

www.ifrc.org  
Saving lives,  
changing minds.

## Revised Emergency Plan of Action (EPoA) Serbia: Population movement



<b>Revised Emergency Appeal n° MDRRS011</b> <b>Revision no.2</b>	<b>Glide n° OT-2015-000069-SRB</b>
<b>Date of launch: 16 February 2016</b>	<b>Expected timeframe: 12 months</b> <b>Expected end date: 9 September 2016</b>
<b>Revised Appeal budget: CHF 4,608,610.64</b> <b>DREF allocated: CHF 318,035</b>	<b>Appeal's hard coverage: 76%</b>
<b>Operation manager (responsible for this EPoA):</b> <b>Lucia Lasso</b> <b>Operations Manager- Regional Migration Response</b> <b>IFRC Regional Office for Europe</b> <b>Phone: +36 1 888 45 05</b> <b>Email: <a href="mailto:lucia.lasso@ifrc.org">lucia.lasso@ifrc.org</a></b>	<b>Point of contact:</b> <b>Vesna Milenovic</b> <b>Secretary General of the Red Cross of Serbia</b> <b>Tel +381 11 30 32 125 Email</b> <b><a href="mailto:secretary@redcross.org.rs">secretary@redcross.org.rs</a></b>
<b>Total number of people affected: over 482,532<sup>1</sup> to date,</b>	<b>Number of people to be assisted: 380,580</b> <b>(360,000 adults and 20,580 babies)</b>
<b>Host National Society(ies) presence (n° of volunteers, staff, branches):</b> A total 77 staff and 260 volunteers from 10 branches of the Red Cross of Serbia along with the staff of Headquarters and the Vojvodina Province Organization and City Red Cross of Belgrade	
<b>Other partner organizations actively involved in the operation:</b> Serbian Commissariat for Refugees and Migration of the Republic of Serbia; Ministry of Labour, Employment, Veterans and Social Policy, local Centres for Social Work; Ministry of Interior: Border Police Directorate and Asylum Office; Ministry of Health; and the Network of Public Health Institutes, UNHCR and ICRC, local and international NGOs	

### Summary of major revisions made to emergency plan of action:

*This Emergency Appeal was initially launched on 9 September 2015 for seven months, and was expected to be completed by 10 April 2016. The Revised Emergency Appeal No. 1 was launched on 28 October 2015 to increase the budget from CHF 2,064,735 to CHF 3,233,828. Based on the information available at that time, that Revision also decreased the number of beneficiaries from 314,580 to 293,580 to avoid duplication of efforts.*

*Nevertheless, based on predictions, the influx of migrants will continue in the coming months<sup>2</sup>, and will most likely reach a peak during the spring and summer periods, a new Revision is needed in order to meet the humanitarian needs of migrant population for the next months. Therefore, this Emergency Appeal Revision number 2 is extending the operation timeframe by 5 months, to end by 9 September 2016. It is also increasing the number of targeted beneficiaries from 293,580 to 380,580 and the budget has been increased from CHF 3,233,828 to CHF 4,608,610,64 to enable the Red Cross of Serbia to implement all planned activities throughout the lifetime of the operation.*

*Based on the recent assessments conducted by the National Society, this Revised Plan of Action number 2 aims to cover additional food needs of the target population, strengthen the response capacities of the National Society for the efficient implementation of the activities and to increase the contingency stock to be better prepared to meet the needs of the population.*

*The Red Cross of Serbia is focusing its support on the provision of basic food, including hot meals provision, non-food items, hygiene promotion activities, health care including delivery of First Aid kits; Restoring Family Links services, beneficiary communication as well as building the response capacities of the National Society through sectorial training, prepositioning of contingency stocks and specialized equipment as field kitchen for the provision of food to beneficiaries.*

<sup>1</sup> UNHCR | "Europe Refugees and Migrants Emergency Response - Daily Estimated Arrivals per Country - Flows through Western Balkans Route". Arrivals in Serbia between 01/10/2015 – 26/01/2016. <http://data.unhcr.org/mediterranean/country.php?id=502>

<sup>2</sup> According to UNHCR, 60,502 people have entered Greece in January 2016. In January 2015, a year earlier, the number of people entering the country was 1,694. This clearly reveals the increasing trend in the arrival figures compared to previous years. <http://data.unhcr.org/mediterranean/country.php?id=83>

## A. Situation analysis

### Description of the emergency

Serbia has been witnessing a dramatic increase in the number of migrants and asylum seekers over the last months. The majority of the migrants arriving in Serbia are in transit to reach other destinations in western and northern Europe. This influx is expected to continue in the following months since the predictions are that up to one million refugees and migrants could attempt to use the Eastern Mediterranean and Western Balkans route to Europe in 2016<sup>3</sup>.

Serbia is the main corridor for people traveling from Former Yugoslav Republic of Macedonia and Bulgaria to Croatia. From 1 of January to 4 February 2016, 64,125 people have been transiting through Serbia<sup>4</sup>. Looking at the global figures, 611,000 arrivals have been registered for the country between January 2015 and January 2016<sup>5</sup>. According to UNHCR, over 485,100 people registered their intention to seek asylum in Serbia from 1 January to 30 November 2015 (17% women and 31% children)<sup>6</sup>. Due to the significant increase in the number of migrants and asylum seekers in the country, the Government of Serbia immediately responded with the opening of a processing centre in Presevo, which has continuously upgraded its reception and accommodation facilities.

The Red Cross of Serbia Headquarters and the Red Cross branch of Presevo have been engaged from the beginning. The high numbers of migrants and the increasing needs for humanitarian assistance have challenged the sustainability of the ongoing Red Cross operation. The municipalities of Kanjiza and Subotica in Vojvodina province in the northern part of Serbia were faced with challenges supporting the high number of migrants and at the same time the vulnerable local communities as they have been on the migrant's transit route to Hungary until closure of border between Serbia and Hungary at the end of September 2015. Soon after the closure of the border, the exit route of the migration path through Serbia moved to western areas near to border crossings with Croatia, namely to Sid. In a few days, the numbers of those crossing to Croatia have been close to numbers of those crossing to Hungary before border closure at Horgos (Roszke).

Since the closing of the exit route from Serbia to Hungary number of collective centers on the Northern part of Serbia in municipalities of Subotica and Kanjiza, provided by Government and refurbished by joint effort of UNHCR and Serbian Commission for refugees and migrants, have been occasionally used for the overnights of the larger migrant groups. They were brought there as they were not being able to cross the border since the documents were found missing by Border Police. After supplying needed documents they are continuing the trip. The closest Red Cross branches have been invited to the centers at such occasions to distribute food and NFI to stranded migrants.

Considerable efforts have been made recently by Serbian Commissariat and partners to upgrade current shelter capacities across the country mainly in Presevo, Sid and Belgrade, and all transit camps are now fully winterised. Serbia is still considered a transit country and the majority of migrants and refugees are heading towards the Croatian border as soon as possible; yet some are taking a shelter for a day rest.

Once the migrants enter the territory of Serbia, they usually contact one of the registration centres. There are different types of centres such as:

- A processing centre (only one in Presevo for the time being) where the registration process takes place and the migrants are given registration papers. They can stay and rest there for a while inside the facility or they can move onward. Some beds, toilets and shower facilities are available within the centre, and the Red Cross of Serbia has organized the distribution of essential food and hygiene items to the most vulnerable migrants.
- A mobile registration centre is in place where the migrants are registered, but no accommodation and sanitation capacities are available.. The Government of Serbia is in the process of setting up those capacities in a couple of border cities (Zajecar, Dimitrovgrad, Negotin, Pirot – all of them close to Bulgaria).

After the registration, which takes maximum of 12 to 24 hours, migrants are provided with some basic food and water by the Red Cross and other NGOs. The migrants can also rest for a few hours or take an overnight rest. Once their registration is completed, migrants are provided with a certificate showing the address of the asylum centre where they need to refer to for full asylum seeking process. Migrants who intend to seek asylum have 72 hours to come to one of the asylum centres in Banja Koviljaca, Bogovadja, Sjenica, Krnjaca for Belgrade, and Tutin. Medical care is provided in all asylum centres and processing centres including public parks and bus stations where migrants gather.

<sup>3</sup>UNHCR and IOM. Regional refugee and migrant response plan for Europe eastern Mediterranean and Western Balkans route. January – December 2016.

[http://rmrp-europe.unhcr.org/2016\\_RMRP\\_Europe.pdf](http://rmrp-europe.unhcr.org/2016_RMRP_Europe.pdf)

<sup>4</sup> UNHCR | "Europe Refugees and Migrants Emergency Response - Daily Estimated Arrivals per Country - Flows through Western Balkans Route". Arrivals in Macedonia between 01/10/2015 –04/02/2016. <http://data.unhcr.org/mediterranean/country.php?id=502> This statistics reflect data since October 2015.

<sup>5</sup> Ministry of Interior of Serbia

<sup>6</sup> Serbia inter-agency operational update – 1-7 December 2015. Cited in UN WOMEN. GENDER ASSESSMENT OF THE REFUGEE AND MIGRATION CRISIS IN SERBIA AND FYR MACEDONIA.

[http://rs.one.un.org/content/dam/unct/serbia/docs/Publications/Gender\\_Assessment\\_of\\_the\\_Refugee\\_and\\_Migration\\_Crisis\\_in\\_Serbia.pdf](http://rs.one.un.org/content/dam/unct/serbia/docs/Publications/Gender_Assessment_of_the_Refugee_and_Migration_Crisis_in_Serbia.pdf)

## Summary of the current response

### National Society activities

The Red Cross of Serbia has vast experience in mobilizing volunteers in disasters and emergencies to assist people in need, implementing relief distributions, organizing basic disaster response and first aid. Each Red Cross branch has a disaster response team delivering a wide range of activities. The National Society is maintaining a solid disaster response stock which enables its Disaster Management (DM) department to intervene during the first hours of any disaster. The Red Cross has managed and organized humanitarian assistance to refugees and migrants between 1992 and 1999, during the Balkan wars, where more than one million refugees were assisted by the RCS.

Based on needs assessments, the Red Cross of Serbia started the provision of aid to migrants on 10 June 2015. It has been able, through internal resource mobilization, to provide assistance to the Presevo processing centre and the Subotica centre on a regular basis while other Red Cross branches such as Zajecar, Negotin, Bujanovac, Belgrade, Pirot, Dimitrovgrad, Sid and Kanjiza are have been responding to ad hoc requests from the local authorities.

### Progress of the operation so far

The Red Cross of Serbia started its response with the support of DREF in August 2015. Approximately 200 staff and volunteers of the National Society visited affected areas and carried out detailed assessments of the situation and provided basic assistance and support, such as first aid and restoring family links (RFL).

At the beginning of the operation supported by DREF, the plan focused on supporting the nutrition and hygiene needs of 67,500 individuals (63,000 adult migrants plus 4,500 babies) at the registration centres in Presevo, Zajecar, Negotin, Dimitrovgrad, Bujanovac and two municipalities in Vojvodina -Kanjiza and Subotica - with a special focus on the hygienic needs for women and infants. In addition, they have supported Restoring Family Links”(RFL) services. On 3 September 2015, the National Society commenced the distribution of items from the DREF allocation in Subotica, Kanjiza, Zajecar, Negotin and Pirot. The relief items included food parcels, hygiene kits, infant kits, sleeping bags and blankets.



Non-food items distribution in Belgrade  
Photo: Red Cross of Serbia

Summary of humanitarian aid distributed to migrants by Red Cross				
10.06.2015. - 01.02.2016.				
RC branch	Food	Hygiene	Non Food items* (rain coats, blankets, shoes, clothes)	Total ( kg )
Preševo	197,227	15,658	6,709	219,593
Šid	196,687	12,829	5,961	215,477
Beograd	32,756	1,180	2,944	36,880
Dimitrovgrad	17,678	1,781	848	20,308
Kanjiza	1,758	1,721	357	3,835
Subotica	3,318	414	27	3,759
Sombor	1,791	189	0	1,980
Zaječar	964	265	0	1,229
Negotin	975	367	180	1,522
<b>Total (kg)</b>	<b>453,155</b>	<b>34,403</b>	<b>17,025</b>	<b>504,582</b>

\*Non food items were mostly donated by UNHCR

The table below reflects what has been achieved with the operation to date in the different operational settings:

Food and Hygiene individual daily ration distributed from RC branches to final beneficiaries from 31.08.2015. - 25.01.2016.									
ITEM	PREŠEVO	ŠID	DIMITROVGRAD	SUBOTICA	KANJIŽA	SOMBOR	ZAJEČAR	NEGOTIN	TOTAL ITEM DISTRIBUTED PER TYPE
FOOD RATIONS	23.300	28.226	14.588	1.606	3.240	808	1.610	1.651	75.029
HYGIENE KITS	23.300	20.049	14.588	2.734	2.640	954	1.616	1.651	67.532
TOTAL ITEMS DISTRIBUTED PER LOCATION	46.600	48.275	29.176	4.340	5.880	1.762	3.226	3.302	

Since late September, according to the increasing needs, the Red Cross scaled up the provision of humanitarian relief, including distribution of food and hygiene items up to 3,900 people per day, depending on the arrivals at the borders. Raincoats are distributed in the western part of the country close to the Croatian border. Specialized Red Cross teams are providing assistance in other places in Serbia where migrants are transiting. Red Cross of Serbia in coordination with other international and local NGOs are trying to provide sufficient number of daily food and hygiene ration in order to avoid possible overlaps especially in days with higher migrant arrival peaks which in some occasions have reached 10,000 migrants per day<sup>7</sup>.

The up-to-date reports on migrants who are assisted according to the established criteria are presented in the table below:



Children received shoes in Belgrade  
Photo: Red Cross of Serbia

Overview of migrants who received humanitarian aid from the Red Cross of Serbia from 10 June 2015 to 24 January 2016		
Reporting period	Red Cross branch	Number of people assisted
10.6.2015 - 24.01.2016	Presevo	245,601
	Kanjiza	5830,
	Subotica	4,815
	Sombor	5,273
	Sid	145,412
	Negotin	1,653
	Zajecar	2,315
	Dimitrovgrad	19,731
	Belgrade	25,674
<b>Total no. of migrants who received RCS assistance</b>		<b>456,304</b>

## Overview of Red Cross Red Crescent Movement in country

- IFRC

The operational management team at the Red Cross of Serbia headquarters has been ensuring support to the branches and volunteers.

The IFRC Secretariat is working with the Red Cross of Serbia to help coordinate this support. Several missions to support the National Society have been carried out to the date:

- Communication: Part of the Communication Team from the Regional Office in Budapest was working with the National Society in Belgrade last January during three days in order to strengthen the communication capacities for the crisis management. As a result, additional capacity building activities for communication were identified.

<sup>7</sup> UNHCR statistics registered 10.005 arrivals to Serbia on 18 October 2015. <http://data.unhcr.org/mediterranean/country.php?id=502>

- Disaster management: In January two members of the Disaster Management team in Budapest were working in the headquarters of Red Cross of Serbia. The goal was to coordinate the revision of the plan of action. Additionally, a joint meeting with ECHO representative in Belgrade took place.
  - ICRC

The ICRC and the IFRC Secretariat are working together with the Red Cross of Serbia to coordinate the Movement response to the needs of migrants, particularly in the field of protection, assistance, media coverage and humanitarian diplomacy.

The Red Cross of Serbia is also providing restoring family links (RFL) services. Since the beginning of the year, 164 tracing requests have been received from Western European National Societies (mostly Germany and Austria) and three were initiated in Serbia. The Red Cross of Serbia has registered 95 cases of “enabled communications” (via phone, etc.) and 18 “families with contacts restored” (short term lost contacts during transiting). The Tracing Service of the Red Cross is working closely with the ICRC Delegation and the ICRC coordinator in Belgrade for RFL issues and forensic services, and the RFL component of this operation was planned in coordination with the ICRC Belgrade Office.

### Overview of non-RCRC actors in country

The Government of Serbia established a political inter-ministerial working group on migrants to deal with migration issues, led by the Minister of Labour, Employment, Veterans and Social Policy. A number of governmental and non-governmental actors are providing services and assistance to migrants and asylum seekers in Serbia.

- Ministry of Interior - The border police is responsible for ensuring the registration of people that cross the border legally. The border police is also responsible for monitoring the roads, the prevention of organized crime activities, including migrant smuggling and human trafficking.
- Commissariat for Refugees and Migration -Supported by UNHCR, manages the reception centres which provide temporary shelter to the irregular migrants and is also in charge of accommodations and care for asylum seekers until their applications are definite.
- Local authorities are creating local councils for migration as the bodies which will deliver migration policies in accordance with the Law on Migration Management at the local level. Local councils for migration are composed of representatives of various institutions:- police administration; employment service; school administration; health centres; centres for social work; Red Cross; and civil society organizations.<sup>8</sup>

Below is an overview of the most active international and local humanitarian organizations in the current response to the population movement crisis in Serbia with whom the Red Cross of Serbia has established close cooperation:

**IOCC** – International Orthodox Christian Charities, is focused on Preševo, Bujanovac, Zaječar, Sjenica and Tutin (providing capacity building, shelter/care—bedding and blankets); this humanitarian assistance is distributed in partnership with the Red Cross of Serbia.

**Philanthropy (Čovekoljublje)**– Works with the Red Cross of Serbia and Caritas, and has provided two containers with showers and toilets in Presevo and around 450 tons of food for the eastern region of Serbia (Zaječar). Provision of cash cards for 17,000 migrants are foreseen as well with unconditional cash support sufficient to pay for the bus or train ticket to continue the journey from Presevo onwards or to procure additional food and beverages along the road from Presevo to Sid, in one of the bus stops.

**Adventist Development and Relief Organisation (ADRA)** – has provided 2,000 food parcels for the eastern region of Serbia and an information centre set up in Belgrade.

**Caritas and Help** provided canned food and hygiene items with the same amount and content as those distributed by the Red Cross and made it available to migrants and asylum seekers utilising Red Cross of Serbia distribution pipeline.

**UNICEF** – is supporting infants and babies’ feeding (children from 0-24 months) through Mother and Baby Corners that are operational.

- in Miratovac and Presevo in partnership with Danish Refugees Council (DRC)
- in Adasevci (and soon in Sid) in partnership with World Vision and SOS Children’s Village
- soon in Dimitrovgrad – in partnership with Save the Children

UNICEF has secured funding for procurement of food items for children 6-24 months in accordance with the current recommendations on food parcels for refugee children of ages 6-24 months prepared by the Institute of Public Health of Serbia and Ministry of Health (attached in Serbian and English).

<sup>8</sup><http://www.kirs.gov.rs/articles/aboutmig.php?lang=ENG>

**UNHCR** – are providing equipment for the one-stop shelter centre in Preševo and together with the Red Cross of Serbia provided food and hygiene items for 400 migrants on a daily basis in Preševo. In July 2015, the Red Cross of Serbia started giving support to the processing centre mostly through a UNHCR-funded distribution of food and non-food items. The Red Cross has provided four containers in Preševo for proper storage and distribution of daily needed food and hygiene items for migrants. In addition, protective equipment for the volunteers and staff of the processing centre has also been provided.

The UNHCR-funded Red Cross project aims to assist especially vulnerable individuals (EVI)<sup>9</sup>, coming to Serbia in the period between June and December 2015 has been finished and will not be renewed in 2016. Instead, the Red Cross of Serbia is looking for a new partnership agreement with **ECHO** through a multi-donor approach via IFRC emergency appeal, in order to secure enough food and hygiene daily rations, including provision of hot tea and soup through 2016 taking into consideration the planning figure of 5,000 people on a daily basis.

## **Needs analysis, beneficiary selection, risk assessment and scenario planning**

### **Needs analysis**

The **health** conditions of the migrants are seriously affected due to their long and exhausting walk under difficult conditions and the lack of regular food and water. This presents many risks such as the exacerbation of chronic conditions and non-communicable diseases, like hypertension, diabetes and respiratory diseases due to the risk of treatment interruption for such chronic conditions and these cases will need to be identified through screening. There are also risks from the probable interruption of vaccination coverage in their country of origin due to fighting or other limitations, for diseases such as measles and polio and of outbreaks of communicable diseases, like diarrheal diseases or influenza, given their current overcrowding and limited water supply and sanitation facilities during their journey. The authorities of the country are covering now the health assistance of migrants; however, in line with its auxiliary role, the Red Cross of Serbia has prepared First Aid kits included in this Emergency Appeal to support the health facilities of the Ministry of Health that are in place. These kits will allow the Red Cross of Serbia to respond in case the authorities requests the National Society for further support in this area.

For psychosocial support (PSS) for migrants, direct support is being provided by other organizations as Caritas, Save the Children, International Medical Corps and People in need amongst others. However, through the provision of relevant information to migrants the Red Cross of Serbia contributes to alleviate the stress that many people suffer throughout their journey. Considering that gaps in this service could come in the future, the National Society is including trainings in PSS in order to be able to provide further assistance if needed during the coming months.

The winter season is affecting the needs of the migrants. Low temperatures have increased the **necessity of warm clothes and hot food**, as most of the migrants are not well-prepared for severe winter conditions typical in the region. The Red Cross of Serbia is addressing these emerging needs through the procurement and distribution of winterization items. Numbers are adapted depending on the plans of other NGOs who are working in the same transit centres and are adjusted accordingly. Additionally, this revised EPoA is including the provision of hot meals such as hot soup and tea that will be provided in the operational points of Presevo, Dimitrograd, Belgrade and Sid. There is also a possibility of **malnutrition** amongst under-five children and pregnant and lactating mothers (both from their situation of origin and their journey). Some highly vulnerable migrants including families with babies will receive a one-time distribution of food and non-food (hygiene) items at the migrant reception centres across Serbia before they move on to some of the asylum centres or decide to leave Serbia. The Red Cross in Sid distributes food on the buses while asylum seekers are waiting to board the train.

As for protection, UNHCR is providing direct assistance and, in case of minors, Ministry of Interior and Social welfare departments and UNICEF are responsible. The National Society collaborates by referring detected cases to other partners as necessary, but bearing in mind that most migrants are in Serbia for a maximum period of approximately three days (now even less considering that the figures of people transiting the country during the winter are far lower), making assessments and treatments more challenging.

The **hygiene conditions** at the processing centre in Presevo and other mobile registration centres have been upgraded compared to the beginning of the operation, but a high number of people in one place can still cause the spread of different diseases. Providing hygiene kits is an urgent need in order to ensure the basic health and hygiene status of migrants and prevent infectious diseases. Special attention will be given to women, including those pregnant or lactating, as well as to newborns and children due to their relatively weaker physical condition and lower resistance to diseases.

Restoring Family Links (RFL) is another identified need. Due to the chaotic nature of many of the migrant's journeys, some of them have lost contact with family members and need to inform them of their situation and location. A key need frequently expressed by migrants is the need to charge mobile phones, make phone calls and use the internet to maintain communication with family members. The Red Cross of Serbia is providing information, **connectivity and tracing services** through trained personnel, WIFI, mobile phone cards and chargers. These activities provide an opportunity and space to talk to migrants and provide some PSS, and offer the RFL services in case they have lost

<sup>9</sup>EVI –Especially vulnerable individuals are women and children or single male parents with one or more children in need of food and non-food items.

contact or have been separated with family members Different tools are offered such as,online tracing, Red Cross Messages (RCM) and tracing request initiated.

According to forecasts, “1 million refugees and migrants will be arriving in Greece in 2016. In addition, the United Nations Country Team in Serbia agreed to consider a scenario of at least 6,000 refugees and migrants staying in Serbia for longer intervals (in case the flow is interrupted) with a potential of further increase in this number”<sup>10</sup>. In order to be prepared also for this, the National Society in including in the EPoA, as part of its **contingency stock**, ready to eat meals to assists the needs of up to 5.000 people per day during one week.

Additionally to the support of the IFRC Emergency Appeal, the Red Cross of Serbia had explored potential partnerships with UNHCR and other international and national organizations. The operation funded by the Emergency Appeal will provide much needed support as a surge capacity to the efforts by the Government of Serbia and will help build sustainable relations with stakeholders and partners.

The Red Cross of Serbia is harmonizing its operation with other partners and stakeholders to be able to best address the needs of the vulnerable people. The Red Cross of Serbia maintains regular communications and agreements with other humanitarian actors, including NGOs such as “HELP”, “Caritas” (Serbia, Luxemburg and Germany) and others.

### Beneficiary selection

The main targeted beneficiaries of this operation are migrants arriving in Serbia. Based on the results of the needs assessment, the following target groups among these migrants will be prioritized to receive assistance:

- People in need of basic survival essentials (food, water, hygiene).
- People in need of urgent assistance and medical care (to be referred to health care institutions after the first triage);
- Women, children; old people, people living with disabilities;
- All in need will have access to tea and soup at the RC food distribution points

The municipalities of Presevo, Zajecar, Negotin, Dimitrovgrad, Pirot, Bujanovac and four municipalities in Vojvodina, Kanjiza,Subotica, Sid and Sombor as well as the city of Belgrade were selected according to data analysis and recent assessments done by the Red Cross of Serbia.

Migrants inside and outside the registration/reception premises will be targeted during this operation. Since mid-December 2015, restrictions based on nationality have been imposed along the Balkans route. Migrants are being assisted in and outside of the reception centres based on the above-mentioned criteria, which have been established and agreed with UNHCR and other main donors whose goods are channelled through the RC of Serbia distribution pipeline. In times of high migrant peaks in arrivals the criteria are lifted. For the planned distribution of the hot tea and soup there will be no criteria and it will be available to all who are in need depending on the kitchen daily schedule and capacities. In Presevo transition centre the work of the Red Cross is inside of the Centre. Until mid-November 2015, assistance was also provided in Miratovac which was the first place of gathering after crossing the border with the Former Yugoslav Republic of Macedonia. Since then, the distribution point has been fully refurbished by Covekoljublje local NGO who continued services. Since the beginning of January 2016, the Red Cross of Serbia has distributed assistance to 10,924 people in Presevo only.

Number of migrants assisted in Presevo per day since the beginning of January 2016	
Date	Processing centre in Presevo
01.01.2016	492
02. 01.2016	708
03. 01.2016	704
04. 01.2016	810
05. 01.2016	899
06. 01.2016	908
07. 01.2016	941
08. 01.2016	435
09.01.2016	358
10. 01.2016	168
11. 01.2016	458
12. 01.2016	513
13. 01.2016	557
14. 01.2016	696
15. 01.2016	1019
16. 01.2016	347
17. 01.2016	529
18. 01.2016	412
19. 01.2016	865
20. 01.2016	708
21. 01.2016	81
22. 01.2016	149
23. 01.2016	524
<b>Total</b>	<b>13,281</b>

<sup>10</sup> UNHCR and IOM. Regional refugee and migrant response plan for Europe eastern Mediterranean and Western Balkans route. January – December 2016. Page 62 [http://rmp-europe.unhcr.org/2016\\_RMRP\\_Europe.pdf](http://rmp-europe.unhcr.org/2016_RMRP_Europe.pdf)

cumulative dates	No. of beneficiaries reached according to criteria established in mid-September 2015								
	children up to 18	Women	single parents males with children	handicapped	Over 60 years old	Doctors recommendation	persons under protection	urgent distributions	total
16.-30. SEPTEMBER	17,608	7,737	259	120	443	39	76	3,289	29,571
01.-31. OCTOBER	72,059	37,482	644	381	1,336	119	361	11,547	123,929
01.-30. NOVEMBER	57,879	29,886	236	220	960	34	115	23,900	113,230
01.-08.DECEMBER	43,047	22,596	188	256	1,221	60	30	3,623	71,021
01.-24 JANUARY	29,304	12,379	148	165	1,120	518	7	1,524	45,165
	<b>219,897</b>	<b>110,080</b>	<b>1,475</b>	<b>1,142</b>	<b>5,080</b>	<b>770</b>	<b>589</b>	<b>43,883</b>	<b>382,916</b>

(%)                      57.427      28.748      0.385      0.298      1.327      0.201      0.154      11.460

In the two municipalities of Subotica and Kanjiza, the NS was targeting migrants and asylum seekers who are temporarily residing in public places (parks) or who are occupying abandoned buildings, former factories (like the brickyard in Subotica). The operation is also targeting those who are on the migration trail, as well as the people temporarily accommodated in the transit centre in Belgrade.

Red Cross of Belgrade commenced daily distribution in two public parks opposite to main Bus station in Belgrade which are places of gathering for most of the migrants transiting through Belgrade. The needs are constantly being reassessed in coordination with other NGOs active in two parks. In the parks, health service is provided by Belgrade city health authorities on the regular basis.

The general activities, including information and RFL services, are aimed at all the migrants according to established criteria in the different facilities - an estimated number of 1,098 persons (some 1.000 adults and some 98 babies) per day. This number is approximately half of the on-a-daily basis assisted migrants by the Red Cross of Serbia at all locations.

### Risk assessment

The points below are considered to be the major risk factors.

- Unclear situation without a certain end date;
- Winter weather conditions
- Possible erection of fence on the border between Croatia and Serbia creating potential new migratory routes via Romania and demands on new branches and regions
- New border restrictions in different countries
- Volunteer and personnel finding it difficult to commit for longer-term missions, so the need for a rotation system and recruitment of key personnel to be put in place.
- Heavy workload and psychological stress of NS staff / volunteers;
- Decreasing stocks and resources;
- Migration-related operations requiring a long term commitment from the National Society as it is an open-ended crisis;
- Sudden and periodical increase of migrants from FYR of Macedonia to be assisted in a short period of time
- Stress for migrants awaiting the registration process;
- Tension rising between the local population and the migrants. It is therefore very important that the Red Cross of Serbia is able to continue their 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. limits interaction with male volunteers and an inability to explain the process). Cultural awareness and safety-security are addressed in the operation by providing relevant training and briefings to all Red Cross of Serbia staff in addition to the

establishment of a basic communication tool in several languages. Persons speaking Arabic have been hired and drawings are used to explain what is in the food parcels.

## B. Operational strategy and plan

### Overall objective

The needs of up to 380,580 migrants (360,000 adults and 20,580 babies) are met through the provision of basic food, including hot tea and soup, and non-food items (with a focus on winterization); hygiene promotion activities, provision of health care particularly first aid, contingency stock for the National Society, “restoring family links” (RFL) service, National Society capacity building as well as beneficiary communications.

### Proposed strategy

The National Society is carrying out the above activities for migrants, and continues supporting vulnerable local people in Serbia.

Re-calculation of the number of the targeted beneficiaries has been done based on the data on newly arriving migrants as well as information sharing with other stakeholders so as to avoid duplication of efforts while addressing the needs of the migrants in the country.

The operation is focusing on the following areas: migration centres in Presevo, Zajecar, Negotin, Dimitrovgrad, Pirot, Bujanovac and two municipalities in Vojvodina (Kanjiza and Subotica), Sid and Sombor near the Serbian-Croatian border, as well as in the city of Belgrade, with a special focus on nutrition and hygiene needs for women and infants. Also, in coordination with ICRC “restoring family links” (RFL) services will be offered. In the prioritization of assistance, the needs of women, children, old people and people living with disabilities would be considered.

Through its HQ, regional and local branches, the branches will enable the NS to function in the different areas of this emergency response.

Based on the situation analysis and the discussions between the local authorities and the Red Cross of Serbia,

Based on the situation analysis, the NS was considering the possibility of implementing a Cash Transfer Program (CTP), especially focused on facilitate the access to food. However, the direct provision of food has been finally considered more suitable according to the current circumstances in the operation. Due to this, and considering the uncertain evolution of the situation, the CTP has been put on hold until further decision.

The operation aims to reach up to 380.580 beneficiaries, distributed into entry points (border with former Yugoslav Republic of Macedonia), transit facilities in the country and exit point (border between Serbia and Croatia (or Hungary based on the evolving situation)). The possible split is as follows:

- 190,290 beneficiaries to be assisted immediately upon arrival in Presevo and Dimitrovgrad (on the border with the former Yugoslav Republic of Macedonia)
- 38,058 beneficiaries to be assisted in Belgrade during their journey
- 152,232 beneficiaries to be assisted in Sid (border between Serbia and Croatia)

Under the Revised Emergency Appeal operation, the National Society will focus on the following actions:

#### 1. Health care

**Basic health assessment and referral:** the initial health assessment will cover a range of health issues, including checking the chronic conditions and assessing the risk of health outbreaks due to the migratory conditions. The Ministry of Health is covering the health needs of the migrants via the health points operated by their staff in the registration/transit centres. If necessary, medical check-ups or assistance are provided free of charge by the nearest health institutions on the spot. Further onward transport to medical facilities is currently being taken care of by other stakeholders. Continuous assessments are being conducted and will provide information regarding further needs to be addressed.

Red Cross is planning to assist local health authorities and transit centres with provision of some First Aid backpack and Automated External Defibrillation (AED) back pack kit, and also with First aid sets for RC distribution points. This equipment also will allow to the NS to be prepared in case there are changes in the current mandate of the NS.

The contents of the FA kits are as follows:

Item	Quantity
Disinfectant 50 ml	3
Protective face masks	10
Disposable gloves	20
Alcohol 1 l.	3
Betadine (iodine) solution 150 ml	5
Hydrogen solution 3 % 1 l.	5
Bandage 10 cm	20
Bandage 8 cm	20
Elastic bandage	10
Gauze 7.5	30
Cotton 100 gr	10
Triangular bandage	10
Analgesic gel	2
Analgesic cream	2
Spray against bleeding	2
Pain killer spray	2
Cream against insect bites	2
Cream for burns	2
Cooling spray	2
Tape 2.5 h 5m	2
Adhesive tape	10
Vitamin C	10 packs
Antipyretic	10 packs
First aid bag for belt	5
Automatic External Defibrillator	1
Astro foil insulation	15
Pocket masks	2
First aid Back pack	5

## 2. Hygiene promotion

- Distribution of hygiene kits for males, females, children and infants transiting and sheltered at the reception centres, mobile reception centres and transit camps

### Individual hygiene kits for males, females and children

380,580 hygiene kits:

- shower gel 20 ml
- hand wash, disinfectant gel 50 ml
- tooth brush and tooth paste 1 pcs
- cleaning (wet) tissue 15/1
- sanitary pads (as needed)
- plasters 10/1

- Improve access to sanitation with hygiene kits and hygiene promotion for men, women and children, taking into consideration the size of the family.
- Volunteers / staff will also carry out hygiene promotion activities among the beneficiaries regularly in order to prevent the spreading of infectious diseases.

## 3. Non-Food Items Distribution (winterization)

Due to the large winterisation efforts and ongoing winterisation projects of different NGOs and UNHCR, the Red Cross of Serbia has decreased the initially planned procurement. Following IFRC procedures, and utilising if required IFRC GLS structures and existing regional arrangements, Red Cross of Serbia will continue the procurement of the following

items for up to 6,000 migrants (2,000 males, 2,000 females, 2,000 children) to increase their resilience towards harsh winter conditions:

- winter sets children (gloves, caps, scarf) – 2,000 sets
- thermal underwear sets for children –2,000 sets
- jackets man –2,000 pieces
- jackets women –2,000 pieces
- jackets children –2,000 pieces
- thermos bottle (0.5 litre) –4,000 pieces (for males and females)
- thermos bags –4,000 pieces (for males and females)
- astrofolie -8,000 pieces (for males and females)

#### 4. Food distribution

- Distribution of supplementary daily lunch parcels for seven months by Red Cross staff and volunteers along the migratory route in Serbia. The food distributions are targeted for both adults and babies, and the parcels for babies include high protein biscuits to cover potential additional nutrition needs.

<b>Lunch parcels (individual supplementary food ration)</b>	
360,000 lunch parcels for adults:	
•	Beef canned 150 gr
•	Fish canned 125 gr
•	Bread (toast) 300 gr
•	Water 0.5 l
20,580 baby parcels:	
•	Baby fruit porridge 120 gr
•	Porridge for babies-chicken&vegetable128 gr
•	Cleaning tissue 40/1 for sensitive skin
•	Diapers (6/1)
•	Water 0.5 l

The Red Cross of Serbia will also distribute bottled water as part of the lunch parcel, as well as the daily food portions for 293,580<sup>11</sup> beneficiaries for the 12 months of the operation. While waiting in transit centres, migrants should receive hot tea and soup in order to preserve their nutrition in health facilities in cold days during harsh winter conditions. In both location (entrance and exit) Presevo and Sid there are NGO who are currently providing limited number of those and the Red Cross of Serbia would like to engage in process as to offer sufficient amounts for all in need and to secure distribution practice through the whole year. The foreseen breakdown of 5,000 hot tea and soups on the daily basis per proposed distribution points is following:

- Presevo 1,000 hot soups + 1,000 tea
- Sid 1,250 hot soups + 1,250 tea
- Belgrade 125 hot soups + 125 tea
- Dimitrovgrad 125 hot soups + 125 tea

During the preparation phase, additional assessment was conducted in mid-January 2016 including current Red Cross of former Yugoslav Republic of Macedonia approach to provision of food on the other side of the border. The assessment team has come with conclusion that in order to maintain the sufficient amount of tea and soup for all migrants in the four locations (transit centres and RCS distribution points in Presevo, Belgrade, Dimitrovgrad, and Sid) additional service has to be initiated by RC staff and volunteers and the following equipment needs to be provided through Emergency appeal.

- (1) Light field kitchens
- (2) Containers kitchen

<sup>11</sup> Please note that bottled water was not provided in the DREF operation. This explains why the number of bottles of water and the number of food parcels are not the same.

- (24) Thermos 25-40 l with pipes
- (3) Hall tents 6x12 with 3 tent heater
- (2) Generators (25-30 kw)
- Tables and chairs for 225 people
- (2) Mini vans for food transport and distribution

In addition, the upgrade of the soup kitchen in Sid Red Cross branch will secure the increase of the current capacities and will allow tea and soup preparations, as well as distribution in three micro locations: Adasevci, Grey house and Principovac.

The Red Cross of Serbia will continue the distribution of dried food ration but number of rations provided on the daily basis should decrease to 1,070 for adults and babies due to the announcement of the RC partner NGOs in food provision and distribution and their plans through 2016. Government of Serbia has secured donation of 1,350 food parcels on the daily basis to be distributed by Red Cross of Serbia, but without fresh bread provision therefore price of needed bread will be incorporated into emergency appeal for 9 months as to allow Red Cross of Serbia to supply standard food ration.

Finally, according to UN country Team in Serbia figures estimations for the current year, cited above, around 6.000 people could stay longer period of time stranded in the country due to different reasons. In order to address their food needs, at the RCS has included a food contingency stock enough to cover 5,000 portions per day during one week<sup>12</sup>.

Mobile warehouses and field offices (containers) will be set up for the distribution of food items. Three mobile containers are already dispatched from the National Society's stocks, and three more are required to implement the planned activities. Mobile containers will be winterised in order to provide adequate working place for staff and volunteers during long shifts.

## **5. Contingency Plan for the National Society**

The contingency plan of the Red Cross of Serbia includes Food and Not Food Items.

### a) Provision of ready-to-eat meals:

The Red Cross of Serbia will prepare with this Appeal a contingency stock of ready to eat meals in amount of 122,500 pieces or sufficient quantities for 7 days for 5,000 migrants and/or asylum seekers on a daily basis, as to allow smooth transitions from tea and soup to hot meals preparation in case of delayed transition process due to possible restrictions to movement or weather conditions.

### b) Household materials:

The National Society has considered the inclusion of the following contingency stock for household materials<sup>13</sup>:

- mats - 500 pcs
- sleeping bags - 500pcs
- mattresses 1,000 pcs
- separators to divide families in case they are sheltered in a big hall to provide privacy – 500 pcs.

This will support the Government's activities in the transit centre(s) and enhance the overall hosting capacity of the country, especially in the southern and northern regions and in the city of Belgrade. The Government of Serbia plans to establish 14 accommodation facilities in the country. The RC of Serbia is in contact with the local authorities to coordinate efforts and define the eventual needs.

## **6. Tracing Service/Restoring Family Links (RFL)**

The Red Cross of Serbia is also providing restoring family links (RFL) services. Since the beginning of 2016, 164 tracing requests have been received. So far, Red Cross of Serbia has facilitated the re-establishment of 174 family contacts using the equipment provided through the Emergency appeal in all RFL locations in Serbia. The National Society has also facilitated the reunification of 44 families. Since the beginning of 2016, 17 family requests were received from German Red Cross. The tracing Service of the Red Cross is working closely with the ICRC Delegation and the ICRC coordinator in Belgrade for RFL issues and forensic services, and the "restoring family links" (RFL) component of this operation was planned in coordination with the ICRC Belgrade Office.

Special attention is paid in cases of UAM (unaccompanied minors) separated from the parents and/or legal guardians. In cases of family reunification, the Red Cross of Serbia closely cooperates with Commissariat for Refugees and

<sup>12</sup> The additional 1.000 people until reaching the foreseen 6000 would be covered by other organizations or the authorities in the country.

<sup>13</sup>National Society has decreased the planned contingency stock considering the quantities existing from other agencies/organizations

Migration and UNHCR and in cases of UAM separated with their family members with Centres for Social Work. RC Serbia is part of the Child Protection Sub Working Group coordinated by UNICEF. The RC support related to UAM focuses primarily in terms of search for parents with whom the child has been separated along the migratory trail, in a direct contact and cooperation with RFL services of NSs along the migratory route. Red Cross supports the family reunification in close cooperation with Centre for Social Work, Commissariat for Refugees and Migration and UNHCR.

The Red Cross of Serbia is promoting also, through this EA, the contact of migrants with their support network by the provision of mobile pre-paid vouchers with a limit of 2 minutes of conversation (1,500 pcs). The initial credit on the card (equivalent to 5 CHF in local currency) can be spent on:

- a) Calls in international traffic at special prices: by activating the card, the beneficiaries activate free of charge an InoCall add-on which makes possible to make calls toward international destinations, within the initial credit, at a preferential price. The InoCall add-on is active 30 days from the date of card activation.
- b) Additional Bonus traffic which is included in the basic price of the card: 100 minutes in the MTS network and 500MB for data transmission

Additionally, within the RFL activities, the NS is carrying out the following activities:

- Distribution of 500 posters and 100,000 leaflets in reception centres and in the vicinity of the transit roads to provide
- Deployment of six mobile Wi-Fi communication sets and seven battery charging units for recharging mobile phones (in the framework of mobile communication points)
- “10” inch tablets (10 pcs) for the staff at the mobile communication points.

Trained personnel for restoring family links from the local Red Cross branches are involved in this activity. With the mobile Wi-Fi communication sets and chargers, the migrants will be able to recharge their mobile devices and to use the services of the free Wi-Fi.

## **7. National Society capacity building**

Thought this Emergency Appeal, the Red Cross of Serbia will also increase its capacities to respond to the current operation and to future emergencies.

The capacity building approach is based on two main areas:

- Equipment: by the acquisition of mobile kitchen and related equipment with which cover the food needs of vulnerable people.
- Trainings: for the RCS staff and volunteers in different areas such as psychosocial support, disaster management, communications and volunteers management. .

## **8. Beneficiary engagement**

Red Cross of Serbia will also work with the local and national media to ensure acceptance, avoid stigma and resentment, tackle misinformation and misconceptions and create a better informed public opinion, to avoid, mediate and defuse tensions and conflicts. Once the global IFRC campaign on raising awareness on migration issues is launched, Red Cross of Serbia will adapt that to the local context. Information and communication captured through a dialogue with migrants will inform the development of messaging and communications locally, regionally and globally. The planned activities are as follows.

- Gather feedback from beneficiaries (including information needs, access to communication channels and knowledge, attitudes and perceptions surveys where possible and in close coordination with health experts) through all possible channels in order to ensure that the services and information provided by Red Cross are appropriate to the needs of those assisted.
- Prepare a Frequently Asked Questions (including where to find services) document in multiple languages based on feedback gathered through interactions with beneficiaries. This document will be used on different platforms to inform both those arriving in the country and the volunteers working with them.
- Explore the use of social media to strengthen dialogue and information sharing on critical services.

The Red Cross will ensure that the concerns of all migrants are regularly collected to inform and improve the programme activities; communications will be two-way. Red Cross engagement will ensure that migrants are fully aware of and informed about their rights and entitlements transparently, as well as the services available. A sum will be included in the budget to cover basic beneficiary communication needs.

## **Operational support services**

### **Human resources**

The total number of staff and volunteers expected to implement this operation is 337, out of which 77 are staff and 260 are volunteers. These last ones 260, are covered by insurance under the IFRC Volunteer Insurance Scheme.

The operation will be implemented by the branches of Presevo, Zajecar, Negotin, Dimitrovgrad, Pirot, Bujanovac and two municipalities in Vojvodina province (Kanjiza and Subotica), Sid and Sombor as well as in the city of Belgrade. As the local capacities of the implementing branches are limited and it is important to continue providing ongoing support to the vulnerable local population, the Red Cross of Serbia will mobilize its volunteers and staff from the National Headquarters, planning for the deployment of the Red Cross National Disaster Response Teams where needed.

While the National Society action is based on the volunteers work, longer-term operations require personnel that provides continuity of support and coordination for volunteer rotations. The Red Cross of Serbia is employing 25 newly recruited temporary staff (five of them have been already recruited in the framework of the operation). Of the five already in place, one is coordinating the branch response in Vojvodina province, two the city branch of Belgrade, and three are in the National Society Headquarters. As the UNHCR contract with National society has come to an end in January 2016, there is need to provide funding through the emergency appeal for those temporary distribution staff and to also include 10 new staff who will be engaged for the hot tea and soup preparation in four different locations.

### **Logistics and supply chain**

Logistics activities aim to effectively manage the supply chain, including procurement, clearance, storage and forwarding to distributions sites in accordance to IFRC logistics standards, processes and procedures ensuring full audit trail requirement, transparency in the procurement of goods and services also effectively supporting the fleet to facilitate the movement of operational staff and supplies. The main relief activities will require a constant supply chain.

The acquisition of the items will continue to be done according to the National Society procedures and IFRC standards, in close coordination with IFRC Secretariat's Global Logistic Service (GLS) and utilising if required IFRC GLS structures and existing regional arrangements. The purchase of fuel for transport and distribution of humanitarian assistance is included in the Appeal's budget. The IFRC Secretariat's GLS will continue to provide technical support as requested by the National Society for all the procurement. GLS will also provide technical validation of procurement process according to the established rules and regulations.

All procured items will be stored in existing National Society warehouses whereby additional capacity rental is required to ensure adequate response close to critical distribution points in Belgrade, and will be funded through the Revised Emergency Appeal. In downstream supply chain segment, relief items will be distributed through a storage warehouse tent and chain of secured, mobile warehouses (retrofitted containers) which will be set up as distribution points. Safe and strong containers simultaneously will be used for short term storage, and distribution of relief items at sites in five locations.

The distribution of the relief items to the distribution points will be done with National Society vehicles, by the Red Cross staff and mobile teams and the local Red Cross volunteers. Considering size of response, it is absolutely necessary to increase capacity of the National Society fleet in order to provide adequate transport capacity for supply both chain monitoring and distribution and therefore five vehicles will be provided through the Emergency Appeal for the transport of personnel and of relief items to the target locations at the different areas across the country.

### **Communications**

All activities carried out by Red Cross of Serbia in response to the population movement emergency will be illustrated through a variety of communication media, including news stories, audio visual products (photographs, videos, B-roll footage, etc.), social media, press releases, etc. This material will be shared with all National Societies for use in resource mobilization and awareness raising efforts in their domestic markets. An emergency communications delegate was deployed for a 10-day period at the beginning of the operation, in September 2015.

In addition, information on the operation will be published on both IFRC and National Society online platforms in order to further illustrate the work of the National Society. A common communications plan has been improved to ensure effective communication both through the media, and with the general public. Audio visual equipment including cameras and audio equipment will be required to support the National Societies communication efforts.

The communications team of the Red Cross of Serbia, with support from IFRC will manage media requests related to this operation, as well as actively pitch stories to the media, focusing on the action of the Red Cross, and the challenges and experiences faced by migrants and other people moving to and through the country. Currently, an in-country IFRC surge delegate supports media management, together with regional coordination from the Europe region office, and the Geneva-based global communication team.

Communications training will be organized to enhance the communication capacities and skills of the affected branches and the headquarters.

The IFRC teams in Geneva and Budapest will carry out monitoring on a daily basis of the overall media reporting of emergency, as well as any mentions of Red Cross activities.

## Information technologies (IT)

Computers, laptops, mobiles for staff, 6 mobile communications sets and other equipment will be available to support the operations.

## Security

As there are cultural differences and elements of frustration inside the target groups, some tensions could arise, and there is a slight chance of violent incidents. The Red Cross will provide security and cultural awareness briefing for the volunteers and staff involved.

The hygiene and health related challenges have increased safety concerns (higher risk of infectious diseases, for example scabies). To reduce the vulnerability of the volunteers and staff working in the reception and transit centres, the Red Cross of Serbia provides safety briefings, personal protective equipment, and sanitizers for its 260 staff and volunteers.

## Planning, monitoring, evaluation, & reporting (PMER)

The existing monitoring and supervision system of the National Society will be strengthened through monitoring visits by IFRC regional PMER and other operational units.

Regular monitoring will reveal if any revision of the operational timeframe and coverage is needed. Monitoring tools specific to this operation will be developed by the regional PMER team and will be aligned to the global Monitoring and Evaluation plan for migration. The developed monitoring tools will capture quantitative data and qualitative data for review and management by the regional PMER team and will be share with the operation team members.

A final evaluation will be conducted with technical support from the IFRC Secretariat and the involvement of the National Society's staff and volunteers, with a special emphasis on the personnel in the branches to allow the building-up of this capacity as widely as possible. The DM team and other support staff from IFRC Secretariat's Europe Region Office will conduct country visits to deliver the needed professional assistance.

Additionally, a Real-Time Evaluation will be carried out during the operation timeframe in order assure the quality of the implementation and to introduce correction measures if needed.

## Administration and Finance

National Society and IFRC Secretariat operational administrative support and office costs are included in the revised operational budget. The management of the Emergency Appeal will be supported by the IFRC Secretariat in terms of transparency and fair administration

## Contact information

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

- **Red Cross of Serbia:**
  - Vesna Milenovic, Secretary General;  
phone: +381 11 30 32 125; email [secretary@redcross.org.rs](mailto:secretary@redcross.org.rs)
  - Nebojsa Medojevic, Disaster Management Coordinator;  
phone: + 381 11 30 32 125 lok/ext. 126; email: [nebojsa@redcross.org.rs](mailto:nebojsa@redcross.org.rs)
- **IFRC Secretariat Europe Zone Office:**
  - Mette Petersen, Head of Country Cluster,  
phone:+36 1 888 4515;email: [mette.petersen@ifrc.org](mailto:mette.petersen@ifrc.org)
  - Ruben Romero, Disaster Management Coordinator;  
phone: +36 1 888 4500; email: [ruben.romero@ifrc.org](mailto:ruben.romero@ifrc.org)
- **IFRC Secretariat Geneva:**  
Christine South, Operations Support,  
phone: +41.22.730.4529, email: [christine.south@ifrc.org](mailto:christine.south@ifrc.org)





