer-term support, integrating as much as possible the overall programmatic activities on the National Society. The **Virtual Hub will be a space for the coordination of technical support around service and programmatic concepts in migration**, focusing on peer-to-peer support and cross-border coordination. Various meetings of the steering committee were held, and a concept note, theory of change and a workplan have been developed and a web compendium will be available within the next weeks.

### 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. Regular Migration/Protection meetings have been held between IFRC Regional teams and ICRC.

External Coordination: Both at regional and country levels, teams attend 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.



## Ukraine

As an immediate response to the crisis, the URCS was supporting people on the move (IDPs and those willing to go abroad) with hot food and beverages through the humanitarian service points established at the railway stations and close to the borders.

Since the start of the conflict escalation, the URCS continues to provide evacuation services to civilians in the areas affected by the conflict, including the support to the mandatory evacuation from Donetsk region announced by the government in late July, due to inability to provide heating due to destroyed infrastructure. In total, around

240,000 people were assisted with evacuation and transportation, primarily those with limited mobility.

Partner National Societies' response activities are reflected under the "National Societies' response activities in Ukraine" section.



*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.

Needs assessment is being conducted together with IOM and UNHCR. 1,547 people were interviewed. Since the beginning of the response, BRC:

- Supported 600 people with transportation/evacuation
- Supported 4,187 people with official procedures
- Is running 15 HSPs providing services to refugees/displaced people

## Hungary

Since the beginning of the response, the HRC supported 3,3,655 people with transportation/evacuation.

## Moldova

Adaptation of safeguarding materials to be introduced to the NS and 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.

Moldova Red Cross Society procured and distributed 3,000 food parcels requested by the host families and vulnerable people in Moldova, in order to ensure a people-centred approach and meaningful participation. Displaced population in Moldova is supported through the host families which offered them shelter.

Questionnaires with the main needs and preferences are made among the host families, refugees and vulnerable populations in order to address their most imminent necessity.

Strong coordination is maintained with the ICRC, supporting the refugees in the Transnistria region, through the Moldova Red Cross branch in Bender. They offer the refugees cash, food parcels, hygienic parcels, fresh fruits and vegetables, vouchers for clothes and other hygienic needs. Since the beginning of the response, the Moldova Red Cross Society established 43 HSPs providing support to displaced people.

## **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 people fleeing from Ukraine can, free of charge, pick up necessities.

Since the beginning of the response, the Romanian Red Cross established 14 HSPs that provided services to displaced people.

The Romanian Red Cross inaugurated the first multicultural centre to support displaced people from Ukraine. The centre is providing integrated humanitarian assistance, including hot meals, health services, psychosocial support as well as children's activities and Romanian and English language courses.

## **Russia**

With support from the German Red Cross, IFRC, ICRC and Spanish Red Cross, RRC is working on development of mobile humanitarian service points to be placed on the most frequented border crossings. These mobile points will provide immediate relief, First Aid, First Psychosocial Aid, information and referral services and include a child-friendly space. Support / accompaniment in official procedures (migration, temporary protection, asylum) is included in the range of services provided to the affected families in the RRC regional branches.

Since the beginning of the response, the Russian Red Cross established 102 Humanitarian Service Points to collect and provide humanitarian assistance support to displaced people.

The RRC established a mobile Humanitarian service point in Belgorod region to provide support to people displaced from Ukraine. This HSP continues to operate, providing at least 100 people weekly with MHPSS services, humanitarian assistance and RFL services. Specific spaces for children have been established. A total of 1,093 people were assisted in this HSP: 173 applications for cash assistance are received; 339 people received relief items; 122 people received support in RFL (one person is found); 196 people received PSS; 100 people received local sim-cards.

## **Slovakia**

During the first months of the response, the Slovak Red Cross (SRC) undertook assessments at several Humanitarian Service Points, registration centres, and temporary shelter sites in Kaluza, Hummene, Michalovce and Kosice, looking at issues related to migration and protection to make recommendations. A total of eight sites were visited to identify humanitarian diplomacy issues faced by displaced persons to be raised within the network of European Union (EU) National Societies. The Slovak Red Cross also coordinated with the Hungarian Red Cross and the German Red Cross to support the transfer of a blind displaced person to Germany.

The Slovak Red Cross will be funding the opening of Humanitarian Service Points (HSPs) providing an integrated packaged of services to the displaced in 11 branches in addition to the five Appeal-funded HSPs. The financial aid to the SRC-funded HSPs of approximately EUR 20,000 currently extends over five months. The SRC has

provided financial support to open the first HSP on 1 August at the Poprad Branch pending the amendment to the first IFRC/SRC agreement and availability of funds to IFRC operation team. The Shelter program will complement the HSPs regular service package in the six IFRC-funded Humanitarian Service Centers.

A one-day induction workshop, developed for the branches by the IFRC/SRC response team, was held at the Bratislava branch on 29 July. On 8 August, a one-day induction training, was conducted at the Poprad branch. The training included inductions on PSS, CEA, PGI and MHPSS and how to use the IM platform. The IFRC/SRC team also prepared and coordinated with the Poprad branch to start the shelter program pilot on Wednesday September 7 with 15 cases.

In August, an ICRC Restoring Family Link (RFL) delegate joined the operation team in Bratislava to support with RFL capacity building at headquarters and branch level, with the reinforcement of the referral system and with the provision of RFL services.

Since the beginning of the response, the SRC:

- has supported 26,532 people with official procedures.
- has supported 2,146 people with transportation and evacuation services.

## 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.*

#### Regional

#### Key highlights

Programmes and interventions in the frame of the operation are tailored 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

IFRC has provided the URCS with extensive assistance in the area of the National Society Development (NSD). That included the coverage of the motivation for the volunteers since the start of the operation and salaries of the URCS HQ staff, as well as of the First Aid staff and emergency response teams (ERT) staff.

Also, IFRC has supported the URCS in IM capacity building by establishing CRM system and chatbot in the URCS Information Centre in Lviv and continuous improvement of this CRM system (including linking to email channels and webform, adding support requests for the CVA program, adding integration with Binotel, and creating the dedicated dashboard to the URCS Info Centre on their activities, security: by implementing 2 Factor Authentication for EspoCRM users at the URCS Info Centre, and ii) by renewing the SSL certificate of the <https://espo.redcross.org.ua/> website etc.). Also, IFRC supported the URCS in setting up data management system for the ERU Health Service Centres and MHUs in Zakapratia region and will support in the URCS in setting up the uniform system of data management for the MHU patients across Ukraine. And IM supported the URCS in the creation of the dashboard on the assistance provided by the URCS across Ukraine, data collected via the indicator tracking table. Also, IFRC supported the URCS setting up RCRC IM WG in Ukraine and developing the IM Action Plan for the next year, as well as improving the data collection and visualization of Movement Partners' support to the URCS, and setting up a data pipeline for collecting, visualizing and reporting data on the relief distribution process.

IFRC supported the URCS in PMER capacity building, including setting up and chairing the PMER Coordination WG, with the participation of the URCS and PNSs willing to contribute in this domain, IFRC supported the URCS in setting up the monitoring system for Ukraine, namely the nation-wide monthly data collection (from the regional branches and sectorial departments) on the assistance provided in the country, based on the indicator tracking tool developed in the PMER Coordination WG. IFRC has also supported the URCS in the development of the One Movement / URCS Plan for PMER for 2023-2025. IFRC will also deploy PMER capacity building Delegate for the URCS in autumn, to help set up required PMER structure, provide training and develop the PMER guidelines and tools.

During the reporting period, the IFRC has also provided assistance in the developing of the unified planning in Ukraine, which, once ready, will be One Movement /URCS plan for 2023-2025. Based on the planning discussions of thematic WGs (consisting of the URCS and the RCRC Partners), multiple thematic plans were developed based on the template developed and shared by the IFRC/URCS. The first draft of the compiled plan was created and shared with the RCRC partners for their review and approval in mid-August. Some thematic plans are yet to be developed, with the second deadline set on 15 September. This Plan aims to be a comprehensive document which includes all URCS domestic and RCRC Movement partners' strategic plans for the next three years in the operations, national society development (NSD) and international relations (HD, IHL).

IFRC has deployed the Communication Officer to support the operation, build the capacity of the URCS in communications and deal with the emerged reputational risks. On 23 August, a joint URCS/IFRC/ICRC online press conference took place with the participation of over 120 people (including 14 journalists and over 20 missions to the UN and PNSs). More than 20 PNSs engaged in the six-month activation (covering media and social media in their own markets, using/mentioning IFRC). IFRC has also supported with the global media campaign marking the 6-month response of the URCS since the start of the conflict on 24 February. As an outcome, there were 1,600 media and social media hits, including prominent headlines in top mentions in AFP, Al Jazeera, Le Monde, Guardian, El Pais, Euronews, Washington Post, RFI and media coverage on Twitter). The footage was distributed by the European Broadcast Union to all their members (national broadcasting services, for example BBC in UK, M1 in Hungary, DR in Denmark, etc.). Media and social media coverage was in 12 languages, while 518 journalists opened our news release on our newsroom and downloaded 213 videos and images.

IFRC has deployed a Humanitarian Diplomacy (HD) Officer to support the URCS in HD and advocacy (HD&A) related to the crisis, based on their interest to engage more systematically in HD and Advocacy both in country and in support of the RCRC Movement's larger HD efforts related to the humanitarian impacts of the conflict in Ukraine. (Initially, the IFRC Regional Office for Europe (ROE) focused on establishing an HD coordination function for the IFRC, while PNSs and ICRC focused on supporting the development of coherent messages and resources, exchanging information, facilitating IFRC's global engagement and dialogue with multiple stakeholders and donors, and supporting the political and humanitarian dialogue conducted by PNSs in their respective countries.) The URCS has asked Movement partners to assist in developing an Action Plan focused on strengthening the URCS auxiliary role to the Ukrainian government, crystallising its HD&A role within the Movement in line with Seville agreement 2.0 and establishing a NS capacity-building strategy for HD&A.

IFRC continued providing extensive logistics support to the URCS in logistics, procurement and fleet. IFRC logistics coordinator, warehouse and transport delegate and procurement delegate were hired during the reporting period to ensure on the job capacity strengthening support for the URCS. IFRC extended its inventory management support for the URCS by renting additional warehouse capacity in country and by strengthening URCS inventory management system by implementing IFRC inventory management software Logic in two warehouses. To strengthen URCS fleet capacity, 20 light vehicles were donated to URCS. IFRC fleet specialist visited URCS and discussed with URCS their fleet development needs and potential action points for near future to strengthen URCS fleet management. Additionally, during August, IFRC was processing Logistics Requisitions (LR) for procurement of 12 vehicles for URCS Zakarpattia regional branch and 3 vehicles for Lviv regional branch. Also, the URCS was supported with the development of the specification for the required items and in tendering process for food parcels. IFRC is processing LRs for the items and kits from the mobilisation table with a total cost of approx. CHF 4.4 million.

The IFRC supported the translation of the Stay Safe course into the Ukrainian language for the URCS staff and volunteers as part of the URCS branch development activities.

IFRC will support the URCS NSD by deploying NSD Delegates in autumn.

## **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).

Support to Belarus RC is provided – volunteer management, insurance for volunteers, uniform.

Belarus RC was supported in conducting study visit to Turkish RC to exchange experience in CVA and in support to migrants.



Database for beneficiaries (based on Bitrix) is now used by all the branches of BRC. The database includes basic information about the household, vulnerabilities, contact details, as well as a brief needs assessment questionnaire. The database will help to trace which donor support was used for i.e., CVA in each concrete case.

A web-based platform is being developed in cooperation with UNDP and other partners which will consolidate all the information on the support available for people who left Ukraine in Belarus. It will also have information available for volunteers and staff of Belarus RC.

## **Moldova**

NSD is the primary of three key pillars for IFRC's country strategy in 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.

MRCS with the close support and facilitation of the IFRC held OCAC sessions with the active participation of representatives from HQs and 12 local branches. The session was very important in creating an opportunity to do a self-assessment. This will influence the update of NSD plan and prioritizing of focused areas and in fact MRCS is in the process of updating its NSD Plan based on findings and recommendations of OCAC session. MRCS with the support of the IFRC, is updating its Country Operational Plan with an incorporated NSD plan as part of the midterm and long-term approach. To strengthen MRCS capacity and potential IFRC is planning to organize BOCA training. So far discussions are around the training process itself, and technical arrangements.

MRCS owns two Red Cross cars purchased with the support of the IFRC Emergency Appeal Funding. NS has the possibility to rent a 1000 sq. meters warehouse for 2 years with the support of the IFRC Emergency Appeal Funding. The IFRC also offered 20 laptops and 20 mobile phones to the Moldova Red Cross Society. The IFRC and PNSs are supporting the current MRCS professionals and the recruitment of more personnel for strengthening the capacity and potential of the NS. For instance, IFRC assists MRCS in their process of choosing a recruitment company is almost finalized.

IFRC discussed with MRCS webpage and donate page upgrading. There is an opportunity to follow Swiss RC developed page example. Also, discussions are around procurement warehouse, offices for several local branches, thus MRCS will have an opportunity to effectively implement activities, have a place to store items, organize various youth and volunteers related initiatives.

MRCS expressed willingness to work on the development volunteer management system by means of recruiting a volunteer manager for HQ, establishing a volunteer database and reworking on website. NS applied to send a job description and, in its turn, shared a volunteer strategy. MRCS focused on strengthening the role of volunteers, their knowledge, and their skills. Various trainings were organized with the support of IFRC, ICRC and PNS. IFRC Volunteer Management delegate prepared a tool, which is going to support MRCS in better planning their youth and volunteer-based activities as well as initiate monitoring of the level of volunteers' participation. Based on an invitation sent by the Romanian Red Cross two MRCS volunteers participated at the Disaster Management Summer Camp in Valea Ierii Camp, Cluj county, between 21 – 27 August 2022. Volunteers had an opportunity to meet their peers and share experiences in general due to active participation in the current crisis response. IFRC also shared with MRCS the idea to organize Youth as Agents of Behavioural Change (YABC) training to teach both young people and adults how to harness their own power, take on ethical leadership roles and inspire positive transformations in mindsets, attitudes, and behaviours. Another 2 training sessions are about Crisis Management and winter preparation and Movement Induction.

## **Poland**

PRC's NSD Plan of action has been prepared based on discussion with key actors from the National Society. PCK is finalizing work on developing its Strategy (2022-2030) which was discussed by the Governing Board on 7 September 2022 and submitted to the General Assembly for adoption on 24 September 2022.



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. As of August 2022, 36 new positions identified, Job descriptions created, and recruitment is underway.

Resource mobilization market study has been conducted and agreed with the Polish Red Cross and the process started with the creation of a Terms of Reference for the market study and an initial discussion with a company that has a Framework Agreement with the Europe Regional Office in Budapest. It is expected that the study will be completed at the end of the year.

It is expected that the ICT (Information and Communication Technology) capacity assessment in the Polish Red Cross will happen soon, and a preliminary agreement was reached with the Polish Red Cross and Europe Regional Office for the deployment of the IFRC team to complete the assessment.

### **Logistics**

Warehouse management training has been provided to PRC warehouse staff by the IFRC surge logistics coordinator. In addition, IFRC warehouse procedures and Logic inventory management system was set in place and basic warehouse safety measures were introduced. PRC staff was provided with the basic procurement process orientation which was conducted on 17 August 2022.

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. 19,740 out of 50,000 sets of winter kits have been received and stored in the Lublin warehouse.

A project management company has been appointed by the PRC/IFRC responsible for the renovation of the PRC office (6<sup>th</sup> floor). An agreement between PRC and IFRC will be signed once technical aspects are agreed.

### **Volunteer Management**

IFRC is working with PRC on establishing communication procedures for requesting volunteers in different sectors between headquarters and districts, in all activities necessary for the proper conduct of the emergency operation, especially from now on, when the winter period of operation starts. An updated volunteer development module in four languages (Polish, Ukrainian, Russian and English) has been established. Further work will be done to extend it to other modules e.g. blood donation module.

Support volunteer management is important at the central level of the PCK to be able to accompany its 16 districts in the management of volunteerism. The most important tasks of management support are:

- The creation of new processes and protocols for volunteer management.
- To establish some kind of criteria for profiles and to assist in the management of profiles and activities according to the needs.
- To support in the creation of a system to organise activities in which volunteers can sign up, send information and be managed.
- To create structure in the 16 branches so that they can coordinate the general activity and manage volunteer profiles.
- To create a volunteering argument and establish a volunteering policy for the long term.
- To adapt the messages to different languages as currently the PCK counts with Polish, Ukrainian and English-speaking volunteers.
- To establish some mechanism to know the immediate availability of people in case of emergencies or specific field trips.
- To accompany the volunteer managers in all the needs derived from the direct management with volunteers.
- This project is scheduled to run until December 2023.

Spanish Red Cross is supporting PCK on two levels of collaboration:

1. Supporting with volunteer manager

## 2. New database for volunteer management in Poland Red Cross

Bilaterally, the **Spanish Red Cross** is supporting PRC in response to the Ukraine emergency operation, regarding volunteer management with the provision of:

- Recruitment, training, and management of CVA volunteers of PRC in Poland, mainly in the Mazovia branch, Warsaw district.
- Development of a catalog of volunteer activities according to profiles in the Mazovian branch.
- Supporting the volunteering data management system, similar to the one used by the Spanish RC for domestic activities, to allow PRC to dispose of volunteers' information, including their skills and availabilities, to match them with activities for which support is needed.
- A volunteer training program is under development, including gender, inclusion, psychological support, RCRC values, and principles. Localization of IFRC e-learning platform for volunteers is planned.

### Volunteer database

Spanish Red Cross with Ixiam company supporting Polish RC in the new volunteer database for Poland (CiviCRM + Webform for National Societies involved in the Ukrainian crisis). Ready for implementation 1 June in Polish, English, Ukrainian and Russian.

The number of volunteers which significantly increased since the crisis began, experienced a decrease in terms of application during the last two weeks of June. This might be due to summer holidays and a situation relatively stable in terms of arrivals and services provided. A volunteers recruitment campaign is under discussion to ensure a consistent number of volunteers, especially for supporting long term activities implemented by PRC. District managers have been trained in the management of the application, as well as the properties and advantages of its use. The workshops were held in May and June.

The volunteer management system is being put in place although it still requires some systematic improvements. This also includes some technical instructions to establish single criteria in the management of volunteers in relation to food, lodging, infractions, and insurance issues.

At the branch level, volunteer managers were trained to ensure volunteer recruitment, training, and capacity building.

Transfer of software to the Polish Red Cross to ease the collection and management of volunteer data. To structure the implementation of the software, the work will be organised into three sprints/stages, having every sprint a length of three weeks. The phases that the sprint process will cover are the ones stated below:

- Phase one: assessment and analysis of requirements by PCK with the aim to provide the PCK with all the information pertaining to the software to undertake a mutual assessment and to identify its needs and required functionalities.
- Phase two: deployment of the software in the different layers of the PCK
- Phase three: training key actors of the PCK on the use of the software
- Phase four: tuning, maintenance, and cleaning possible bugs

The software will include a blood donation module. The development of this module will consist of:

- An updated list of current blood donors.
- A link to provide information to potential donors/donor applicants.
- Communication flow between branches and donor applicants, for the initiation of the donor activity.
- Having a list of the dates of new donations for each person.
- Reports on the number of annual donations per person and the total number of donations.
- The creation of events and emailing to call for new donations.

## Russia

Revised country plan of the RRC includes development of a One NSD Plan, building on the results of OCAC process that the National Society went through recently. As immediate action, RRC is introducing volunteer coordination and DM coordination functions in all branches working on the response to the crisis in Ukraine and affected countries.

- 20 PSS specialists are being supported.
- 13 new staff have been recruited.
- Five vehicles have been procured, office equipment procured, warehouse in Voronezh rented.
- IFRC support is provided to the development of Russian RC Strategy.
- ICRC – 13 new staff are recruited, five vehicles are procured, office equipment is procured, warehouse in Rostov is rented.
- Spanish RC: support of the mobile HSP establishment (external and internal equipment).
- German RC: one vehicle is procured, tent (HSP) is procured.
- Austrian RC: support to PSS implementation is provided.
- UNHCR: 15 new staff are recruited, support to PSS implementation is provided.

## 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 commenced 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 Netherland RC's was facilitated and support provided to travel onwards to Ukraine.

- A multi-year NSD strategy has been developed by the IFRC NSD delegate, along with the NSD, which has been endorsed, in principle, by the RRC Secretary General. In line with the multi-year NSD strategy that was developed by the IFRC NSD delegate, the IFRC and RRC are developing job descriptions and recruiting for multiple national positions to strengthen the organizational and technical capacities of the RRC.
- The IFRC continues to provide financial and technical support to the RRC in order to both scale up the current operation and to set the groundwork for future organizational development of the RRC.

## Slovakia

Slovakia is not a disaster-prone country. The Ukrainian response, together with the COVID-19 response, is the largest operation in the history of the Slovak Red Cross (SRC). Although a strong organization, the National Society is understaffed at headquarter and branch level to manage a large response and its decentralized organizational model needs to be adjusted with improved coordination for a more effective response. This response also highlights the need to systemize volunteer management, and train volunteers and volunteer

leaders. Financial capacity at HQ also needed to be improved. During the third week of May, a workshop was held with subsidiaries and HQ to identify the next steps in the development of the operation. Within this response, in the past six months,

- The IFRC surge team has provided ongoing advice and support to the NS on the strategic and technical implementation of the response, ways to scaling up operations and improve preparedness.
- With increased interactions, the SRC was able to strengthen its auxiliary role with the Slovak government and strengthen its networks with humanitarian organizations.
- SRC headquarters staff have been trained in IFRC administrative and financial procedures. They are also getting familiarized with and given the opportunity to institutionalize approaches, programs and technical tools used by the federation in emergency situations such as digitization and automated processing in the delivery of services such as cash programs (CVA and Shelter); Information management and the use of digital platforms and dashboards; planning, monitoring, evaluating and reporting (PMER) on activities under the federation framework; new ways of engaging with communities, feedback mechanisms and referral systems (CEA); introduction to effective protection frameworks for specific vulnerable groups like children, women, people with disabilities (PGI); and approaches and methodology for restoring family links (RFL). Wherever possible, IFRC surge have been paired with counterpart from the National Society.
- Key NS positions for the response were recruited early with the field coordinator, finance, Ops Manager, helpline operators, linguistic students and more recently the positions of volunteer development manager, communications officer, and coordinator for the DG SANTE program. In parallel of the revision of the country plan for scaling up operations, a human resource plan for IFRC and National Society positions has been prepared for the duration of the operation. However, recruitment remains a challenge as there seems to be a shortage of qualified humanitarian or development workers at national level and a current bottleneck issue to recruit delegates for the operation at the IFRC level.
- Considering the increase in the number of employees during the scale-up, the reorganization of the premises, including the necessary investments, was assessed.
- A volunteer development manager was recruited to develop and manage an integrated volunteers' management system in the coming years, with the technical support from IFRC National Society Development (NSD) teams. An overall volunteering assessment is currently conducted with Key Informants in all the branches and at Headquarters, with results expected at the beginning of September that will instruct more about potential solutions. The main preliminary findings of the assessment so far point out the same issues than in March: lack of volunteers, lack of knowledge on how to recruit and motivate volunteers. Following the volunteering assessment, the SRC is planning to set up a national working group to prepare a strategy and develop an onboarding process for new volunteers as well as a new training system.
- In preparation for a possible second wave of people fleeing from Ukraine during autumn/winter, A contingency plan was developed with the National Society and branches directors. The contingency plan and a Logistic request with a list of needed items was prepared and sent to the IFRC regional office for approval.
- Since 28 February, 2,439 SRC volunteers (medical and non-medical) have been involved in Slovakia for the Ukrainian Operation. At least 258 local branches, across 34 municipalities were involved.



## 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:** IFRC continues to play a critical coordination role to help leverage the collective work of National Societies, and to build on IFRC and Movement HD, migration and protection expertise in Budapest, Brussels, Geneva, and New York. The HD network continued to meet regularly to discuss HD priorities among IFRC, ICRC and NS, and to exchange information on emerging issues, resource needs, and high-level events. During the reporting period IFRC Secretariat has been holding a bi-weekly calls during which updates on current HD engagements related to the operation have been shared by colleagues across the HD network.

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, IFRC and the membership continues to track and respond 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 and the NGO Forum, and its Working Group on Ukraine crisis. There are 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 the network, help to inform, and amplify our positioning.

### Key activities:

- Regular bi-weekly HD Movement calls on the conflict in Ukraine and other impacted countries. The meetings have constituted a platform for exchanges between Movement partners on emerging humanitarian policy trends, changing needs and response gaps. Reoccurring topics have included issues related to International Humanitarian Law (IHL), how to better advocate on behalf of specific population groups that have been displaced and experience situations of increased vulnerability,

external coordination in multilateral platforms and the consequences of specific legal provisions for humanitarian needs and humanitarian access in the different countries.

- The HD surge role deployed as part of the rapid response team has contributed to strengthening understanding inside the operation (Secretariat and Federation-wide) of the basis for the respective mandates and roles of the different components of the RCRC Movement in the different countries, the importance of strengthening and consolidating the auxiliary role of the respective National Societies active within the operation as well as ensuring alignment with the language of IHL, RCRC Movement resolutions and other relevant references.
- Regular meetings have been held between IFRC Secretariat HD delegate and ICRC HD counterparts for the Ukraine operation. The meetings have contributed to advance cooperation between the IFRC Secretariat and the ICRC on current humanitarian issues as well as serving as a space to exchange observations on emerging humanitarian issues.
- Although IFRC observed a slight decrease in external ad hoc requests for briefings or presentations towards the end of the reporting period for this update, global concern for the humanitarian situation in Ukraine, as well as interest in the humanitarian response operation, remains high. IFRC continues to try to accommodate requests to the greatest extent possible.
- The HD network, through its collective reach and reading of the changing situation, informs the contextual reading of needs and gaps throughout the Movement-wide operation e.g. through exchanges between Movement representatives on emerging trends in the different countries.
- IFRC Secretariat continues to engage with National Societies that reach out bilaterally to discuss emerging legal and policy related humanitarian issues.
- IFRC continues to meet regularly with government representatives, parliamentarians, embassies, International and local organizations, and other relevant stakeholders to share information about the changing humanitarian needs and bring attention to the RCRC Movement's collective response to these.



## 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 for Europe 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.

## Logistics

IFRC Logistics Teams are coordinating logistics efforts and ensuring that relief items reach people in need in all impacted countries. The Global Humanitarian Services & Supply Chain Management (GHS&SCM) department has been established in the Regional Office for Europe to support on-going Ukraine crisis operations and other emergency operations in the region. The GHS&SCM Europe is providing technical support to the IFRC offices in Ukraine and impacted countries. The Operational logistics structures have been established in Ukraine (Kiev, Uzhhorod and Lviv), Hungary (Budapest and Debrecen), Moldova and Romania. Simultaneously, the ERU logistics team deployed by the Finnish RC concluded its support mission that included 4 rotations in 2 different locations; in Lublin, Poland and Lviv in Ukraine and handed over the logistics activities to Polish RC, Ukraine RC and IFRC operational teams in both countries respectively. The main supply chain to support the operation is being centralized via Debrecen warehouse. Also, direct supplier deliveries are in place when and where applicable. Key logistics facts until today for the Ukraine crisis operation are summarized in the below Dashboard.



## IFRC Logistics Report: Goods received and in pipeline

Ukraine and Impacted Countries Crisis



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

### Goods in PIPELINE per country

Country	Total KG	Total M3	Trucks	Aircraft
Ukraine	397,379	2,347	39	
Ukraine	106,637	800	9	
<b>Total</b>	<b>504,017</b>	<b>3,147</b>	<b>48</b>	

### Most goods in PIPELINE per item

Item	Value in CHF	ItemQty
Other	2,239,392	363,389.00
Migrant kit	746,738	20,000.00
Blanket	192,270	39,000.00
Kitchen set	151,450	6,500.00
Tarpaulins	85,050	7,000.00

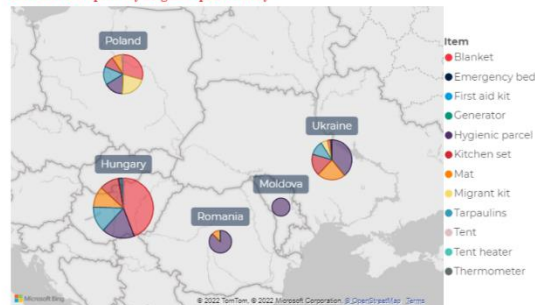
### Biggest donors

Donor	Consignment Cost
French Red Cross	4,711,827
Austrian Red Cross	1,665,595
Finnish Red Cross	973,737
turkishredcross	755,172
German Red Cross	570,070
Spanish Red Cross	411,589

### goods RECEIVED per country

Country	Total KG	Total M3	Trucks	Aircraft
Ukraine	1,485,156	5,591	96	
Hungary	815,066	4,161	70	2
Poland	503,635	2,370	40	5
Romania	223,111	705	15	
Moldova	55,648	218	2	1
<b>Total</b>	<b>3,104,120</b>	<b>13,169</b>	<b>226</b>	<b>8</b>

### RECEIVED quantity of goods per country



**14,048,497**

Total donation value in CHF

**50% +**

Of aid is allocated to Ukraine up to now

**19**

Total donors

The IFRC GHS&SCM ROE Procurement unit is steadily supporting and guiding National Societies (NS), IFRC Country Cluster Delegations (CCD) and IFRC Country Delegations (CDs) on IFRC Procurement procedures oversee the compliance and quality assurance processes for expenditures under EA funds utilization. The procurement unit is supporting the IFRC CVA preparedness plans supporting the processes for developing Framework Agreements with Financial Service Providers (FSP) in key countries. The procurement unit is currently supporting the procurement of food and relief items for the Ukraine Operation and Neighboring Countries Winterization Plans.

In total, Logistics has supported the transportation of approximately 160 trucks, 3,100 tons of goods from the mobilization table, as well as more than 3,000 tons of goods from bilateral donation to Ukraine and the neighboring countries. The main supply chain strategy to deliver relief items to Ukraine has been via Debrecen in Hungary, where IFRC is having the main warehouse hub for operational support. Main relief items for operational support includes food kits and NFIs such as hygienic items, blankets, tarpaulins and household items. The warehouse space in Debrecen has been supported by ICRC. On the top of IFRC, also Hungarian RC has been prepositioning stocks for its operation there.

During the reporting period, Fleet has delivered 22 VRP light vehicles to 5 countries. Fleet vehicle capacity support included 20 loaned vehicles from Land Rover and 2 heavy cargo trucks supported by Italian RC. The Italian RC contribution included the loan of 2 x 24 MT trucks and drivers for IFRC to be used for transportation of cargo from Debrecen, Hungary to different warehouses in Ukraine and neighbouring countries. The fleet and logistics team has also been coordinating closely with Volvo trucks who has extended their support by providing transportation units to deliver relief items to affected areas. This support is based on the original agreement between Swedish RC and Volvo – and extended now for IFRC Ukraine operation.

For mid-term approaches, IFRC and Movement Logistics are focusing on supporting URCS logistics capacity to meet immediate operational needs. IFRC and Movement members are also continuing mobilization of in-kind support, finalizing the procurement of 150,000 food kits and with winterization planning and supporting CVA and planning for contingency for various scenarios. These will be done through local and international sourcing by IFRC and utilization of partnership capacities, when applicable.

For long-term strategies, the focus will be on strategic capacity building of the National Societies' competencies and capacities in procurement, asset management (i.e., stock, fleet, equipment), contingency planning, supply chain management, stock/warehouse management, and reporting. The regional and national level Strategic Planning for Logistics Emergency Response will aim at integrating markets and partnership while integrating the aspects of CVA. Green Response and localization will also play a major role in the coming years. Value chain aspects, digitalization, market analysis, compliance/audit, legal references, and Logistics Code of Conduct are framing the strategic outlook.

- In the Europe region, the resources of IFRC and ICRC create a unique synergy, evolving as both organizations are building up their regional structures. There is a joint tripartite mobilization of URCS, IFRC and ICRC, working together on transportation, warehouse, fleet, custom clearance, accessing stocks,

digitalization, and especially merging procurement activities and volumes, allowing the Red Pillar to be stronger in the humanitarian sector.

- ICRC has been sharing a warehouse space in Debrecen with IFRC. This agreement is valid until the end of September 2022. From October 2022 onwards, ICRC's operational strategy will shift, and they will be scaling down their warehouse operation in Debrecen. As a result, IFRC will be acquiring its own warehouse space for the long term in Debrecen. This will allow IFRC to continue smooth supply chain to operational areas as well as to be able to extend warehousing support for partners, if required.

### ***IFRC Planning, Information Management, and Monitoring (PIMM)***

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](https://go.ifrc.org)) and Kobo mobile data collection service ([www.ifrc.org/ifrc-kobo](http://www.ifrc.org/ifrc-kobo)), and an activation of the Surge Information Management Support (SIMS) has channeled 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 visualization and dedicated support for CVA IM needs.

The GO platform (<https://go.ifrc.org/emergencies/5854#reports>) 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 65 Field Reports (as of 22/06) 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.

Development of regular reporting and monitoring systems, such as the Federation-wide planning, monitoring and reporting Framework of the operation, have been put in place. Planning, Monitoring, Evaluation and Reporting (PMER) team is working closely with operations teams and country PMER delegates to revise the country-wide National Society response plans, roll out IFRC Secretariat implementation plans, as well as supporting specific projects related to the operation. Six rounds of Federation-wide data collection have been launched to collect: 1) key financial information from all National Societies engaged in the response, either domestically or internationally or both, and 2) standardized indicator data from all NS responding to the crisis, domestically and internationally.

PMER Coordinators in Poland, Romania and Slovakia supported National Societies setting up Monitoring and Evaluation frameworks including for large-scale Cash distributions and Post-Distribution Monitoring harmonized throughout the region and are collaboratively establishing reporting systems for donor-specific requirements as well as standard operational reporting as part of the Emergency Appeal and the PMER Framework of the operation.

**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. The PMER Membership Coordination WG, organized by the IFRC, continued to gather on a bi-weekly basis. Thanks to the PMER Coordination WG, it was possible to develop and launch the nation-wide

data collection on the number of people reach with the humanitarian assistance provided by the URCS with the RCRC partners and start harmonising the CVA PDM approach in Ukraine.

## **Communications**

A key priority in the response has been communications, which continues to evolve in such a complex political environment. The strategic focus has been twofold: 1) raising awareness with audiences on the evolving needs and sharing more about our impact made through donor funds; and 2) educating and managing the risks based on public perception of the humanitarian imperative and our role as impartial, neutral, and independent actors.

### **Media and social media coverage**

Media interest in the conflict in Ukraine as well as Red Cross Red Crescent's response was immense in the first month of the conflict, which saw 300,000 media and social media mentions linked explicitly to Ukraine and Red Cross/Red Crescent/IFRC/ICRC.

IFRC received pro-bono support from Twitter to maximize the visibility of the response efforts and offered an opportunity to raise funds as early as 4 March. The "takeover" activation happened in nine markets, linking to donation pages of the Ukrainian Red Cross and National Societies fundraising for the appeal. The tweets were seen 59 million times, received hundreds of thousands of interactions, and drove hundreds of thousands of clicks to donation pages. Content has been regularly produced and published on social media channels and is available on the [av.ifrc.org site](https://www.ifrc.org/site) for National Societies, donors and journalists to use.

Six months into the response, this initial media interest has slowed significantly with a larger focus on moments and milestones were proactive media engagement and social media coverage can peak attention. Media pitching included moments such as scaling up cash programming across the region and growing health needs and deployment of the health ERUs. Through strong coordination with 20+ National Societies and the ICRC, IFRC marked the six-month milestone including the launch of a six month [report](#) on impact and raising the alarm on humanitarian ripple effects in months to come; [Press conference](#) hosted by IFRC with Ukraine Red Cross and ICRC; and 1,600 media mentions in 12+ languages. In addition, this became an opportunity to showcase more local humanitarian voices with a full social media activation including daily Live Twitter spaces. Full results are found [here](#).

Since the beginning of the crisis, there has been:

- Over 705k media and social media mentions linked to Ukraine and Red Cross/Red Crescent/IFRC/ICRC in different languages. Most of those mentions are mainly on Twitter.
- Facebook: Over 2.3 million people reached with all the different posts published on Ukraine since 24 February.
- LinkedIn: Over 800,000 impressions on the posts on Ukraine. Since the Ukraine crisis, we continue to maintain a high engagement rate of 5% on our posts. (Engagement rate = (comments, likes, shares, clicks).
- Instagram: Over 500,000 people reached with the posts on Ukraine
- The Ukraine emergency page has had 52,000 views since going live on 24 February with an average read time of 2 minutes.
- On Twitter, a partnership with twitter helped us to communicate at scale the needs of the Ukraine response. Thanks to this partnership, our messages were seen over 60 million times, and generated dozens of thousands of visits to the donation appeals of National Societies.

### **Coordination**

Communication is closely coordinated with National Societies across the world – both those responding directly to the people impacted by Ukraine but also others who have rolled out massive fundraising and awareness campaigns in their own markets. Coordination includes regular RCRC Movement calls with National Societies, IFRC and ICRC.

Movement messaging is updated semi-regularly with ICRC to ensure consistent messaging around topics are managed and covered consistently. The Ukraine Slack platform is a main source to communicate with National Societies on evolving narratives in the media space and how we align and engage consistently.

### **Shifting to long term**

Communications still remain a critical area in the operation and will be scaled up with resources in the long term. As the final surge rotation wraps up, the regional communications team has also begun resourcing long term positions and activities with the priority countries Red Cross is responding in, including Ukraine and directly neighbouring countries. A focus on localizing communications and its storytelling will be a major priority to ensure the people impacted by this crisis are front in centre in telling the world their own perspectives. In addition, donor communication will remain a high priority to support National Societies globally, including coordination of messaging, Movement figures and regular updates on the impact of donor funds, working closely with the SEP team and fundraising and communication colleagues regionally and globally.

### **Security**

The IFRC security infrastructure is well established with dedicated security personnel integrated at country and regional level to support Operations Managers and to ensure compliance with Minimum Security Requirements. Security coordination with all Movement partners remains strong at country, regional and Geneva level. Security risks to RCRC personnel in Ukraine and impacted countries are regularly re-assessed and security plans updated accordingly to ensure they remain fit for purpose; these now account for an IFRC representational presence in Kyiv. Field movements to and within Ukraine remain subject to strict control procedures. Looking ahead, the IFRC Ukraine security team is positioning itself to support PNS requirements and to undertake URCS capacity development activities on security risk management.

### **Human Resources**

From 2 surge HR staff deployed at the start of the response (Coordinator and Delegate) to a peak team size of 7 in June (5 staff including 1 roving and 1 based inside Ukraine), the capacity of the HR team is starting to stabilize, with 5 longer-term delegates/coordinators/assistants now or soon to be in role. Like many other areas, the HR team faces a challenging month in September in terms of resources and are working hard to manage expectations and put contingencies in place. Hopes of a lower activity level during the summer months of July and August did not materialize, and demand for HR services has almost tripled during this time (as measured by the number of approved recruitments: approx. 100 as of the end of June to 278 at the end of August). The changes in ways of working brought about by COVID-19 (remote working in the main) have enabled the central support service of HR to be delivered flexibly from anywhere in the world. HR recognizes, however, that the service is not seamless, and the team is addressing these gaps through improved communication and training.

Despite the enormous challenges (primarily associated with competing priorities, sheer volume, and process), there are significant milestones and achievements that have been made. Team morale is high and stakeholder engagement is positive and constructive. The HR team is constantly assessing ways of working to ensure incremental improvements are incorporated into the heavily procedural nature of the HR workflow, leading to better outcomes (faster hires, or 'boots on the ground') for all involved. In mid- June, the team has launched a dashboard with the invaluable support of IM, and this is bearing fruit as far as improved information flow, greater transparency around the organisational structure and workforce planning analysis are concerned. The hiring rate also reflects an increased confidence among the team in the hiring process itself. As at the end of June, 40 recruitment processes had been completed. By the end of August, this number has rocketed to 90; and an additional 15 new joiners are onboarding (have accepted an offer from IFRC and contracting is underway). Most core operational staff are in place across the operation; HSC and finance teams are almost fully staffed and the CVA programme has been assigned a dedicated HR resource to help meet the huge needs there. Inside the Ukraine country delegation itself, the team has implemented a new salary structure effective 01 August 2022 and 19 staff have moved from URCS contracts to IFRC contracts. Staff regulations are at the final stages of approval. Contracts have also been offered to 15 Danish RC staff as part of the Integration

Agreement building out inside Ukraine. Recruitment is still a high priority, however, with the number of staff already brought on board, the team is seeing opportunities to reflect on lessons learned to date as well as to work towards further integration and localization of hiring efforts including within HR itself. As the HR team looks towards the autumn, the delivery of corporate services under the Integration Agreement will be one of the next significant challenges

Surge as of 9 September:

<b>TOTAL DEPLOYMENTS</b>	<b>297</b>
<b><i>Deployed</i></b>	<b>24</b>
<i>EOM</i>	273
<i>Stand down</i>	28
<i>Cancelled</i>	0
<b><i>Open Alert</i></b>	<b>1</b>
<i>Confirmed for deployment</i>	4
<b>Role Profile Requested</b>	<b>330</b>

297 Deployments have been carried out, with a gender break-down that represents 52% females and 48% males from 29 National Societies or IFRC.

## **Finance**

The Finance team continues to play a critical role in any operation. Longer-term finance structure is in place in most of the offices that were previously supported by Surge staff. Two Finance Delegates have been recruited to be based in Budapest to provide critical oversight support at the regional level. In Ukraine, 2 Finance and Administration delegates have been recruited, with one focusing on PNS support given the number of partners working inside Ukraine. One Finance and Administration Coordinator as well as one Finance Delegate have been recruited to Poland. Recruitments are ongoing for one Finance and Administration Delegate for Moldova and one Finance and Administration Delegate covering Romania and Slovakia.

Plans are in place to put in structures for Finance development initiatives to provide support to the National Societies to build their finance capacities. Finance is working closely with the NSs to ensure timely liquidation of funds disbursed as the first and second tranche as well as providing the necessary training to finance staff within the NS.

Countries have submitted aspirational budgets which have been reviewed against implementation plans. This will guide the next round of envelope allocation to cover implementation of activities as planned. This is currently being reviewed in discussions with Heads of Delegations and the Appeal Management Committee. The submissions will then guide funds allocation based on available funding and further continued implementation of activities.

## **Partnerships and Resource Development**

Through the Regional Office for Europe, the Partnerships and Resource Development (PRD) Team is coordinating the resource mobilization efforts to support the scaling-up of humanitarian assistance. One Resource Mobilisation in Emergencies Delegate has been hired to lead on the resource mobilisation efforts and donor engagement for this emergency appeal. Since the beginning of the operation, Red Cross and Red Crescent Societies, partners, and donors, have been engaged through partners calls, briefings, and bilateral meetings. Currently, the [funding coverage](#) is 53% with a funding gap of CHF 261 million which includes hard pledges, human resources, and in-kind contributions. There are continued engagement with American Red Cross, British Red Cross, and French Red Cross for further support in PGI and Safeguarding, CVA Programme, and Health.



Please see the financial report annexed.

## 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)
- **Ukraine and Impacted Countries Regional Operations Manager:** [lorenzo.violante@ifrc.org](mailto:lorenzo.violante@ifrc.org)
- **Head of Country Cluster Delegation for Ukraine, Moldova, Poland, Lithuania, Estonia, and Latvia:** Stephane Michaud [stephane.michaud@ifrc.org](mailto:stephane.michaud@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:

- **Humanitarian services and supply chain management:** Sera Coelho, Senior Officer, Supply Chain [sera.coelho@ifrc.org](mailto:sera.coelho@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 Red Cross and Red Crescent 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.



# Emergency Appeal

## Interim FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2022/2-2022/8	Operation	MGR65002
Budget Timeframe	2022/2-2024/2	Budget	APPROVED

Prepared on 29 Sep 2022

All figures are in Swiss Francs (CHF)

## MGR65002 - Ukraine and impacted countries crisis

Operating Timeframe: 05 Feb 2022 to 29 Feb 2024; appeal launch date: 28 Feb 2022

### I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
AOF1 - Disaster risk reduction	1,320,000
AOF2 - Shelter	150,000,000
AOF3 - Livelihoods and basic needs	255,000,000
AOF4 - Health	45,000,000
AOF5 - Water, sanitation and hygiene	30,000,000
AOF6 - Protection, Gender & Inclusion	16,175,000
AOF7 - Migration	8,800,000
SFI1 - Strengthen National Societies	23,180,000
SFI2 - Effective international disaster management	1,450,000
SFI3 - Influence others as leading strategic partners	1,725,000
SFI4 - Ensure a strong IFRC	17,350,000
<b>Total Funding Requirements</b>	<b>550,000,000</b>
<b>Donor Response* as per 29 Sep 2022</b>	<b>302,089,779</b>
<b>Appeal Coverage</b>	<b>54.93%</b>

### II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	49,891,496	1,134,597	48,756,899
AOF2 - Shelter	54,199,070	21,451,560	32,747,510
AOF3 - Livelihoods and basic needs	45,983,405	29,747,544	16,235,861
AOF4 - Health	8,467,460	948,328	7,519,133
AOF5 - Water, sanitation and hygiene	1,026,215	74,177	952,038
AOF6 - Protection, Gender & Inclusion	931,029	22,991	908,038
AOF7 - Migration	6,311,729	2,634,864	3,676,865
SFI1 - Strengthen National Societies	12,877,636	10,450,431	2,427,206
SFI2 - Effective international disaster management	1,340,523	329,023	1,011,500
SFI3 - Influence others as leading strategic partners	66,830	71,438	-4,608
SFI4 - Ensure a strong IFRC	14,452,071	2,454,693	11,997,379
<b>Grand Total</b>	<b>195,547,465</b>	<b>69,319,645</b>	<b>126,227,820</b>

### III. Operating Movement & Closing Balance per 2022/08

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	258,450,658
Expenditure	-69,319,645
<b>Closing Balance</b>	<b>189,131,013</b>
Deferred Income	21,166,940
Funds Available	210,297,953

### IV. DREF Loan

* not included in Donor Response	Loan :	1,293,301	Reimbursed :	1,293,301	<b>Outstanding :</b>	<b>0</b>
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# Emergency Appeal

## Interim FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2022/2-2022/8	Operation	MGR65002
Budget Timeframe	2022/2-2024/2	Budget	APPROVED

Prepared on 29 Sep 2022

All figures are in Swiss Francs (CHF)

### MGR65002 - Ukraine and impacted countries crisis

Operating Timeframe: 05 Feb 2022 to 29 Feb 2024; appeal launch date: 28 Feb 2022

## V. Contributions by Donor and Other Income

Opening Balance						0
Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income
Adobe Systems, Inc.	70,199				70,199	
Albanian Red Cross	20,000				20,000	
Altera Infrastructure	9,687				9,687	
Amadeus IT Group	1,520				1,520	
American Red Cross	38,973,089				38,973,089	
Ameriprise Financial	95,117				95,117	
Analog Devices Foundation	35,285				35,285	
Arcadis NV	204,460				204,460	
Argentine Red Cross	665				665	
Assurant Inc	759				759	
Astra Zeneca	8,867				8,867	
Australian Red Cross	4,082,496				4,082,496	
Australian Red Cross (from Australian Government*)	1,386,294				1,386,294	
Austrian Red Cross		1,847,556			1,847,556	
Austria - Private Donors	52				52	
Barry Callebaut AG	30,000				30,000	
Belgian Red Cross (Francophone)	1,029,820				1,029,820	
Bio Rad	1,550				1,550	
Bloomberg	46,000				46,000	
Boler Company	95,137				95,137	
British Red Cross	6,666,077				6,666,077	
British Red Cross (from British Government*)	20,768,668				20,768,668	
Bulgarian Red Cross	10,000				10,000	
Business for Ukraine Group	23,787				23,787	
California Community Foundation	24,251				24,251	
Camlog Biotechnologies GMBH	10,000				10,000	
Canadian Government		288,088			288,088	
Charities Aid Foundation (from Analog Devices Founda	96,867				96,867	
Charities Aid Foundation (from Cisco*)	225				225	
Charities Aid Foundation (from Dow Chemical Compar	109,144				109,144	
Charities Aid Foundation (from Meta*)	139,200				139,200	
Charities Aid Foundation (from Schwab Charitable Glo	936				936	
Charities Aid Foundation (from Vanguard*)	22,803				22,803	
Chilean Red Cross	24,815				24,815	
China - Private Donors	250				250	
China Red Cross, Hong Kong branch	123,871				123,871	
Circle K	968,870				968,870	
CNH Industrial International SA	355,269				355,269	
Coca-Cola Europacific Partners	208,045				208,045	
Coca Cola Foundation	931,980				931,980	
Coca-Cola (from Coca Cola Foundation*)	1,075				1,075	
Coyotte Logistics	4,660				4,660	
Croatian Red Cross	10,313				10,313	
Crypto.com	868,683				868,683	
CVC Philanthropy Ltd	254,689				254,689	
Cytel Inc	14,100				14,100	
Czapek & Cie SA	20,000				20,000	
Danish Red Cross	2,017,700				2,017,700	
Danone	568,070				568,070	
Denmark - Private Donors	101				101	

# Emergency Appeal

## Interim FINANCIAL REPORT

Selected Parameters			
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Prepared on 29 Sep 2022

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### MGR65002 - Ukraine and impacted countries crisis

Operating Timeframe: 05 Feb 2022 to 29 Feb 2024; appeal launch date: 28 Feb 2022

Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income
Diageo plc	1,016,170				1,016,170	
Dia Sorin	25,986				25,986	
Don Quixote ASBL	50,842				50,842	
Electrolux Food Foundation	60,152				60,152	
Ericsson	402,627				402,627	
EU-DG SANTE	817,124				817,124	6,058,664
Eurofins Scientific Foundation	26,292				26,292	
European Commission - DG ECHO	105,054				105,054	
European Investment Bank Institute	700,679				700,679	
European Society Gastrointestinal Endoscopy	10,188				10,188	
Exor NV	1,032,877				1,032,877	
FIA Foundation	511,711				511,711	
Fidelity	89,091				89,091	
Finnish Red Cross	4,868,729	473,655			5,342,384	
Fortum Oyj	206,421				206,421	
France - Private Donors	100				100	
French Government	0				0	2,566,923
French Red Cross		5,973,336			5,973,336	
German Red Cross		588,899			588,899	
Germany - Private Donors	511				511	
Great Britain - Private Donors	6,387				6,387	
Hellenic Red Cross (from Greece - Private Donors*)	417,903				417,903	
Icelandic Red Cross	94,350				94,350	
Icelandic Red Cross (from Icelandic Government*)	160,650				160,650	
IFRC at the UN Inc	893,003				893,003	
Inficon Holding AG	25,000				25,000	
Intercontinental Hotels Groups(IHG)	242,167				242,167	
International Inner Wheel	11,905				11,905	
Interogo Holding	5,120,830				5,120,830	
Ireland - Private Donors	1,444				1,444	
Irish Government	1,023,408				1,023,408	
Irish Red Cross Society	8,624,183				8,624,183	
Italian Government	2,044,948				2,044,948	
Italian Red Cross	966,485				966,485	
Japanese Government	4,619,637				4,619,637	2,854,683
Japanese Red Cross Society	18,557,919				18,557,919	
Johnson & Johnson foundation	4,699,560				4,699,560	
Kimberly-Clark Corporation	49,399				49,399	
Knockward Ltd	10,038				10,038	
Lars Amundsen Foundation	100,000				100,000	
Latvian Red Cross	25,404				25,404	
Liechtenstein Red Cross	400,000				400,000	
Lincoln Electric Co	23,093				23,093	
Lindt & Sprüngli	1,000,000				1,000,000	
Luxembourg Government	511,711				511,711	
Luxembourg - Private Donors	3,680				3,680	
Malaysian Government	56,057				56,057	
Mondelez International Foundation	195,919				195,919	
Mongolia Government	48,422				48,422	
Nestle	1,299,520				1,299,520	
Netherlands - Private Donors	50				50	
New Zealand Red Cross	687,658				687,658	
Nissan Europe	525,216				525,216	
Norstat AS	17,385				17,385	

# Emergency Appeal

## Interim FINANCIAL REPORT

Selected Parameters			
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Budget Timeframe	2022/2-2024/2	Budget	APPROVED

Prepared on 29 Sep 2022

All figures are in Swiss Francs (CHF)

### MGR65002 - Ukraine and impacted countries crisis

Operating Timeframe: 05 Feb 2022 to 29 Feb 2024; appeal launch date: 28 Feb 2022

Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income
Norway - Private Donors	250				250	
Norwegian Red Cross	539,617				539,617	
Norwegian Red Cross (from Norwegian Government*)	10,003,475				10,003,475	
Offshore Techonology Conference Inc (OTC)	24,701				24,701	
Olympus Corporation	471,735				471,735	
On Line donations	341,290				341,290	
Other			168,648		168,648	
Paraguayan Red Cross	32,770				32,770	
Procter & Gamble	1,021,233				1,021,233	
Red Cross of Monaco	305,194				305,194	
Red Cross Society of China	280,287				280,287	
Red Cross Society of Georgia	200,000				200,000	
Russia - Private Donors	140				140	
Salesforce	474				474	
Siemens Gamesa Renewable Energy	143,828				143,828	
Singapore Red Cross Society	816,524				816,524	
Slovenian Red Cross	318,334				318,334	
Sonoco Products Co	46,813				46,813	
Spain - Private Donors	103				103	
Spanish Government	1,447,625				1,447,625	
Spanish Red Cross		419,960			419,960	
Spanish Red Cross (from Amadeus IT Group*)	504,500				504,500	
Splunk	378				378	
Swedish Red Cross	10,153,652				10,153,652	
Swiss Government	4,000,000				4,000,000	
Swiss Red Cross	3,221,354	130,020			3,351,374	
Switzerland - Private Donors	200				200	
Synopsys Inc	205				205	
Taiwan - Private Donors	934				934	
Taiwan Red Cross Organisation	160,025				160,025	
Takeda Pharmaceutical Company Ltd	2,278,441				2,278,441	
The Alcon Foundation, Inc.	46,317				46,317	
The Canadian Red Cross Society	35,037,871	5,582			35,043,453	
The Canadian Red Cross Society (from Canadian Gov	5,523,493				5,523,493	
The Netherlands Red Cross	10,511,327				10,511,327	
The Netherlands Red Cross (from Netherlands Govern	16,649,196				16,649,196	
The Netherlands Red Cross (from Netherlands - Privat	310,184				310,184	
The Philippine National Red Cross	46,394				46,394	
The Red Cross of Serbia	37,000				37,000	
The Republic of Korea National Red Cross	700,000	21,362			721,362	
TMF Group BV	93,896				93,896	
Uber Technologies Inc.	247,248				247,248	
UNDP - United Nations Development Programme (fron	93,190				93,190	
United States Government - PRM	0				0	9,686,670
United States Government - USAID		145,651			145,651	
United States - Private Donors	27,985				27,985	
Volvo	26,381				26,381	
<b>Total Contributions and Other Income</b>	<b>248,387,900</b>	<b>9,894,109</b>	<b>168,648</b>	<b>0</b>	<b>258,450,658</b>	<b>21,166,940</b>
<b>Total Income and Deferred Income</b>					<b>258,450,658</b>	<b>21,166,940</b>