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Emergency Plan of Action Operations Update Bosnia and Herzegovina: Population Movement

 International Federation
of Red Cross and Red Crescent Societies

Emergency Appeal n° MDRBA011 Operations Update n° 1	GLIDE n° OT-2018-000078-BIH
Date of issue: 17 April 2019	Timeframe covered by this update: 8 December 2018-10 March 2019
Operation start date: 8 December 2018	Operation timeframe: 12 months Operation end date: 8 December 2019
Overall operation budget: CHF 3,311,347	DREF allocated: CHF 300,000
N° of people being assisted: 7,600 migrants and 1,500 households from host community	
Red Cross Red Crescent Movement partners currently actively involved in the operation: ICRC, Croatian Red Cross, German Red Cross, Italian Red Cross, Swiss Red Cross, Turkish Red Crescent Society, Red Crescent Society of the United Arab Emirates	
Other partner organizations actively involved in the operation: Ministry for Human Rights and Refugees, Ministry of Security, IOM, UNHCR, UNICEF, Caritas, World Vision, Emmaus MFS, MSF, Danish Refugee Council, Pomozi.ba, Catholic Relief Services, Save the Children	

This Emergency Plan of Action Operations Update provides details on the action of the International Federation of Red Cross and Red Crescent Societies' (IFRC) support provided through the Emergency Appeal to the **Red Cross Society of Bosnia and Herzegovina (RCSBiH)** to deliver assistance and support to up to **7,600 migrants since the beginning of December 2018 until the 10 March 2019**.

This Operations Update provides an up-to-date description of the migration situation in Bosnia and Herzegovina, an overview of the RCSBiH and other actors on the ground as well as on the current response to the migrants' needs. It also gives details on the action, which focuses on the following areas of focus and strategies of implementation: **Shelter (Non-Food Items – NFIs); Livelihoods and Basic Needs; Health; Water, Sanitation and Hygiene (WASH); Protection, Gender and Inclusion (PGI); Disaster Risk Reduction (DRR) as well as Building the Capacities of the National Society.**

The response reflects the current situation and information of the evolving operation and will be adjusted based on further developments and more detailed assessments in the following period.

A. SITUATION ANALYSIS

Description of the disaster

Countries throughout the Balkans experienced a significant influx of migrants in 2015 and 2017. Bosnia and Herzegovina (BiH), however, not being situated on the main migratory route, was only marginally affected at this time. Since the beginning of 2018, the country has seen a significant increase in the numbers of arrivals, with migrants arriving via two different routes: one through Albania and Montenegro; and the other through the Republic of North Macedonia¹ or Bulgaria, and Serbia. Since the beginning of 2018, there have been over 26,000 arrivals to BiH.

Entry points to BiH were in the areas of Trebinje, Foča and Višegrad in the Republic of Srpska (RS) and Goražde in the Federation of Bosnia and Herzegovina (FBiH). The majority of people arriving were heading towards Sarajevo and Una-Sana Canton and seeking to enter the European Union through Croatia.

¹ <https://www.un.org/en/member-states/index.html#gotoN>



Source: Refugee Aid Serbia

After an initial increase in the number of migrants in the first months of 2018, the number of new entries stabilized between May and August with an average of 70-100 people arriving each day. The movement of migrants intensified again in the following months reaching 100-150 of new arrivals per day in September and October. As projected for the winter months the number of new arrivals showed a decreasing tendency with approximately 750 arrivals in January and 1,100 in February 2019, which meant 31 new arrivals per day as average. However, this still represents a 66 per cent increase compared to the same period in 2018. Overall, the number of refugees and migrants in BiH at a given time remained relatively stable at around 5,000. The top declared country of origin of arrivals remained Pakistan, followed by Iran, Syria, Afghanistan, and Iraq, among others. (Source: Service for Foreigners' Affairs of Bosnia and Herzegovina) It is worth noting that in the absence of official documents the country-of-origin is self-declared.

As experience from February and March 2019 shows, migrants - including families - started leaving the centres more frequently with the purpose of trying to enter Croatia. However, assumingly due to the generally strict border controls, most return within few days. Challenges continue with regard to access to asylum. After entering BiH, migrants have the right to register their intention to seek asylum – doing so allow newly arrived migrants to stay in the country for 14 days before they either formally apply for asylum or leave the country. Since the beginning of 2016 only 1,600 asylum seekers have managed to register their claim (Source: UNHCR in BiH). The registration of a temporary address in BiH is a key obstacle to this. UNHCR continued raising awareness of this issue at the relevant authorities also suggesting that either reception centres are placed under the Ministry of Security (MoS) / Service for Foreigners' Affairs of Bosnia and Herzegovina (SFA) - which would remove the need for asylum seekers to register their address - or that the KM 10 administrative fee associated with the registration of an address was waived.

According to the information received at the IOM-UNHCR Coordinated Interagency Meeting on 8 March 2019, in total there were 2,943 migrants in IOM managed centres in Una-Sana Canton (USC) and 645 in the Ušivak TRC. The total number of minors as of 8 March was 196, out of that 150 minors in Una- Sana Canton and 46 minors in Ušivak.

Due to the nature of the migration flow in BiH and the lack of access to systematically collected data, it is not possible to give precise gender and age breakdown of migrants. As a result, the data was assumed based on data collected in two reception centres (Borici and Bira in Una-Sana Canton) by Red Cross staff and volunteers that out of the total number of registered migrants, 84 per cent were men, six per cent were women and ten per cent were children.

The figures below show the locations, names and occupancy of refugees and migrants' centres in BiH as of 8 March 2019.

Bira facility - Borići Dormitory, Bihać: Up to 2,248 persons were accommodated in these centres on a daily basis. Out of that, there were 1,814 persons accommodated in Bira and 434 persons accommodated in Borići as of 8 March 2019 (Source of information: IOM). Security measures have been put in place to stop mixing adults with unaccompanied minors. Screening of health state of all migrants accommodated in Bira has been undertaken by Danish Refugee Council. The Catholic Relief Services has been ensuring sufficient number of interpreters to ensure adequate communication with migrants.

Borići Dormitory, Bihać was closed early December 2018 for refurbishment, which was completed on 2 January 2019. During this period migrants were accommodated in Bira Centre. The refurbished facility is now used to accommodate families. 434 persons are currently accommodated in this centre and another 244 persons were planned to be relocated here in the coming weeks.

Sedra, Cazin: 425 persons were accommodated (families with children).

Miral facility/Velika Kladuša: Between 600 and 700 migrants stay daily in this centre. As of 8 March 2019, there were 667 migrants accommodated.

Ušivak / Hadžici: As of 8 March 2019, there were 645 persons accommodated, out of which 46 were minors. As per agreement with the IOM, the Public Health Institute of Sarajevo Canton has been monitoring health situation in the Centre.

Salakovac/Mostar: As an average up to 260 persons, mainly families with children, are accommodated in Salakovac, families with children. As of 8 March 2019, there were 229 persons in the centre. During the reporting period, observations showed an increased presence of workers of the Ministry of Human Rights and Refugees of BiH in Salakovac. In addition, there was the change of the Manager of the Refugee Centre in February 2019 and a visit was

also paid by the Deputy Minister of Security of BiH Mr. Marijan Baotić, with whom the representatives of the City Red Cross of Mostar had a consultation meeting on 21 February 2019.

Following a decision of the authorities in Una-Sana Canton, the police opened the point in Velečevo, Ključ municipality (at the border of Una-Sana Canton) on 23 October 2018 with the aim to stop excessive influx of migrants to Una-Sana Canton. At this hot spot all migrants are made to get off the buses or other means of transport and directed back to Sarajevo. Volunteers from the local Red Cross branch, Ključ, and from the Red Cross of Una-Sana Canton have been providing basic assistance to these migrants in the form of food (lunch packs), clothes and footwear (warm jackets, winter footwear, socks, gloves, caps, jumpers, blankets, raincoats), hygiene items (soaps, toothpaste, sanitary napkins, diapers for children, wet wipes), NFIs (sleeping bags, tarpaulin), and firewood. The assistance provision has been financially supported partially by the local RC branch Ključ, partially by local citizens as well as by companies in Ključ. The Health institution in Ključ spent two days with its field team providing medical check-up of the migrants, registering the sick and providing medicines. Due to the continuous presence of the local Red Cross branch at this site an early warning mechanism was put in place and particularly vulnerable individuals were identified and were transported to the Cantonal Hospital from the site. From October 2018 until 15 February 2019, in total 1,152 migrants arriving from the direction of Sarajevo were prevented to enter Una-Sana Canton. However, the most vulnerable (families with children, minors, the sick) were transferred to the Migration Centres in the area of Bihać (Borići, Bira and Sedra) with the support of IOM. The citizens of Ključ collected money for purchasing bus tickets for 40 migrants, who did not have funds for the transport to Sarajevo.

Summary of current response

Overview of Host National Society

All but one of the ten migrant centres (in total) are located in the territory of the Federation of Bosnia and Herzegovina, and most of the activities in response to the migration situation are correspondingly implemented by the Red Cross of the Federation of Bosnia and Herzegovina. There are four main branches of the National Society involved in the response: Red Cross Branch of City of Bihać, Red Cross Branch of Una-Sana Canton, Red Cross Branch of Ključ and Red Cross Branch of City of Mostar.

The RCSBiH has been providing food (including two hot meals per day) with the financial support of IOM in Borići Dormitory, Bira (Bihać), Hotel Sedra (Cazin) and Miral (Velika Kladusa) centres. In the framework of the Emergency Appeal, the RCSBiH has been ensuring the provision of food (70,363 hot meals and 5,938 other food items) in Salakovac (Mostar). Lunch packages have also been distributed to migrants residing near Ključ since the second half of October 2018, which was funded partially from the IFRC DREF operation and partially from own sources of the RC of Una-Sana Canton.



Food distribution at Bira centre. Photo by RCSBiH

Besides food provision, the National Society also participated in the response at the centres in Borići, Bira, Hotel Sedra and Miral in Velika Kladusa by providing first aid, PSS as well as hygiene kits and other NFIs. In the Refugee Centre Salakovac (Mostar area) in Herzegovina-Neretva Canton the National Society supported the migrants with non-food items (textile and hygiene items).

NFIs were partially procured through the DREF operation and the Swiss Red Cross project. Significant quantities were also donated by the Italian Red Cross, Turkish Red Crescent, German Red Cross and Croatian Red Cross. Other humanitarian organizations have also made NFI donations to the Red Cross, including UN agencies, such as UNHCR and UNICEF.

Restoring Family Links (RFL) services have been provided with support of the ICRC. The vast majority of migrants have smartphones and use Viber, WhatsApp and Facebook to communicate with their families. Since January 2019, all centres have internet access thanks to the support provided by different organizations. However, due to the high number of people in some of the centres, it is not accessible to all. Therefore, the RCSBiH RFL team in Una-Sana Canton still provides Internet Cards and the possibility for charging phones to migrants in need. As acute RFL needs were low, RFL Prevention and Dissemination were still the most suitable modality of support in this field.

Key achievements

The table below summarizes RCSBiH's response since the beginning of the appeal, from 8 December 2018 until 10 March 2019:

Food provision	NFIs distribution	Hygiene items	First Aid	Restoring Family Links	Operational time allocated by staff and volunteers
Up to 3,000 people were provided with food on a daily basis. 70,363 hot meals and 5,938 other food items in Salakovac funded under this Emergency Appeal; 745,398 hot meals and 291,384 other food items (fruit/food pack/snacks) were distributed with the financial support of IOM	1,070 persons received winter clothing, blankets and sleeping bags	2,621 hygiene parcels were provided	1,019 FA interventions were conducted	207 people were reached with RFL services (with the support of the ICRC)	28,931 hours provided by the RCSBiH staff and volunteers

Overview of Red Cross Red Crescent Movement in country

The National Society has been supported by the IFRC Regional Office for Europe (ROE) in the implementation of the EPoA since the launch of the Emergency Appeal through several visits both at senior management and technical levels. The Head of Country Cluster for Central and South-Eastern Europe accompanied by the Senior Officer for Disaster and Crisis Response visited the National Society in the period of 21-22 January 2019, while another visit was paid by Head of DCPRR for Europe, accompanied by the Senior Officer for Disaster and Crisis Response and the Senior Officer for Global Operational Procurement in the period of 11-13 February 2019.

The recruitment for the position of IFRC Operations Manager was in the process at the time of writing the Operations Update no 1. To ensure continuous support to the National Society, the IFRC ROE is filling the gap with visits by the operational staff as well as with the deployment of a Regional Disaster Response Team (RDRT) member and an interim operations manager (*for further details please see section 'International Disaster Response' in the Detailed Operational Plan on page 15*).

Restoring Family Links (RFL) services were established in Una-Sana Canton with the support of ICRC and RCSBiH Tracing Services. So far there was no need to scale up the service in that area. ICRC has also supported RCSBiH in volunteer mobilization by providing a house in Bihać until the end of December 2018 (with the plan to resume with this important support in 2019) and covering costs for volunteers from other parts of the country travelling to and staying in the city with the purpose to assist the RC branches of Bihac and Una-Sana Canton in their response to the migration situation.

In addition to the ICRC and IFRC, the National Society received financial and in-kind support from multiple other RC partners who have long-standing partnerships with RCSBiH and/or have been long present in the country. These include:

- **Croatian Red Cross** donated NFIs and has also offered human resources to support RCSBH.
- **German Red Cross** donated a mobile kitchen, 1,000 beds, 150 blankets, 200 clothing items, 500 sleeping bags, four tents, kitchen inventory and other related items.
- **Italian Red Cross** made two donations of NFIs consisting of 5,000 winter clothing items, blankets, mats, hygiene packs and one mobile kitchen.
- **Swiss Red Cross** supported RCSBiH through a project providing food in Salakovac (Mostar) and NFIs in Una-Sana Canton. Swiss Red Cross also approved a Cash Transfer Programme for local people in host communities, to reduce tensions towards migrants for a period of two months (January-February 2019). Swiss Red Cross remains committed to support RCSBiH in further activities.
- **Turkish Red Crescent** opened the Delegation in Bosnia and Herzegovina and has made a significant donation of 330 tents, two mobile kitchens, 9,000 blankets and 1,000 kitchen sets, and also plans to procure sanitary containers locally.

- **The Red Crescent Society of the United Arab Emirates** donated food parcels to be distributed at the beginning of the crisis, when donor interest was still low, making this contribution of the Red Crescent Society of the United Arab Emirates of particular importance.
- **Kuwait Red Crescent Society** initiated bilateral cooperation with the RCSBiH in the form of financial assistance based on Emergency Appeal document. The contribution is planned to be utilized for procuring non-food items to replenish depleting stocks.

The RCSBiH was providing winter clothing to migrants in all locations, including at the newly opened centre in Ušivak. Most migrants arrived unprepared and unequipped for winter conditions, and provision of suitable winter clothing was the priority recognized by all humanitarian actors participating in the response. The RCSBiH also provided winterized sleeping bags and blankets and continued to do so throughout winter. These activities were conducted thanks to generous support from partner National Societies and IFRC.

Besides that, large numbers of live mines and unexploded ordnance (UXO) are still present along the migration routes - working with ICRC and the Mine Action Centre in BiH, RCSBiH has distributed mine awareness flyers warning of the danger of mines and UXO in the areas of Trebinje (south BiH), Velika Kladuša, Cazin and Bihać (north-west BiH). Flyers were distributed by RC volunteers, who are also placing posters in the border areas. The same flyers were distributed in cooperation with the Montenegro Red Cross on their side of the border.

Overview of non-RCRC actors in country

The **central Government of BiH** has been taking the lead role in controlling the increased influx of migrants. The Ministry for Human Rights and Refugees of BiH activated its refugee centre in Salakovac (Mostar). The Ministry of Security is in charge of the Delijaš Asylum Centre and detention centre in East Sarajevo. The Ministry of Security also established a centre in Ušivak with IOM being in charge of the management of the centre and a range of partners providing support services. The humanitarian response relied mostly on the humanitarian community, with UN agencies the biggest stakeholders.

The International Organisation for Migration (IOM) has been the main stakeholder and implementor of the majority of international assistance. As well as supporting food provision implemented by RCSBiH in Una-Sana Canton, IOM also provided shelter for migrants by renting Hotel Sedra, Bira and Miral facilities in Una-Sana Canton as well as water and sanitation facilities in areas, where there was no established infrastructure. IOM continues to cover the food provision in all the centres in the period from 15 February to 15 November 2019. At a meeting held on 21 January 2019 with the participation of IOM, RCSBiH and IFRC ROE, an agreement was reached among the parties to sign a cooperation agreement between IOM and RCSBiH in the presence of the IFRC ROE. The negotiations were underway at the time of the report writing.

UNHCR is in charge of health care provision to migrants, as well as providing protection and accommodation in hostels and private accommodation to vulnerable people. RCSBiH received two field warehouses, six housing units, 7,000 blankets, 500 sleeping bags, 700 mats, 6,100 clothing items, 400 bags and other related items in smaller quantities from UNHCR.

The Mayor of Bihać, with the support of the local RC Branch, made a former student dormitory in Borići, near Bihać available as additional shelter for migrants.

Pomozi.ba, a local volunteer group, organized food distribution for migrants sleeping rough in Sarajevo. They were also in charge of food provision in Ušivak, which was opened in October 2018.

Danish Refugee Council and MSF are providing health care to migrants in Una-Sana Canton. MSF also provided one container which was used by RC first aid teams in Borići.

MFS Emmaus hosted vulnerable groups in Duje, near Dobož, a total of less than 30 persons.

Coordination mechanisms

Movement coordination is maintained by RCSBiH with the support of IFRC ROE. So far there have been three Movement Coordination meetings held with all partners present in the country with the aim to analyse the situation and to coordinate the support provided to the National Society. The first coordination meeting was held during the development of the Emergency Plan of Action for the DREF operation on 17 July 2018. The second meeting was held on 29 November 2018 to inform the Movement partners about priorities for the upcoming Emergency Appeal and to harmonize plans for the continuation of the support. The third meeting was held on 22 February 2019 to present the operations update on the Emergency Appeal Plan of Action implementation. Further coordination meetings will be organized in the course of the implementation of the Emergency Appeal Plan of Action, and RCSBiH will continue to maintain bilateral communications with all partners. Movement components have various tools to strengthen their coordination effectiveness for the benefit of the implementing National Society, the RCSBiH, one of them being Movement Coordination Agreement (MCA) which may be considered to be used in BiH.

As well as coordinating with Movement partners, RCSBiH also participates in coordination meetings organized by UNHCR and IOM on a bi-weekly basis. Formerly organized by the Ministry of Human Rights and Refugees of BiH, responsibility for coordinating these meetings has been handed over to UNHCR and IOM. All stakeholders, including RCSBiH, are invited to participate. In addition, similar coordination meetings are held in Una-Sana Canton and Salakovac, which the respective RC Branches also participate in. RCSBiH also maintains close cooperation with the Ministry of Security of Bosnia and Herzegovina.

Needs analysis and scenario planning

Needs analysis

Based on daily monitoring and observations conducted by the RCSBiH in centres where they are present the situation was as follows:

Mostar: Salakovac Refugee centre

The Ministry of Human Rights and Refugees of BiH activated the Refugee Centre in Salakovac near Mostar and with a capacity of approx. 250. Although the number of migrants residing in the centre was decreasing gradually in the summer months of 2018, with the temperature dropping, more migrants, mainly families, remained in the centre, which has been operating at its full capacity since the winter months. Health care is provided by the local health centre, funded by the Ministry of Security of BiH. Red Cross regularly distributes food, hygiene items and other NFIs, such as blankets, clothes, mats etc. The centre is a solid building, with all necessary infrastructure in place.

Una Sana Canton (Una-Sana Canton) – Bihać: Borići

At the time of the launch of the Emergency Appeal Borići was closed down temporarily for reconstruction and migrants accommodated there were reallocated to Bira TRC. Together with the migrants all humanitarian organizations, including RCSBiH, shifted their services to this new facility. Following the completion of the constructions works, number of migrants, primarily families with children were moved back to the Borići Dormitory from Bira TRC on 3 January 2019.

Una Sana Canton (Una-Sana Canton) – Bihać: Bira Tranzit Refugee Centre

In October 2018, IOM and SFA opened the Bira TRC in Bihać, Una-Sana Canton. With the move of the migrants from Borići, this centre was functioning at full capacity. RCSBiH was providing three meals per day to people staying here with the support of IOM, as well as First Aid. Prior to their voluntary relocation to more formal shelter and accommodation in Bira TRC, migrants were screened for medical needs and vulnerabilities, including skin diseases. At the Bira TRC, IOM installed toilets and showers, some of which were inside the facility, and some outside for use by those waiting to be registered. All were connected to the public sewage system, meaning there was no need for septic tanks and related maintenance. The RCSBiH, with the support of the Turkish RC Society, provided tents for accommodation of migrants, including heating, as well as the NFIs.

Una Sana Canton (Una-Sana Canton) – Hotel Sedra TRC

In July 2018, IOM opened Hotel Sedra Transit/Reception Centre (Sedra TRC) in Cazin Municipality in Una-Sana Canton. The Centre had a maximum capacity of 430. The Sedra TRC was primarily for families with children who were prioritized for voluntary relocation from other sites. The Red Cross Branch of Una-Sana Canton has been providing food at this location with the support of IOM. Danish Refugee Council together with local healthcare centres has been paying visits to Hotel Sedra and providing medical care. The building has necessary infrastructure to support water and sanitation needs of accommodated population.

Una Sana Canton (Una-Sana Canton) – Velika Kladuša: Miral TRC

Through an agreement with the Prime Minister of Una-Sana Canton and the owner of the Miral facility in Velika Kladuša, emergency shelter was provided to approximately 740 people, who were relocated from the Maljevac border crossing point and from the makeshift camp near Velika Kladusa. IOM and the Red Cross Branch of Una-Sana Canton were providing emergency assistance, including food, portable toilets, showers, and non-food items (mattresses and sleeping bags). There were two showers and two toilets within the facility, as well as ten portable toilets and a container with three showers and three toilets installed in front of the facility. Drinking water is supplied through the public drinking water system.

Additionally, an unidentified number of refugees and migrants, believed to be somewhere between 1,000 to 2,500 and fluid in number, were privately accommodated or squatting in Una-Sana Canton. A number of small squats also exist in Sarajevo and limited numbers of migrants in the transit areas have been observed sleeping rough in other locations, such as Tuzla.

According to information received from IOM, funds were secured to support food provision at all formal accommodation centres until 15 November 2019, including Salakovac. RCSBiH remained an implementing partner to IOM in Una-Sana Canton in food provision, while Pomozi.ba provided food in Ušivak. Increasing number of migrants was observed in the transit areas in other parts of BiH. In these areas there were no humanitarian organizations providing even basic

assistance. Currently people in these areas were supported by local volunteer groups, which was inconsistent and insufficient, and there was a great need for a formalized provision of basic assistance.



RCSBiH volunteer providing first aid in Bira centre. Photo by IFRC RDRT member seconded by Croatian Red Cross

Health remained a challenge which was not addressed systematically, but rather on a location by location basis. UNHCR and the Ministry of Security were covering the costs of primary healthcare in Mostar (Salakovac) and Hadžići (Ušivak), while the Ministry of Security provided healthcare for two government-led centres in East Sarajevo and Delijaš. In Una-Sana Canton, UNHCR, together with DRC provided health care in cooperation with local health centres. First aid teams from the Red Cross were at Borići Dormitory every day for eight hours, when it was still open. The service was moved to Bira since then. Migrants who tried to cross the border during the day often came back injured. Taking care of those kind of injuries removed some of the burden from the health system in Una-Sana Canton. There was no healthcare provision for people migrating through the

transit areas.

Due to the appearance of scabies and head lice, at the beginning of March 2019 in agreement with the Ministry of Human Rights and Refugees, City Red Cross of Mostar ensured washing and ironing of linen for all users of the Centre Salakovac (a total of 250 pcs of bed linen).

RCSBiH provided hygiene items for migrants in formal accommodation, with the support of other stakeholders. Hygiene parcels were distributed using the kiosk system and following the Sphere standards. Even though significant quantities of items were distributed, the need to continue and upscale this activity remained high. Although there were sufficient sleeping bags in stock to cover the winter months, there would be a need for replenishment as contingency for possible unexpected increases in the number of migrants over the course of 2019. Projections for this year, suggest the number of new arrivals in 2019 will be double of those in 2018.

Targeting

The Emergency Plan of Action aimed to provide food, hygiene and non-food items to migrants accommodated in two reception centres: Salakovac and one other centre in Una-Sana Canton. Taking the planned maximum capacity of the centres and the operational capacity of the RCSBiH into account, this plan of action aimed to support 1,000 migrants in two centres in the form of food for the period of nine months, and of hygiene and other NFIs for the period of 12 months. Given the announcement of IOM early this year to continue supporting food provision in all centres until 15 November 2019, the above planned of food provision will be reconsidered and revised in the course of April.

RCSBiH also planned to continue providing first aid to migrants in Bira TRC in Una-Sana Canton. Based on the actual number of migrants in the centre at least 1,600 people had access to first aid on a daily basis. In the reporting period 739 interventions were provided to migrants. Everybody in need of first aid in the centre was able to access treatment.

In addition to the above services RCSBiH would ensure access to information, psychosocial support, RFL, hygiene promotion and protection services for people in the centres and areas where it was working.

Operation Risk Assessment

The points below were considered to be the major risk factors:

- Unclear situation without a certain end date of the response;
- Winter conditions;
- Volunteers finding it difficult to commit for longer-term service;
- Heavy workload, long working hours and psychological stress on NS staff / volunteers;
- No possibility for volunteers to rotate;
- Decreasing stocks and resources;
- Migration-related operations require a long-term commitment from the National Society as it is an open-ended crisis;
- Sudden or continuous increase in numbers of people arriving through Montenegro and Serbia who need assistance quickly, especially with the weather conditions improving in the spring and summer time;
- Stress for migrants awaiting the registration process;

- Tension rising between local population and people who are migrating. It is therefore very important that the Red Cross continues ongoing programmes for vulnerable local communities;
- Cultural and language barriers. The outreach of NS helpers, especially to the most vulnerable groups, such as children and women, could be challenged by cultural and language barriers (e.g. limited interaction between genders and an inability to share important information);
- Red Cross is affected by politicization of the situation. Authorities at local level sometimes block humanitarian initiatives or do not respect state level decisions as a result of the fragmented structure of the state. Furthermore, following the general elections held in October 2018, no central government has been formed until the end of the reporting timeframe;
- The complex structure of the National Society is weakening its position vis-a-vis other humanitarian actors. As a result, the Red Cross presence in the front line is threatened.

B. OPERATIONAL STRATEGY

Implemented strategy

As explained in the Needs analysis section, the RCSBiH has been continuously providing support to refugees and migrants in the centres of organized accommodation. The RCSBiH, the IFRC ROE, ICRC and the Partner National Societies joined their efforts in meeting the basic needs of the migrants. With the launch of the **Emergency Appeal** therefore, the IFRC moved into the phase which was characterized by providing more coordinated support to the RCSBiH to respond to the current migration situation in a more sustainable manner.

In line with the Emergency Plan of Action and in coordination with other stakeholders RCSBiH continued with the provision of food, hygiene and non-food items, first aid and RFL services and prepared to expand the area of intervention as well as the services by establishing three mobile teams that can assist people in the transit areas, where they currently have no access to basic services. In addition, the IFRC ROE conducted an integrated joint assessment with the RCSBiH in the field of information management, protection, gender and inclusion and community engagement and accountability in the period of 4-12 March 2019. The aim was to assess the ongoing activities, the needs for complimentary support as well as the capacity of the National Society in these three fields. The results of the assessment were being analysed and plans for systemized activities in these areas were being developed at the time of writing this Operations Update No1.



Distribution of hygiene parcels (procured from DREF support) at centre Borici. *Photo by RCSBiH*

In the course of February another assessment was conducted by the RDRT member together with the National Society with the aim to identify the locations of the mobile teams that are planned to be established as described in the Emergency Plan of Action. Given the currently available funds as well as the outcomes of the assessment, three out of the five mobile teams were decided to be established: one in Bihac, one in Mostar and one in Bijeljina, all three being on the main migratory route in the country. Following the decision, preparations for the training of the team members were underway at the end of the reporting timeframe. The training is planned to be conducted on 13-14 March 2019 facilitated by the IFRC ROE Disaster Preparedness Delegate and the operation of the team to commence on 18 March 2019.

Preparing for the implementation of 'the cash assistance to local population' component of the EPoA, the Europe Regional Coordinator for Cash Based Interventions (CBI) visited the National Society with the aim to introduce the National Society to the Movement CBI tools and to support them in identifying lessons and future actions for capacity enhancement. His mission also served to prepare the ground for the future CBI feasibility study to support the current Emergency Appeal.

Overall operational objective

The immediate needs of 7,600 migrants temporarily accommodated in Bosnia and Herzegovina are met through the distribution of food, hygiene and non-food items, provision of first aid and protection activities, psychosocial support, Restoring Family Links (RFL) and community engagement activities.

In the Plan of Action, the following specific objectives were identified:

- 1,000 migrants in two transit centres are provided with food, hygiene and non-food items;
- 5,000 migrants in the transit areas are provided with basic assistance in the form of food, hygiene and non-food items as well as with first aid;

- At least 1,600 migrants in Bira TRC have access to first aid services;
- The capacity of the Red Cross of Bosnia and Herzegovina is built in the field of Community Engagement and Accountability, Psychosocial Support, Logistics/procurement, Information Management, Protection and Disaster Response;
- 1,500 households (approx. 6,000 people) in host communities are supported through a cash transfer programme.

C. DETAILED OPERATIONAL PLAN



Shelter

Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions

Indicators:	Target	Actual
3,000 people provided with safe, adequate and durable recovery shelter and settlement assistance	3,000	See progress and challenges below.

Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families.

Indicators:	Target	Actual
3,000 people provided with safe, adequate shelter and settlement assistance	3,000	See progress and challenges below

Progress towards outcomes

NFIs (mostly blankets, mattresses, sleeping bags and clothes): NFIs were distributed at the same locations as hygiene items (Bira, Borici, Miral, Hotel Sedra and Salakovac), as well as at the police point in Velečevo, Ključ (*flashlight, tarpaulin, firewood*).

1,070 people were assisted with blankets, sleeping bags and winter clothing as part of the winterization efforts, including winter jackets, winter footwear, socks, gloves, caps. The items were either procured from the DREF or donated by partner organizations, such as German Red Cross, Italian Red Cross, Swiss Red Cross and Turkish Red Crescent, as well as by other International Organizations, such as UNHCR and UNICEF. The same items under the EPoA will be procured in the course of summer 2019 with the purpose to replenish the stocks and to prepare for the next winter period.

The figures in the below table show the break-down of the type and quantity of the items distributed at the different locations in the reporting period:

	Socks	Underwear	T-shirts	Clothing winter jackets	Sleeping bags	Shoes, footwear	Blankets
Bira and Borici	1,973	1,099		529	529	1,486	1,333
Miral				500		500	1,200
Hotel Sedra				420		632	
Salakovac		253	253				
Ključ						60	290

Challenges

Limited experience and trained human resources.



Livelihoods and basic needs

Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods

Indicators:	Target	Actual
6,000 people reached with food assistance	6,000	200 on average per day
1,500 targeted households (approx. 6,000 people) that have enough cash to meet their survival threshold	1,500	See progress and challenges below

Output 1.1: Basic needs assistance for livelihoods security including food is provided to the most affected communities

Indicators:	Target	Actual
6,000 people reached with food assistance	6,000	See progress and challenges below

Progress towards outcomes

In Una-Sana Canton (at the centres in Borići, Bira, Hotel Sedra and Miral in Velika Kladusa, and in hot spot in Ključ) and in Herzegovina-Neretva Canton (in the Refugee Centre Salakovac (Mostar area)) the National Society provided food on daily basis that consisted of two warm meals and one dry meal per person. Food provision in all above locations, except in Salakovac and Ključ, was financially supported by IOM. In Ključ the RC Branch distributed dry food procured and distributed from donations of local companies, private people and from own stocks.

In the frame of this Emergency Appeal RCSBiH has provided 70,363 portions of hot meals and 5,938 other food items to approximately 200 migrants per day on average in Salakovac. Compared to the other centres in BiH migrants tend to spend a longer period of time (from one up to even six months) in Salakovac, however, the fluctuation remains high, consequently the length of stay of individuals is not predictable. Given this characteristic of the situation, the number of target beneficiaries in Salakovac is defined based on the average number of food portions distributed on a daily basis.

Procurement of the first batch of dry food items planned under the Emergency Plan of Action (EPOA) was initiated in February 2019 and is expected to be finalized in the course of April 2019. According to the plans the dry food rations will be distributed by the mobile teams, which will operate on the migratory routes in Bosnia and Herzegovina.

Given the announcement of IOM to continue with financial support of food provision in 2019 (from 15 February to 15 November) in organized centres, this component of the EPOA will be reconsidered and possibly revised in the following Operations Update.

In the reporting period the RCSBiH provided in total 815,761 hot meals and 297,322 lunch packs for up to 3,000 migrants daily (with the financial support of the above-mentioned donors and in Salakovac under the Emergency Appeal).

The breakdown per location is as follows:

Borići, Bira: 434,039 portions of hot meals and 288,677 dry meals;

Hotel Sedra: 196,325 portions of hot meals;

Miral in Velika Kladusa: 115,034 portions of hot meals;

Refugee Centre Salakovac: 70,363 portions of hot meals and 5,938 dry meals;

Ključ: 2,707 dry meals.

Challenges

- Volunteers find it difficult to commit for longer-term service.
- Heavy workload on NS staff / volunteers.
- Tension rising between local people and migrants.

Output 1.2: Households are provided with unconditional/multipurpose cash grants to address their basic needs		
Indicators:	Target	Actual
1,500 targeted households (approx. 6,000 people) that have enough cash to meet their survival threshold	1,500	See progress and challenges below
Progress towards outcomes		
This activity is planned to be implemented in March/April 2019 as continuation of the Swiss Red Cross project. Detailed planning of this activity has been initiated by the IFRC Europe Regional Coordinator for CBI, who visited the National Society with the aim to introduce the National Society to the Movement CBI tools and to support them in identifying lessons and future actions for capacity enhancement. His mission also served to prepare the ground for the future CBI feasibility study to support the current Emergency Appeal.		

 Health People reached: 1,019 Male: 856 Female: 163		
Outcome 1: The immediate risks to the health of affected populations are reduced		
Indicators:	Target	Actual
2,600 people reached by NS with services to reduce relevant health risk factors	2,600	1,019
Output 1.1: Target population is provided with rapid medical management of injuries and diseases		
Indicators:	Target	Actual
50 people trained by NS in first aid	50	See progress and challenges below
# of people reached by First Aid services (target TBC – based on needs)	n/a ²	1,019
Output 1.2: Psychosocial support is provided to the target population		
Indicators:	Target	Actual
2,600 people reached with psychosocial support activities	2,600	1,019
# of NS volunteers and staff trained in psychosocial support (target TBC)	n/a	See progress and challenges below
Progress towards outcomes		
<p>The RCSBiH was providing first aid in Borići on a daily basis when other medical teams were not present, by which they were filling the gap in the remaining time. The teams served 20-40 cases per day, depending on the day. Borići centre, however, was closed in the first half of December for reconstruction works and migrants were temporarily reallocated to Bira TRC, which had been opened in the second half of October 2018. RCSBiH has shifted its service provision, including First Aid to the new centre with its full capacity that had been shared between the two facilities before the closure. First Aid was also provided on the hot spot in Ključ, and migrants were referred to the Health institution (2 of them were transported to the hospital in Bihać). In total 1,019 first aid interventions were provided, out of which 739 interventions in Bira and Borići and 280 interventions at the hot spot in Ključ</p> <p>To increase capacity, trainings in first aid for the mobile teams are planned be conducted by RCSBiH trainers in April/May 2019 for volunteers specifically engaged in the implementation of the plan of action. These trainings would include two initial trainings to first aid team members (Bira), one first aid training and one refresher first aid training to the mobile team members.</p> <p>Procurement of the first batch of first aid materials planned under the EPoA was initiated in February 2019 and is expected to be finalized in the first half of April 2019.</p> <p>Although IOM and UNHCR provided psychosocial support (PSS) to migrants in the centres, there were still gaps to be filled. Red Cross volunteers also provided psychological support while giving first aid, however further capacity</p>		

² To be reported according to the progress made in the implementation period.

enhancement is needed to be able to fill the gap fully. Therefore, this Emergency Appeal aims to build RCSBiH capacity in the field of PSS through training staff and volunteers and developing psychosocial support programming. The IFRC Regional Office for Europe will support the National Society in this process by conducting an assessment in the first half of May 2019, which will help determine the training needs in coordination with other actors.

Challenges

- Limited number of trained volunteers.
- Lack of the first aid material.



Water, sanitation and hygiene

Outcome 1: Immediate reduction in risk of waterborne and water related diseases in targeted communities

Indicators:	Target	Actual
3,000 people reached with key messages to promote personal and community hygiene	3,000	See progress and challenges below

Output 1.1: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population

Indicators:	Target	Actual
3,000 people reached with hygiene promotion activities	3,000	See progress and challenges below
# of volunteers involved in hygiene promotion activities (target TBC)	n/a	See progress and challenges below

Output 1.2: Hygiene-related goods (NFIs) which meet Sphere standards and training on how to use those goods is provided to the target population

Indicators:	Target	Actual
# of sets of essential hygiene items distributed (TBC – to be reported based on actual distribution)	n/a	See progress and challenges below

Progress towards outcomes

Hygiene items distribution:

RCSBiH is mandated by the Government to provide hygiene parcels to migrants, which RCSBiH has been fulfilling since the beginning of the crisis, following the Sphere standards and using a kiosk system for distribution. In total, 2,621 hygiene parcels³ were provided in the reporting period with the breakdown as follows: 803 in Bira and Borici, 1,066 in Miral and 752, including 15 packages of children's hygiene items, in Salakovac. In addition, 300 sanitary pads and 1,755 towels were provided in the centres Bira and Borici. The items were provided either from the DREF support or from private donations

Procurement of the first batch of hygiene items planned under the EPoA was initiated in February 2019 and is expected to be finalized in the first half of April 2019.

Health promotional activities are planned to commence following an assessment by the IFRC ROE Health team and based on its findings. The assessment is planned to be conducted in the first half of May 2019.

Challenges

Number of trained volunteers.

³ content can be obtained from [Emergency Plan of Action \(EPoA\) for the Bosnia and Herzegovina: Population movement \(MDRBA011\) Emergency Appeal](#)



Migration

People reached: 207

Male: 173

Female: 34

Outcome 1: Communities support the needs of migrants and their families and those assisting migrants at all stages of migration (origin, transit and destination)

Indicators:	Target	Actual
2,600 people reached with services for migration assistance and protection	2,600	207

Output 1.1: Assistance and protection services to migrants and their families are provided and promoted through engagement with local and national authorities as well as in partnership with other relevant organizations.

Indicators:	Target	Actual
2,600 people reached with services for migration assistance and protection	2,600	0
# of NS staff and volunteers trained on and protection	n/a	0

Output 1.2: "Family links are restored for people separated from, or without news of, their loved ones as a result of the disaster"

Indicators:	Target	Actual
# of people reached with RFL services (target TBC – to be reported based on actual activities)	n/a	207

Progress towards outcomes

Protection

The IFRC ROE conducted an integrated joint assessment with the RCSBiH in the field of information management (IM), protection, gender and inclusion (PGI) and community engagement and accountability (CEA) in the period of 4-12 March 2019. The aim was to assess the ongoing activities, the needs for complimentary support as well as the capacity of the National Society in these three fields. The results of the assessment were being analysed and plans for systemized activities in these areas were being developed at the time of writing this Operations Update no. 1.

RFL

Migrants were assisted to establish contacts with their families through the RCSBiH. People from the local Red Cross branches trained in RFL were involved in this activity. After an initial assessment, the RFL system has been established in Una-Sana Canton with the support of ICRC and RCSBiH Tracing Services. During the visits to the Reception Centres, RCSBiH volunteers informed the migrants about the possibilities to use RC RFL services, and they presented TTF (Trace the Face) pages and its possibilities. In addition, there was also a promotional RFL material posted in all the centres. During the reporting period, in total 207 persons were provided RFL services.

Strengthen National Society

Outcome 1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform

Indicators:	Target	Actual
80 volunteers engaged in implementation	80	46

Output 1.1.4: National Societies have effective and motivated volunteers who are protected

Indicators:	Target	Actual
80 volunteers insured	80	46
# of PS sessions held for volunteers (target TBC)	n/a	See progress and challenges below
# of volunteers reached with PS (target TBC)	n/a	See progress and challenges below

Output 1.1.7: NS capacity to support community-based disaster risk reduction, response and preparedness is strengthened

Indicators:	Target	Actual
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# of vehicles procured	5	See progress and challenges below
# of mobile offices established	6	See progress and challenges below
# of NS staff participating in Emergency Needs Assessment training	n/a	See progress and challenges below
30 NS volunteers trained (mobile team members)	30	26
# of interventions of the mobile teams (target TBC – to be reported based on actual activities)	n/a	See progress and challenges below
Progress towards outcomes		
<p>IFRC ROE together with the RCSBiH plans to conduct an assessment in the first half of May 2019 on the PSS needs both of the migrants and the volunteers and staff engaged in the implementation of the EPoA. Based on the results of the assessment further plans will be developed with the focus on capacity building of the National Society in the field of PSS provision to the migrants and to its staff and volunteers.</p> <p>In the course of February an assessment was conducted by the RDRT member together with the National Society with the aim to identify the locations of the mobile teams that are planned to be established as described in the Emergency Plan of Action. Given the currently available funds as well as the outcomes of the assessment, three out of the five mobile teams were decided to be established: one in Bihac, one in Mostar and one in Bijeljina, all three being on the main migratory route in the country. Following the decision, preparations for the training of the team members were underway at the end of the reporting timeframe. The training was planned to be conducted on 13-14 March 2019 and the operation of the team to commence on 18 March 2019.</p> <p>The procurement of the three vehicles for the mobile teams was initiated in the first half of March 2019 following the assessment and defining the exact number of the mobile teams to be established.</p> <p>The German Red Cross generously contributed 30 containers, including 26 living and four sanitary containers to the operation. Out of the 26 living containers six will be utilized as mobile offices. In agreement with the German Red Cross and IOM the six containers will be placed in Borici, Bira, Miral, Salakovac, Kljuc and Hotel Sedra. The location of the remaining containers is under negotiations between IOM, IFRC ROE, German Red Cross and RCSBiH. As soon as mutual agreement is reached, logistical arrangements will be initiated.</p>		

International Disaster Response

Outcome 2.1: Effective and coordinated international disaster response is ensured

Output 2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained

Indicators:	Target	Actual
# of number of surge deployments that strengthened the NS capacity	n/a	2

Output 2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved

Indicators:	Target	Actual
70% of target population satisfied with level of consultation, information and involvement in the operation	70%	See progress and challenges below
70% of target population satisfied with support received	70%	See progress and challenges below
#Trainings completed	n/a	See progress and challenges below
# of trained staff	n/a	1

# Surveys carried out	n/a	See progress and challenges below
# feedbacks that are received and resolved	n/a	See progress and challenges below
70% of service users satisfied with feedback/complaints system	70%	See progress and challenges below
Output 2.1.4: Supply chain and fleet services meet recognized quality and accountability standards		
Indicators:	Target	Actual
# of staff and volunteers with enhanced knowledge on logistics and procurements (target TBC based on trainings provided)	n/a	See progress and challenges below
Outcome 2.2: The complementarity and strengths of the Movement are enhanced		
Indicators:	Target	Actual
Number of coordination meetings with the Movement.	n/a	3
Output 2.2.1: In the context of large-scale emergencies the IFRC, ICRC and NS enhance their operational reach and effectiveness through new means of coordination.		
Indicators:	Target	Actual
# number of Movement Partners participating	n/a	6
Output 2.2.5: Shared services in areas such as IT, logistics and information management are provided		
Indicators:	Target	Actual
# of NS staff and volunteers with enhanced knowledge on information management (target TBC)	n/a	See progress and challenges below
Number of virtual platforms and tools that have been implemented	n/a	See progress and challenges below
Progress towards outcomes		
<p>An RDRT member (staff of the Croatian Red Cross) was deployed for a period of one month in February-March 2019 with the aim to support the National Society in the implementation of the EPoA. His specific tasks were to negotiate, plan and mobilize IFRC resources in support of the NS in the assessment, planning, and implementation of the emergency response as well as to coordinate the field activities of the IFRC technical leads and ensure they work closely with the managers of relevant NS departments in all related programming roles and responsibilities. During his mission he, together with the RCSBiH, successfully assessed and identified the locations of the mobile teams and the mobile offices, assisted the National Society in the organization of the mobile team training as well as the joint assessment in the field of PGI, CEA and IM.</p> <p>The first mission was followed by the deployment of the Disaster and Crises Response Senior Officer in the IFRC office in Tajikistan, who is still in Bosnia and Herzegovina supporting the IFRC Operations Manager.</p> <p>A Communication Surge Delegate is planned to be deployed in the second half April – first half of May 2019.</p> <p>The Senior Officer for Global Operational Procurement visited the National Society in the period of 11-13 February 2019 with the purpose to give a hands-on training on the IFRC procurement rules and regulations and based on that initiate the first procurement processes of food parcels, hygiene kits and first materials.</p> <p>Followed by two Movement Partners' meetings before the launch of the Emergency Appeal, one meeting was held in February 2019 where partners were briefed on the current funding situation of the EA and the implementation rate of the EPoA. In addition to that Partners updated on the current support they are providing to the RCSBiH in their response to the migration situation.</p> <p>With the financial support under the EA a National Society staff member participated in a Global Community Engagement and Accountability (CEA) training held in Ankara in January 2019. The staff member has become the Focal Point at the National Society and is the counterpart of the IFRC CEA Delegate.</p> <p>The IFRC ROE conducted an integrated joint assessment with the RCSBiH in the field of Information Management, Community Engagement and Accountability and Protection Gender and Inclusion in the period of 4-12 March 2019. The aim was to assess the ongoing activities, the needs for complimentary support as well as the capacity of the</p>		

National Society in these three fields. The results of the assessment were being analysed and plans for systemized activities in these areas were being developed at the time of writing this Operations Update no. 1.

The IFRC Europe Regional Coordinator for CBI also visited the National Society on 5-8 March 2019 with the aim to introduce the National Society to the Movement CBI tools and to support them in identifying lessons and future actions for capacity enhancement. His mission also served to prepare the ground for the future CBI feasibility study to support the current Emergency Appeal.

Influence others as leading strategic partner

Outcome 3.1: The IFRC secretariat, together with National Societies uses their unique position to influence decisions at local, national and international levels that affect the most vulnerable.

Indicators:	Target	Actual
Number of newsletters, press releases and reports.	n/a	20

Output 3.1.1: IFRC and NS are visible, trusted and effective advocates on humanitarian issues

Indicators:	Target	Actual
Number of NS staff trained in comms	n/a	See progress and challenges below

Output 3.1.2: IFRC produces high-quality research and evaluation that informs advocacy, resource mobilization and programming.

Indicators:	Target	Actual
Number of evaluation reports	n/a	See progress and challenges below

Outcome 3.2: The programmatic reach of the National Societies and the IFRC is expanded.

Output S3.2.1: Resource generation and related accountability models are developed and improved

Indicators:	Target	Actual
# of NS staff with enhanced knowledge on PMER	n/a	See progress and challenges below

Progress towards outcomes

20 articles have been published by IFRC ROE on Bosnia and Herzegovina population movement.

The IFRC ROE PMER Manager is to visit the National Society in the course of May 2019 with the purpose to give a hands-on training to the RCSBiH staff who are directly involved in reporting writing. A national level PMER training is planned to be organized as soon as suitable for all relevant staff. A PMER training for key National Society staff is planned to be conducted in the coming period.

Effective, credible and accountable IFRC

Outcome 4.1: The IFRC enhances its effectiveness, credibility and accountability

Output 4.1.2: IFRC staff shows good level of engagement and performance

Indicators:	Target	Actual
# of IFRC technical experts supporting the NS in implementation	n/a	6

Output 4.1.3: Financial resources are safeguarded; quality financial and administrative support is provided contributing to efficient operations and ensuring effective use of assets; timely quality financial reporting to stakeholders

Indicators:	Target	Actual
# of financial reports following the IFRC standards	n/a	See progress and challenges below

Progress towards outcomes

The National Society has been supported by the IFRC Regional Office for Europe (ROE) in the implementation of the EPoA since the launch of the Emergency Appeal through several visits both at senior management and technical

levels. The Head of Country Cluster for Central and South-Eastern Europe accompanied by the Senior Officer for Disaster and Crisis Response visited the National Society in the period of 21-22 January 2019, while another visit was paid by Head of DCPRR for Europe, accompanied by the Senior Officer for Disaster and Crisis Response and the Senior Officer for Global Operational Procurement in the period of 11-13 February 2019.

The IFRC ROE DP Delegate has assisted the RCSBiH in developing the concept of the mobile teams as well as the Terms of Reference for the members. He also participated in the preparation of the mobile team training, which is planned to take place on 13-14 March 2019.

In addition to the above technical support, an RDRT member (staff of the Croatian Red Cross) was deployed for a period of one month in February-March 2019 with the aim to support the National Society in the implementation of the EPoA. His specific tasks were to negotiate, plan and mobilize IFRC resources in support of the NS in the assessment, planning, and implementation of the emergency response as well as to coordinate the field activities of the IFRC technical leads and ensure they work closely with the managers of relevant NS departments in all related programming roles and responsibilities.

The first mission was followed by the deployment of the Disaster and Crises Response Senior Officer in the IFRC office in Tajikistan, who is still in Bosnia and Herzegovina. He continues to support the National Society in the same form as the above described RDRT member.

D. BUDGET

The interim financial report is [annexed](#) to this report.

Reference documents



Click here for:

- [Previous Appeals and updates](#)
- [Emergency Plan of Action \(EPoA\)](#)

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How we work

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

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:



Save lives,
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote **social inclusion**
and a culture of
non-violence and **peace**.

Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/12-2019/03	Operation	MDRBA011
Budget Timeframe	2018-2021	Budget	APPROVED

Prepared on 16 Apr 2019

All figures are in Swiss Francs (CHF)

MDRBA011 - Bosnia and Herzegovina - Population Movement

Operating Timeframe: 07 Dec 2018 to 08 Dec 2019; appeal launch date: 07 Dec 2018

I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
AOF1 - Disaster risk reduction	44,000
AOF2 - Shelter	117,000
AOF3 - Livelihoods and basic needs	1,848,000
AOF4 - Health	76,000
AOF5 - Water, sanitation and hygiene	243,000
AOF6 - Protection, Gender & Inclusion	0
AOF7 - Migration	19,000
SFI1 - Strengthen National Societies	446,000
SFI2 - Effective international disaster management	204,000
SFI3 - Influence others as leading strategic partners	33,000
SFI4 - Ensure a strong IFRC	282,000
Total Funding Requirements	3,312,000
Donor Response* as per 16 Apr 2019	934,794
Appeal Coverage	28.22%

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	0	0	0
AOF2 - Shelter	55,470	0	55,470
AOF3 - Livelihoods and basic needs	331,850	223,897	107,953
AOF4 - Health	58,915	0	58,915
AOF5 - Water, sanitation and hygiene	48,375	0	48,375
AOF6 - Protection, Gender & Inclusion	0	0	0
AOF7 - Migration	32,465	926	31,539
SFI1 - Strengthen National Societies	225,690	13,537	212,154
SFI2 - Effective international disaster management	118,264	3,954	114,310
SFI3 - Influence others as leading strategic partners	21,355	0	21,355
SFI4 - Ensure a strong IFRC	39,938	0	39,938
Grand Total	932,322	242,314	690,008

III. Operating Movement & Closing Balance per 2019/03

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	934,794
Expenditure	-242,314
Closing Balance	692,480
Deferred Income	0
Funds Available	692,480

IV. DREF Loan

* not included in Donor Response	Loan :	300,000	Reimbursed :	300,000	Outstanding :	0
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Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/12-2019/03	Operation	MDRBA011
Budget Timeframe	2018-2021	Budget	APPROVED

Prepared on 16 Apr 2019

All figures are in Swiss Francs (CHF)

MDRBA011 - Bosnia and Herzegovina - Population Movement

Operating Timeframe: 07 Dec 2018 to 08 Dec 2019; appeal launch date: 07 Dec 2018

V. Contributions by Donor and Other Income

Opening Balance							0
Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income	
American Red Cross	149,343				149,343		
British Red Cross	131,245				131,245		
China Red Cross, Hong Kong branch	25,407				25,407		
Iraqi Red Crescent Society	2,005				2,005		
Japanese Red Cross Society	90,380				90,380		
Red Cross of Monaco	22,640				22,640		
Swedish Red Cross	114,114				114,114		
The Canadian Red Cross Society (from Canadian Gov	119,153				119,153		
The Netherlands Red Cross (from Netherlands Govern	280,506				280,506		
Total Contributions and Other Income	934,794	0	0	0	934,794	0	
Total Income and Deferred Income					934,794	0	