

www.ifrc.org  
Saving lives,  
changing minds.

# Emergency appeal operations update

## Serbia: Population Movement

 International Federation  
of Red Cross and Red Crescent Societies

|   |  |
|---|--|
| Emergency appeal n° MDRRS011  | GLIDE n° OT-2015-000069-SRB  |
| Operations update n° 1  | Timeframe covered by this update:<br>5 July to 10 August 2016  |
| Date of issue: 13 September 2016  | Date of disaster: 18 August 2015   |
| Operation manager responsible for this EPoA:<br>Jerome Vandenberg, Disaster and Crisis<br>Response Delegate<br>IFRC Regional Office for Europe  | Point of contact at the Red Cross:<br>Nebojsa Medojevic, Disaster Management<br>Coordinator<br>Red Cross of Serbia |
| Operation start date: 18 August 2016  | Operation end date: 31 December 2016   |
| Operation budget: CHF 2,855,283<br>DREF allocation: CHF 318,035   | Appeal's coverage: 100%  |
| Number of people being assisted: 196,000 people   |  |
| Host National Society's presence (n° of volunteers, staff, branches):<br>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.   |  |
| Other partners actively involved in the operation:<br>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. |  |

***This Operations Update n° 1 is to report on the progress of the operation since the revision of the Emergency Appeal on 5 July 2016. The reporting period is from 5 July to 10 August 2016.***

***With this operation update, minor changes are reflected in the budget since new activities such as psychosocial intervention activities, trainings on anti-trafficking, procurement of PSS kits and translation of PSS training manuals have been included. Additional food items have been added (canned food) in the budget due to the increase of migrant arrivals in the country during the past weeks. The National Society plans to provide food to the migrants in the processing centres. For capacity building of the National Society, funds have been allocated to partially cover the procurement costs of a truck.***

***Thus, the budget of 2,775,648 Swiss francs has increased to 2,855,283 Swiss francs with a timeframe up to 31 December 2016 to reach 196,000 people. The Appeal's coverage stands at 100 per cent.***

*The Red Cross of Serbia (RCS), in addition to assisting those people that are stranded in the country, continues to assist people on the move, although now in much smaller numbers - around 200 to 300 persons per day. The RCS will keep focusing its support on the provision of basic food and on-food items; hygiene promotion activities; Restoring Family Links (RFL) services; prepositioning of contingency stocks; preparedness to deliver health care and first aid, and the building-up the response capacity of the National Society. In addition, the RCS is launching the implementation of programs to prevent human trafficking and the development of a more comprehensive psychosocial support service to the beneficiaries and the Red Cross staff and volunteers.*

*On behalf of the Red Cross of Serbia, the IFRC would like to thank the British Red Cross, Canadian Red Cross Society, Finnish Red Cross, Irish Red Cross Society, Japanese Red Cross, Netherlands Red Cross, Norwegian Red Cross, Swedish Red Cross, European Commission – DG ECHO, including the Governments of Britain, Canada, Italy, Luxembourg, Norway and corporate and private donors for their contributions to this Emergency Appeal.*

*The Appeal is fully covered and the National Society is not seeking additional funds at this stage.*

## Situation

In August 2016, approximately 3,000 to 4,000 migrants, mostly from Afghanistan and Pakistan, arrived in Serbia. Over 80 per cent of the newly arriving people were accommodated in governmental facilities, including five asylum centres and in reception centres.

A new legislation adopted a month ago to extend the border control to an 8 km area inside Hungarian territory authorizes the Hungarian police to intercept people within this area and send them to the other side of the fence. Asylum-seekers are then instructed to go to one of the transit zones along the border to submit an asylum claim. Currently, only two transit zones are functional along the 175-kilometre long Serbian-Hungarian border, where on average only 15-20 individuals are admitted in each transit zone per day. The Red Cross of Serbia continues providing essential services in both border transit zones (Horgos near Kanjiza municipality and Kelebija near Subotica municipality), as well as in the Subotica open centre for migrants.



Red Cross of Serbia Wi-Fi and battery recharging station in Kelebija transit zone. Photo: Red Cross of Serbia

In Horgos, the National Society has engaged a national team for disaster response as the branch capacity needs to be reinforced due to the prolonged work with the migrants stranded in the country. Improvised migrant shelters are located on the sandy land being hard to access without special vehicles, nevertheless, the Red Cross teams are using four-wheel drive vehicles and trailers to bring relief assistance to the migrants. In the Kelebija border area, the Red Cross in Subotica is conducting distributions, in the Subotica shelter centre as well. The Hungarian Red Cross is also providing some relief assistance on their side of the border, and Médecins Sans Frontières (MSF) is present providing humanitarian assistance.

Currently, the Red Cross of Serbia is responding in seven different locations reaching up to 3,500 migrants on a daily basis with essential canned food, ready-to-eat meals, hygiene items, water, First Aid and Restoring Family Links activities.

Regarding the entry points to Serbia, the country's borders with Bulgaria and also with the former Yugoslav Republic of Macedonia are well-guarded recently and very small numbers of migrants manage to cross into Serbia due to the efforts of the joined army-police teams and arrests of several groups of smugglers during last weeks. The Serbian Ministry of Interior announced that more than 3,000 migrants are being stopped in their intention to illegally cross the border





## Red Cross response

Presently, there are some **260 migrants in Horgos**, while in **Kelebija and in Subotica the numbers fluctuate between 300 and 400** (all migrants are admitted with or without registration papers) as they usually commute between the two distribution points. The week of 15 August in Subotica shelter centre almost 800 migrants were accommodated, but thanks to the Serbian Commissariat for refugees and migrants, 300 migrants were moved to Sid centre where the number of accommodated migrants reached approximately 1,200.

As of 10 August 2016, the number of accommodated migrants in Horgos border crossing, according to the Red Cross national team's reports is as follows:

| Total number of migrants | Men   |       |     | Woman |       |     | Children |     |      |       | Other individuals |
|--------------------------|-------|-------|-----|-------|-------|-----|----------|-----|------|-------|-------------------|
|                          | 20-30 | 30-50 | 50< | 20-30 | 30-50 | 50< | 0        | 1-5 | 5-10 | 10-15 |                   |
| 411                      | 105   |       |     | 70    |       |     | 166      |     |      |       | 70                |
| <b>Age distribution</b>  | 20-30 | 30-50 | 50< | 20-30 | 30-50 | 50< | 0        | 1-5 | 5-10 | 10-15 | N/A               |
| <b>Total</b>             | 70    | 26    | 9   | 41    | 23    | 6   | 2        | 52  | 39   | 32    | 70                |

From **October 2015 to 22 August 2016**, the Red Cross of Serbia has provided the following relief items and services to migrants:

|  |   |   |   |
|--|---|---|---|
| <br><b>347,198</b> hygiene kits | <br><b>749,615</b> food parcels<br><b>13,393</b> meals <sup>1</sup><br><b>206,349</b> bottles of water | <br><b>190</b> volunteers mobilised | <br><b>292,534</b> provision of connectivity |
|--|---|---|---|

## Coordination and partnerships

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

The IFRC is working with the Red Cross of Serbia to coordinate this support. Several missions from different staff (including DM, Communications, PMER, and Health, etc.) of the IFRC Regional Office for Europe have been conducted to support the ongoing activities with the National Society including Emergency Appeal revisions.

The Swiss Red Cross provided bilateral support with non-food items, the Spanish Red Cross with protection activities, the Luxembourg Red Cross with shelter and fleet support including the Finnish Red Cross.

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

In all the primarily affected municipalities, the Red Cross of Serbia maintains regular contacts with the relevant authorities (Ministry of Interior, Commissariat for Refugees and Migration), and works in coordination with other support channels for migration provided by UNHCR and local councils. This contact also includes the engagement with other actors, such as the International Orthodox Christian Charities (IOCC), Philanthropy (Čovekoljublje), Adventist Development and Relief Organisation (ADRA), Word Vision, SOS Children`s Village, Help, Caritas, and UNICEF, who are also active in the current response for the population movement crisis in Serbia. The Red Cross of Serbia is harmonizing its operation with other stakeholders to be able to best address the needs of vulnerable people.

## Operational implementation

| <b>Health &amp; care</b>  |                            |        |  |
|---|----------------------------|--------|--|
| <b>Outcome 1: Beneficiaries are provided with first aid and supported with PSS.</b> |                            |        |  |
| Activities  | Is implementation on time? |        | Comments/Status                                      |
|   | Yes (x)                    | No (x) |  |
| <b>Output 1.1 First aid is provided for the arriving migrants.</b>                  |                            |        |  |
| First aid services of RCS are mobilized and support is provided to those in need.   | x                          |        |  |
| Purchase of first aid kits  |                            | x      | National Society will start procurement process now. |
| <b>Output 1.2 PSS support is provided to migrants/staff.</b>                        |                            |        |  |
| Review meeting of RCS PSS Specialists   | x                          |        |  |
| Translation and adaptation of the PSS materials                                     | x                          |        |  |
| Pilot testing of the materials – trainings & reviews                                | x                          |        |  |
| Implementation of PSS materials in the centres                                      | x                          |        |  |
| Review meeting for trafficking tools  | x                          |        |  |
| Adaptation of materials to include PSS  | x                          |        |  |
| Production of materials   | x                          |        |  |
| Training for volunteers   | x                          |        |  |

<sup>1</sup> The National Society started to distribute ready to eat meals in Sid and Subotica on 10 August 2016.

### Progress towards outcomes

The National Society is working in developing its capacity to provide targeted psychosocial support to a range of people, through trainings and development of teaching and reference guides for trainers and frontline workers. The current migration crisis aptly demonstrates the need to have well trained Red Cross staff capable of providing sustained psychosocial support (PSS) to persons in transit and those in temporary accommodation, as well as to different population groups. The National Society will hire a team of experts to jointly develop and design a Psychosocial Support Manual and print 500 copies for it to be used in trainings and as a reference by all Red Cross staff and volunteers active in providing psychosocial support in different situations. This manual will also be used as a source material for developing and printing 5,000 copies of a field manual to be used by all frontline workers in the Red Cross of Serbia.

A series of training activities will be carried out: 25 trainers will be trained to work with the Red Cross staff on psychosocial support, with an additional 25 trainers trained in psychological first aid (PFA) and another 25 trainers that will be trained to provide training to Red Cross staff working with victims of human trafficking.

The National Disaster Response Team of the Red Cross of Serbia will undergo a training provided by these trainers and 60 members of the team will be trained in psychosocial support. The overall approach will be to avoid one size fits all philosophy and to target the specific and concrete needs of different beneficiary groups.

The Red Cross of Serbia will also develop, design and print 7,500 posters that will provide concise, practical information for migrants in transit on how to preserve their health in harsh weather conditions.

Knowing the specific needs of children among migrants as well as in other contexts the Red Cross of Serbia will design and equip child-friendly corner activities, to be able to provide services and support to children in different situations.

Therefore, once the PSS manuals and inputs are completed, the activities will start.

| <b>Water, sanitation and hygiene</b>   |                            |        |   |
|--|----------------------------|--------|---|
| <b>Outcome 2: Reduction of the risks of sanitation related diseases for 196,000 people</b>       |                            |        |   |
| Activities   | Is implementation on time? |        | Comments/Status                               |
|  | Yes (x)                    | No (x) |   |
| <b>Output 2.1: 180,000 hygiene kits for adults and 16,000 baby hygiene kits are distributed.</b> |                            |        |   |
| Procurement and distribution of basic hygiene kits and baby hygiene kits                         | x                          |        | 11,080 hygiene parcels have been distributed. |

### Progress towards outcomes

During the reporting period, 11,080 hygiene parcels were distributed from the Emergency Appeal obtained stock as follows:

| Item                           | Šid   | Beograd | Subotica | Kanjiza | Sombor | Zajecar | Negotin | Dimitrovgrad | Total distributed |
|--------------------------------|-------|---------|----------|---------|--------|---------|---------|--------------|-------------------|
| <b>Individual hygiene kits</b> | 5,907 | 0       | 2,753    | 1,388   | 525    | 150     | 343     | 14           | <b>11,080</b>     |

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

180,000 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

**Food security, nutrition and livelihoods****Outcome 3: The emergency food needs of the 196,000 affected adults and babies are met**

| Activities   | Is implementation on time? |    | Comments/Status |
|--|----------------------------|----|-----------------|
|  | Yes                        | No |                 |
| <b><i>Output 3.1: 180,000 daily lunch parcels for adults and 16,000 daily food portions for babies are distributed</i></b> |                            |    |                 |
| Procurement and packing of lunch parcels and food portions   | x                          |    | Completed       |
| Development of the distribution reports  | x                          |    | On-going        |
| Distribution of lunch parcels and food portions  | x                          |    | On-going        |

**Progress towards outcomes**

The operation is focusing on the following areas: processing centres in Presevo and Sid, Zajecar, Negotin, and the municipalities of Vojvodina, Kanjiza and Subotica including the city of Belgrade focusing on nutritious and hygienic needs for women and infants.

During the reporting period, the National Society extended its response operation to transit zones in Kelebija and Horgos, while distribution in other places continued for migrants accommodated in transit centres and those who come to collect assistance in Belgrade public park. The Red Cross branch in Belgrade restarted distribution activities in the Public Park from the beginning of August in agreement with city authority and Serbian commissariat for migrant and refugees. However, distribution has been stopped again in third week of August, as the intentions of city authorities are to move migrants from the city park to the migrant centre in Krnjaca where facilities are being prepared to accommodate number of migrants in much favourable environment.

**Distributed from 5 July 2016 to 16 August 2016 from the stock obtained through the Emergency Appeal**

| Soups  | Tea    | Lunch parcels | Ready-to-eat meals |
|--------|--------|---------------|--------------------|
| 76,959 | 33,029 | 15,874        | 13,708             |



Daily Red Cross distribution in the public park in Belgrade.  
Photo: Red Cross of Serbia

With the food distributions, the Red Cross of Serbia was able to reach approximately 3,500 people on a daily basis, in the different mentioned locations. The largest number of migrants accommodated on a daily basis is in Sid municipality on the border with Croatia, usually between 1,000 and 1,200 people. The Red Cross of Serbia is providing food parcels for breakfast and supper every day to all these people, while a cooked meal is provided by the Orthodox church agency Philanthropy. In order to increase its response, the RCS will purchase 12,500 extra canned foods, included in the revised budget.

Regarding the entry points to Serbia, the country's borders with Bulgaria and also with the former Yugoslav Republic of Macedonia are well-guarded recently and very small numbers of migrants manage to cross into Serbia due to the efforts of the joined army-police teams and arrests of several groups of smugglers during last weeks.

| Lunch parcels (individual supplementary food ration)   |
|--|
| 180,000 lunch parcels for adults: <ul style="list-style-type: none"> <li>• Beef canned 150 gr.</li> <li>• Fish canned 125 gr.</li> <li>• Bread (toast) 300 gr.</li> <li>• Water 0.5 ltrs.</li> </ul>   |
| 16,000 baby parcels: <ul style="list-style-type: none"> <li>• Baby fruit porridge 120 gr.</li> <li>• Porridge for babies-chicken and vegetables 128 gr.</li> <li>• High protein biscuits 120 gr.</li> <li>• Cleaning tissue 40/1 for sensitive skin</li> <li>• Diapers</li> <li>• Water 0.5 l</li> </ul> |

| Shelter   |                            |    |   |
|---|----------------------------|----|---|
| Outcome 4: The immediate settlement needs of migrants in transit centres and camps are met  |                            |    |   |
| Activities  | Is implementation on time? |    | Comments/Status   |
|   | Yes                        | No |   |
| <b>Output 4.1: Essential non-food items (NFI) are provided to the migrant population to better face changing weather conditions</b> |                            |    |   |
| Procurement of summer items   |                            | x  | Activity is cancelled   |
| Distribution of summer items to migrants  |                            | x  | Same as above.  |
| Procurement of contingency items (separators, rain coats, thermal blankets, winterization items, field                              | x                          |    | Due to the low cash flow RC of Serbia has prioritized other procurements at the moment. With the new cash transfer, all of procurements for contingency stock will be done. |

## Progress towards outcomes

Procurement and distribution of the summer items for migrants is being cancelled as the implementation process was delayed and the summer time is almost over. The National Society is considering this procurement for winterization kits as part of the contingency stock until end of the Emergency Appeal's implementation time frame. For the rest of the items, the bidding process is about to start.

| <b>Restoring Family Links (RFL)</b>   |                            |    |   |
|---|----------------------------|----|---|
| <b>Outcome 5: Family links are restored wherever people are separated from or without news of their families.</b> |                            |    |   |
| Activities  | Is implementation on time? |    | Comments/Status   |
|   | Yes                        | No |   |
| <b>Output 5.1: Family tracing services are provided to the migrants.</b>  |                            |    |   |
| Identification of families in need of RFL   | x                          |    | 13 families   |
| Printing of RFL leaflets and posters in different languages   | x                          |    | Printed and distribution is ongoing   |
| Distribution of 100,000 RFL leaflets and 500 posters at the reception centres                                     | x                          |    | 5,722 preventive and informative leaflets / RFL visit cards have been distributed + 20 posters placed in Asylum Centres (AC) and in transit /one stop point centres and Refugee Aid Points (RAP). |
| Providing verbal information on RFL in reception centres to migrants  | x                          |    | On-going  |
| Provision of technical support and mobile pre-paid vouchers to the beneficiaries                                  | x                          |    | RFL tablets and telephones are available for beneficiaries. RFL focal points (ICRCs support) distribute SIM prepaid mobile cards to beneficiaries 557 cards distributed in July.                  |

## Challenges

Closure of the Balkan route changed the scenario of the border crossings with more people using illegal channels in order to reach the Western European countries bringing additional challenge to tracing and reunification of the separated families.

Conversely, migrants are stranded in Serbia and apart from the regular RFL services provided, RFL focal points in the Refugee Aid Points (RAP) advices on the possibility for cross border family reunification. Once the people realize that the family reunification process takes approximately 20 months, they turn to illegal channels for proceeding towards the western EU countries.

| <b>Community engagement and accountability (CEA)</b>   |                            |    |                 |
|--|----------------------------|----|-----------------|
| <b>Outcome 6: Migrants and the host community are sensitized to human trafficking/smuggling risks.</b> |                            |    |                 |
| Activities   | Is implementation on time? |    | Comments/Status |
|  | Yes                        | No |                 |
| <b>Output 6.1: Awareness campaign is provided to the migrants and host community.</b>                  |                            |    |                 |
| Assessment of information needs and the communications landscape                                       | x                          |    | Completed       |
| Volunteers training on human trafficking prevention  | x                          |    | Completed       |
| Implementation of "Prevention of Human Trafficking" program  | x                          |    | See below       |

### Progress towards outcomes

Migrants are exposed to a multitude of potential risks and suffering caused by the loss of family, lack of community frameworks. They may also have been deceived by smugglers and compelled to engage in activities under exploitative conditions in order to pay back their debts. Whether in the country of origin, transit and/or destination, migrants are especially vulnerable to human trafficking. Raising sensibility among professionals who could come in contacts with victims of trafficking is necessary.

For this purpose, from 16-18 August, 23-25 August and 30 Aug to 1 September 2016, three trainings were organized for fighting against human trafficking was conducted for 65 members of the National Disaster Management Teams (NDRT)s, volunteers and professionals providing aid to migrants. During the trainings, the participants had the opportunity to learn the indicators for identifying victims of human trafficking. Special emphasis was placed on the vulnerabilities of migrants that are in risk for human trafficking and on the role of professionals and volunteers that can assist them to prevent or ease their suffering. The trainings presented actual cases and challenges that victims experience as well as learning to react in situations when they suspect someone could be a potential victim of human trafficking. The participants also received information on precautionary measures and procedures in identifying and caring for victims of human trafficking. The element of psychosocial support was introduced to the participants in case management by IFRC Health Delegate.



Anti-trafficking training in Beograd. Photo: IFRC

| <b>National Society capacity building</b>   |                            |    |   |
|---|----------------------------|----|---|
| <b>Outcome 7: The capacities of the staff and volunteers of the RCS are enhanced.</b>   |                            |    |   |
| Activities  | Is implementation on time? |    | Comments/Status   |
|   | Yes                        | No |   |
| <b>Output 7.1 National Society staff and volunteers are trained in different areas.</b> |                            |    |   |
| DM refresher training for RCS staff and volunteers                                      | x                          |    | Completed   |
| Communications training for RCS staff and volunteers                                    | x                          |    | Completed   |
| PSS training for RCS staff and volunteers   | x                          |    | Completed   |
| Volunteer management training for RCS staff   |                            | x  | Not completed yet   |
| Reconstruction of the National Society's website  |                            | x  | Not completed yet tender procedure has finished and the works are ongoing |



DM training of local Red Cross volunteers (volunteers are preparing temporary shelter place). Photo: Red Cross of Serbia



NDRT DM training volunteers (Night exercise - temporary shelter place). Photo: Red Cross of Serbia

### Progress towards outcomes

In line with the Emergency Plan of Action, the Red Cross of Serbia volunteers' skills in disaster management have been strengthened with the DM trainings. Volunteers from 30 local Red Cross branches were involved in basic DM training and 195 were trained. The purpose of the training was to strengthen the human capacity of the local Red Cross branches, their skills and knowledge with DM topics, and to strengthen the Red Cross response for the migration crisis. Through six trainings participants got the basic skills and knowledge needed for disaster response and assistance to support the migration crisis in the country.

By the end of June 2016, two DM trainings were organized for National disaster response teams of the Red Cross of Serbia (NDRT). 53 new members of the National Society completed the training and have successfully passed the training. The trained volunteers and professionals of the Red Cross of Serbia have improved their skills and knowledge on how to support operational activities of the local Red Cross branches. There is a need for a NDRT team leader training and the National Society plans to organise additional DM NDRT trainings to fulfil this need. As mentioned above, the National Society will use funds to partially cover the procurement of a vehicle to support the ongoing operation.

| <b>Quality programming/ Areas common to all sectors</b>   |                            |    |                       |
|---|----------------------------|----|-----------------------|
| <b>Outcome 8: The quality of this operation is ensured and continuous improvement is provided.</b>                      |                            |    |                       |
| Activities  | Is implementation on time? |    | Comments/Status       |
|   | Yes                        | No |                       |
| <b>Output 8.1: The Red Cross of Serbia is monitoring the situation and mobilizes its assets based on current needs.</b> |                            |    |                       |
| Negotiations and coordination with partner organizations  | x                          |    | Constantly performed. |
| On-site assessment and monitoring   | x                          |    | Constantly performed. |
| Mobilization and coordination of volunteers and staff involved  | x                          |    | Constantly performed. |
| Producing weekly reports on the provided assistance   | x                          |    | Constantly performed. |
| Conducting final evaluation on the operation  | x                          |    | Constantly performed. |

### Progress towards outcomes

Since the launch of the DREF operation 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). The National Society has conducted assessments throughout the operation since the migrant situation has been evolving from in transit to stranded, having to revise the appeals on two occasions. In addition, coordination meetings have been held with IFRC technical staff and the National Society including partner organizations supporting in the country such as the UNHCR, ICRC, local and international NGOs including governmental agencies. The National Society shares on a weekly basis data/information on the number of relief and services provided to the migrants to the IFRC's information management delegate to gather the overall numbers.

A real-time evaluation (RTE) was conducted during the month of July 2016. The RTE team visited the Red Cross of Serbia and a final report will be completed by the end of August 2016. At the end of the operation, a final evaluation will be carried out by the National Society and the IFRC relevant staff to capture the main achievements and lessons learned.

## Operational support services

### Communications

All communication activities directly support the Emergency Appeal and aim to raise awareness and sensitize the public, media and donors on the emergency situation, humanitarian needs and Red Cross Red Crescent response. To read all web stories published in the IFRC website, please click [here](#).

From 7 July to 18 August 2016, a total of 28 video materials demonstrating the work of the Red Cross of Serbia with migrants have been broadcasted with a total length of 96.36 minutes, aired in different television channels (national and local broadcasting). In the same period, a total of 21 news stories have been written in local newspapers reporting on the in-country situation with migrants and the Red Cross activities associated with it. Belgrade RC marked the world anti trafficking date and for this occasion more than 1,000 leaflets have been distributed in different locations to migrants. To view Red Cross of Serbia web stories, click on the photos on the right.

### Human Resources

Approximately 190 volunteers have been engaged in the operation in several locations. As the local capacities of the implementing branches are limited, the Red Cross of Serbia mobilized its volunteers and staff from the headquarters including the mobilization of the Red Cross national disaster response teams (NDRTs).

In the reporting period 40 National Society staff have been engaged in the operation and are included in the emergency appeal funding. The newly recruited staffs are mostly engaged directly with food distribution process on a daily basis.

### Administration and Finance

The National Society and the IFRC administrative support and office costs are included in the operational budget. During the reporting period, the National Society has completed the fourth quarter financial report and is preparing a new cash request and funding plan. The management of the Emergency Appeal will be supported by the IFRC Secretariat in terms of transparency and fair administration.

### Logistics

During the reporting period, the National Society has completed the tender procedure for 17,500 ready-to-eat meals, one Fiat van for the micro distribution to the migrants in Subotica and a RFL server (cost shared arrangement with ICRC). Delivery of two generators and photocopying machine for the DM department took place during July and August 2016. Other procurements of the items to be included under National Society contingency stocks are in preparation phase with implementation expected in the next months. The Emergency Appeal will partially cover the procurement of a truck in collaboration with the Swiss Red Cross and the National Society.



DM training held in Belgrade from 16 to 18 August. *Photo: Red Cross of Serbia*



Red Cross of Serbia in Subotica providing soup, tea and dry food. *Photo: Red Cross of Serbia*

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

A real-time evaluation team visited Serbia from 3 to 6 August 2016, and visits to the distribution points, migrants' centres and meetings with relevant stakeholders took place after initial briefing in the National Society. A final evaluation of this operation will be conducted with technical support from the IFRC Secretariat and the involvement of the National Society's staff and volunteers, with special emphasis on the personnel in the branches to allow the building-up of this capacity as widely as possible.

## Contact information

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

- **In the 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; email: [nebojsa@redcross.org.rs](mailto:nebojsa@redcross.org.rs)
- **In the IFRC Regional Office for Europe**
  - **Leonardo Carmenati**, Head of Europe Migration Operations Manager for Regional Migration Response  
phone: +36 1 888 4500; email: [Leonardo.carmenati@ifrc.org](mailto:Leonardo.carmenati@ifrc.org)
  - **Jerome Vandenberg**, Disaster and Crisis delegate  
phone: +36 1 888 4500, email: [jerome.vandenberg@ifrc.org](mailto:jerome.vandenberg@ifrc.org)
  - **Olga Dzhumaeva**, Partnerships and Resource Development Coordinator  
phone: +36 1 888 4500, email: [olga.dzhumaeva@ifrc.org](mailto:olga.dzhumaeva@ifrc.org)
  - **Dorottya Patko**, Planning and Reporting Manager (a.i.)  
phone: +36 1 888 4500, email: [dorottya.patko@ifrc.org](mailto:dorottya.patko@ifrc.org)
- **In IFRC Geneva**  
**Programme and Operations focal point:**  
Cristina Estrada, phone: +41 22 730 4260, email: [cristina.estrada@ifrc.org](mailto:cristina.estrada@ifrc.org)

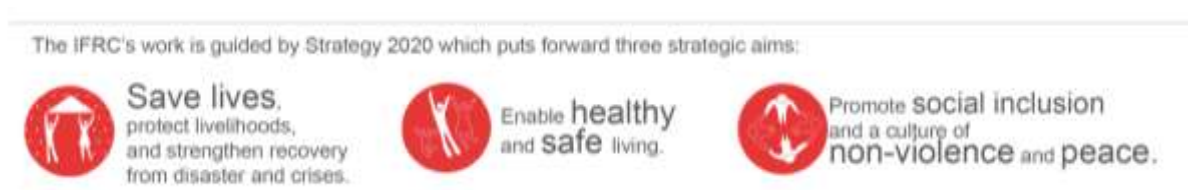


[Click here](#)

1. Click [here](#) to see the revised budget
2. Click [here](#) to return to the title page

## 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.



# EMERGENCY APPEAL

08/09/2016

MDRRS011 Serbia: Population Movement

| Budget Group   | Multilateral Response | Inter-Agency Shelter Coord. | Bilateral Response | Appeal Budget CHF |
|--|-----------------------|-----------------------------|--------------------|-------------------|
| Shelter - Relief                                     | 12,500                |                             |                    | 12,500            |
| Shelter - Transitional                               |                       |                             |                    | 0                 |
| Construction - Housing                               |                       |                             |                    | 0                 |
| Construction - Facilities                            | 39,000                |                             |                    | 39,000            |
| Construction - Materials                             |                       |                             |                    | 0                 |
| Clothing & Textiles                                  | 80,464                |                             |                    | 80,464            |
| Food   | 687,562               |                             |                    | 687,562           |
| Seeds & Plants                                       |                       |                             |                    | 0                 |
| Water, Sanitation & Hygiene                          | 412,092               |                             |                    | 412,092           |
| Medical & First Aid                                  | 80,968                |                             |                    | 80,968            |
| Teaching Materials                                   |                       |                             |                    | 0                 |
| Utensils & Tools                                     | 43,800                |                             |                    | 43,800            |
| Other Supplies & Services                            | 80,760                |                             |                    | 80,760            |
| Emergency Response Units                             |                       |                             |                    | 0                 |
| Cash Disbursements                                   |                       |                             |                    | 0                 |
| <b>Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES</b> | <b>1,437,146</b>      | <b>0</b>                    | <b>0</b>           | <b>1,437,146</b>  |
| Land & Buildings                                     |                       |                             |                    | 0                 |
| Vehicles   | 201,185               |                             |                    | 201,185           |
| Computer & Telecom Equipment                         |                       |                             |                    | 0                 |
| Office/Household Furniture & Equipment               | 22,000                |                             |                    | 22,000            |
| Medical Equipment                                    |                       |                             |                    | 0                 |
| Other Machinery & Equipment                          |                       |                             |                    | 0                 |
| <b>Total LAND, VEHICLES AND EQUIPMENT</b>            | <b>223,185</b>        | <b>0</b>                    | <b>0</b>           | <b>223,185</b>    |
| Storage, Warehousing                                 | 72,000                |                             |                    | 72,000            |
| Distribution & Monitoring                            | 61,494                |                             |                    | 61,494            |
| Transport & Vehicle Costs                            | 45,500                |                             |                    | 45,500            |
| Logistics Services                                   | 50,000                |                             |                    | 50,000            |
| <b>Total LOGISTICS, TRANSPORT AND STORAGE</b>        | <b>228,994</b>        | <b>0</b>                    | <b>0</b>           | <b>228,994</b>    |
| International Staff                                  | 19,400                |                             |                    | 19,400            |
| National Staff                                       | 371,444               |                             |                    | 371,444           |
| National Society Staff                               |                       |                             |                    | 0                 |
| Volunteers   | 66,339                |                             |                    | 66,339            |
| <b>Total PERSONNEL</b>                               | <b>457,183</b>        | <b>0</b>                    | <b>0</b>           | <b>457,183</b>    |
| Consultants  | 10,000                |                             |                    | 10,000            |
| Professional Fees                                    | 57,070                |                             |                    | 57,070            |
| <b>Total CONSULTANTS &amp; PROFESSIONAL FEES</b>     | <b>67,070</b>         | <b>0</b>                    | <b>0</b>           | <b>67,070</b>     |
| Workshops & Training                                 | 129,623               |                             |                    | 129,623           |
| <b>Total WORKSHOP &amp; TRAINING</b>                 | <b>129,623</b>        | <b>0</b>                    | <b>0</b>           | <b>129,623</b>    |
| Travel   | 12,000                |                             |                    | 12,000            |
| Information & Public Relations                       | 49,715                |                             |                    | 49,715            |
| Office Costs   | 43,778                |                             |                    | 43,778            |
| Communications                                       | 27,148                |                             |                    | 27,148            |
| Financial Charges                                    | 200                   |                             |                    | 200               |
| Other General Expenses                               |                       |                             |                    | 0                 |
| Shared Office and Services Costs                     | 1,688                 |                             |                    | 1,688             |
| <b>Total GENERAL EXPENDITURES</b>                    | <b>134,529</b>        | <b>0</b>                    | <b>0</b>           | <b>134,529</b>    |
| Partner National Societies                           |                       |                             |                    | 0                 |
| Other Partners (NGOs, UN, other)                     |                       |                             |                    | 0                 |
| <b>Total TRANSFER TO PARTNERS</b>                    | <b>0</b>              | <b>0</b>                    | <b>0</b>           | <b>0</b>          |
| Programme and Supplementary Services Recovery        | 174,052               | 0                           |                    | 174,052           |
| <b>Total INDIRECT COSTS</b>                          | <b>174,052</b>        | <b>0</b>                    | <b>0</b>           | <b>174,052</b>    |
| Pledge Earmarking & Reporting Fees                   | 3,500                 |                             |                    | 3,500             |
| <b>Total PLEDGE SPECIFIC COSTS</b>                   | <b>3,500</b>          | <b>0</b>                    | <b>0</b>           | <b>3,500</b>      |
| <b>TOTAL BUDGET</b>                                  | <b>2,855,283</b>      | <b>0</b>                    | <b>0</b>           | <b>2,855,283</b>  |
| <b>Available Resources</b>                           |                       |                             |                    |                   |
| Multilateral Contributions                           |                       |                             |                    | 0                 |
| Bilateral Contributions                              |                       |                             |                    | 0                 |
| <b>TOTAL AVAILABLE RESOURCES</b>                     | <b>0</b>              | <b>0</b>                    | <b>0</b>           | <b>0</b>          |
| <b>NET EMERGENCY APPEAL NEEDS</b>                    | <b>2,855,283</b>      | <b>0</b>                    | <b>0</b>           | <b>2,855,283</b>  |