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Emergency Appeal Final Report

The former Yugoslav Republic of Macedonia: Population Movement

 International Federation
of Red Cross and Red Crescent Societies

Emergency Appeal n° MDRMK005 Final Report	Glide n° OT-2015-000069-MKD
Date of issue: 20 December 2017	Timeframe covered: 22 June 2015 – 30 September 2017
Operation budget: CHF 6,138,068 (coverage 92%)	DREF allocation: CHF 193,218
Date of start of disaster: since January 2015	Number of people affected: 450,000 migrants
Number of people assisted: By the end of January 2017, the Red Cross mobile teams had provided support to a total of 450,000 persons, with food and non-food items as well as other types of support. <i>For further details, please refer to the below sections of the report.</i>	
Host National Society: Red Cross of the former Yugoslav Republic of Macedonia	
Red Cross Red Crescent Movement partners actively involved in the operation: IFRC, the International Committee of the Red Cross (ICRC), German Red Cross, Luxemburg Red Cross, Spanish Red Cross	
Other partners actively involved in the operation: Ministry of Interior, Ministry of Labour and Social Policy, Ministry of Health, UNHCR, IOM, and NGOs: La Strada, Legis, Noon and Save the Children	
On behalf of the Red Cross Society of the former Yugoslav Republic of Macedonia, the IFRC would like to thank the following partners which made contributions to this Emergency Appeal: Austrian Red Cross, British Red Cross and UK Government, Canadian Red Cross and Canadian Government, Irish Red Cross, Italian Government, Japanese Red Cross and Japanese Government, Luxemburg Government, Red Cross of Monaco, the Netherlands Red Cross, Norwegian Red Cross and Norwegian Government, Swedish Red Cross, EU humanitarian aid (DG ECHO), and various corporate partners, foundations and individuals.	

Appeal history

22 June 2015: With unprecedented numbers of migrants arriving in the former Yugoslav Republic of Macedonia in transit to Western and Northern Europe, CHF 193,218 was released from the IFRC's Disaster Relief Emergency Fund (DREF) to enable the Red Cross Society of the former Yugoslav Republic of Macedonia to meet the immediate emergency needs of 4,600 people.

10 September 2015: An Emergency Appeal was launched seeking CHF 3.26 million, to provide food and non-food relief items, health care including first aid, and tracing services, for 110,000 beneficiaries for seven months.

10 February 2016: To cover increasing humanitarian needs, the Emergency Appeal was revised, with a budget of CHF 5.9 million, to provide emergency assistance for 250,000 people, and the operational timeframe was extended up to September 2016.

6 June 2016: A second revision of the Emergency Appeal was issued with an increased budget of CHF 6,095,910 and an extended timeframe of 3 months, ending in December 2016. Operations Update No 4 on 19 December 2016 extended the timeframe for one month until 31 January 2017. Operations Update no 5 as of 5 September 2017 extended the timeframe until 30 September 2017, to allow completion of all activities in the Appeal.

In summary, through this Appeal, the Red Cross of the former Yugoslav Republic of Macedonia provided the following assistance to migrants: 196,782 first aid and psychosocial support first aid interventions, 2,202 transports to hospital; 537,044 bottles of water (0.5 litres), 50,940 food parcels, 39,484 hygiene parcels, 3,201 baby parcels, 51,474 blankets, 3,628 individual first aid kits, 111,940 warm tea and soup, 13,095 assorted winter sets, 93,540 ready to eat meals, 16,000 hot supplementary food items, 1,196 sleeping bags and 648 backpacks.

A. Situation analysis

Description of the disaster

On 30 June 2015, UNHCR declared a “level 2” emergency in Greece, the former Yugoslav Republic of Macedonia and Serbia. During August 2015, the former Yugoslav Republic of Macedonia saw a steep increase in the number of migrants transiting through its territory, adding to those already crossing the border since September 2014. The main migration routes from Greece passed along the railway line at Gevgelija Veles in the direction of Kumanovo and neighbouring villages, aiming for the Serbian border, on their way to countries of western and northern Europe. This route between the Greece and Serbia borders was mostly made on foot and migrants faced risks from smugglers and criminals.

On 22 June 2015, CHF 193,218 was released from the IFRC's Disaster Relief Emergency Fund (DREF) to enable the Red Cross of the former Yugoslav Republic of Macedonia to meet the immediate emergency needs of 4,600 individuals through the provision of food and non-food items, hygiene parcels, first aid and tracing services (restoring family links).

On 20 August 2015, with the large increase in the number of migrants, the Government of the former Yugoslav Republic of Macedonia declared a state of emergency for a period of 30 days on the southern and northern borders. Along with this measure, the police and the army increased their presence at the border to ensure stability and safety in the border zones, particularly in terms of controlling the entry of migrants into the country.

Migrants were registered by the police and were granted short-term stay permits for 72 hours, following reforms on the Law on Foreigners. During this period, migrants were entitled to ask for asylum.

On 10 September 2015, the IFRC launched an Emergency Appeal seeking CHF 3.26 million, to provide assistance for 110,000 beneficiaries over seven months. With increasing humanitarian needs, the Appeal was revised on 10 February 2016, seeking CHF 5.9 million, to provide assistance for 250,000 people.

According to UNHCR, as of 31 January 2016, the total number of arrivals in the former Yugoslav Republic of Macedonia up to that date was 495,673 people. It is very difficult, however, to have exact figures for the total number of migrants who transited through the country. At times, for example in September 2015, there were huge numbers of arrivals each day, people transited quickly through the country, and they were not all officially registered. An estimated overall total number of migrants transiting through the country from the beginning of 2015 to early 2017 is around 633,000 people (UNHCR and IOM figures).

On 19 February 2016, the Government of the former Yugoslav Republic of Macedonia (and all neighbouring countries on the Balkan route of the migrants) passed a decision to close the borders and not to allow any more migrants to enter the country, based on the decision of the EU. This resulted in people being stranded in all the countries on the Balkan route. The initial figure of stranded people in the former Yugoslav Republic of Macedonia on 19 February 2016 was 1,600 persons (in the year after that it was around 800 a month). Immediately after that, the Government of the former Yugoslav Republic of Macedonia passed a decision that the Red Cross of the former Yugoslav Republic of Macedonia would be assigned to be the lead agency for distribution of humanitarian assistance (food and non-food items, and particularly for running kitchens for provision of food for the migrants).

The Emergency Appeal was revised for the second time on 6 June 2016, to reflect new migration trends identified in recent months. The closure of the Balkan route and the EU-Turkey agreement resulted in thousands of migrants stranded in different countries, while fewer continued, with support of smugglers and traffickers, exposing themselves to the risks that this involves. The plan of action of the Red Cross of the former Yugoslav Republic of Macedonia was adjusted to respond to the humanitarian needs of the migrants stranded in the country, as well as the provision of support to irregular migrants in the detention centre in Skopje (50 persons per day) and the irregular migrants crossing the border from Serbia and Greece (150 persons per week). As of 30 September 2016, there were 198 stranded migrants in the two reception centres in Tabanovce and Gevgelija. The Emergency Appeal revision extended the operation timeframe until December 2016, and it was then further extended until September 2017. Following the closure of the Emergency Appeal, the IFRC's Regional Office for Europe will continue supporting the Red Cross of the former Yugoslav Republic of Macedonia in its efforts to meet the needs of the migrants through the IFRC's Europe Region Operational Plan for 2017.



Volunteers of the Red Cross of the former Yugoslav Republic of Macedonia are providing support to migrants in Gevgelija transit centre (near the border crossing with Greece) November 2015
Photo: Red Cross of the former Yugoslav Republic of Macedonia

The two reception centres were managed by the Ministry of Labour and Social Policy on behalf of the Government of the former Yugoslav Republic of Macedonia. The Red Cross of the former Yugoslav Republic of Macedonia has continued to provide humanitarian assistance, first aid support, restoring family links and food.

According to data received from the National Society as of 28 August 2017, there were 47 people¹ accommodated in the two reception centres in Tabanovce and Gevgelija, managed by the Ministry of Labour and Social Policy with the support of the Ministry of Interior, the Ministry of Health, the Army and different state utility companies. The National Society is also reporting that it has assisted each week 151 undocumented migrants outside of centres – the figure, however, cannot be confirmed as being unique individuals.

Summary of response

Overview of Host National Society

The Macedonian Red Cross was founded on 17 March 1945, as part of the Red Cross of the Democratic Federation of Yugoslavia. After the dissolution of Yugoslavia, in 1992, the Red Cross of the former Yugoslav Republic of Macedonia has operated as an independent National Society. It was internationally recognized by ICRC on 1 November 1995 and became a member of the International Federation of Red Cross and Red Crescent Societies (IFRC) on 27 November 1995. The operation of the National Society is regulated by a special law on the Red Cross. The organization is comprised of 34 Red Cross branches and the Skopje City Red Cross branch. The number of registered members of the National Society as of December 2016 was 11,500 people, and it has 7,500 active volunteers.

During the migration crisis, and in coordination with the national authorities, the Red Cross of the former Yugoslav Republic of Macedonia on a daily basis, seven days a week, provided assistance to migrants in the form of distributions of food and non-food items, health care support, first aid and distribution of medicines in the reception centres, referrals to secondary and tertiary medical institutions, provision of water and hygiene promotion, restoration of family links, as well as distribution of information materials about available services. Regarding psychosocial support, the mobile teams of the Red Cross referred those cases needing support to organizations providing psychosocial support. In addition, the National Society provided direct psychosocial support to Red Cross staff and volunteers working in the field, to enable them to continue delivering services to migrants.

The activities of the Red Cross were carried out by 11 mobile teams of the National Society which were stationed in the registration centres at the southern border with Greece (city of Gevgelija) and northern border with Serbia (Tabanovce). Each team was comprised of a driver, a paramedic, a doctor and a logistician, supported by two translators.

The Red Cross also maintained a 24-hour presence at the border crossings. The mobile teams provided first aid support focusing primarily on the most vulnerable people (babies and children, pregnant women, persons with chronic illnesses, older people and people with special needs). The Red Cross teams also provided transport for ill and injured migrants to the nearest hospitals in Gevgelija, Skopje and Kumanovo, as well as transport from the border to the registration centres and vice versa. On average, the Red Cross teams provided about 116 transport interventions on a monthly basis.



Children receive special care in transit centre Tabanovce (near the border crossing with Serbia), January 2016
Photo: Red Cross of the former Yugoslav Republic of Macedonia



First aid provision for migrants near the Serbian border September 2016. Photo: Red Cross of the former Yugoslav Republic of Macedonia

¹ 21 men, 6 women and 20 children (2 accompanied).

The Red Cross of the former Yugoslav Republic of Macedonia provided the affected population with the following items through the IFRC Emergency Appeal:

- 537,044 bottles of water (0.5 litres)
- 50,940 food parcels
- 39,484 hygiene parcels (26,576 for men and 12,908 for women)
- 3,201 baby items
- 51,474 blankets
- 3,628 individual first aid kits
- 111,940 warm tea and soup
- 13,095 assorted winter sets
- 93,540 ready-to-eat meals
- 16,000 hot supplementary food items
- 1,196 sleeping bags
- 648 backpacks

Six staff of the Red Cross of the former Yugoslav Republic of Macedonia working on restoring family links (RFL) were regularly on the ground, in the reception centres in Gevgelija and Tabanovce, funded by ICRC, and who processed a total of 1,466 RFL cases.

428 disabled people were registered and assisted with wheel chairs and crutches, and were provided with medical support and supplementary food from the National Society's stocks.

In cooperation with the International Organization for Migration (IOM), the Red Cross printed and distributed information flyers and posters for the migrants in eight different languages: English, French, Arabic, Pashtu, Bangla, Farsi, Urdu, and Tigrinya.

ICRC, UNHCR and the National Society developed warning information boards along the railroad between Greece and Serbia to raise the awareness of the migrants on potential dangers from the trains and high voltage along the railways. A total of 29 casualties on the railroads were recorded in 2015.

The National Society, supported by the World Health Organization (WHO), printed and distributed brochures and posters with information on health protection.

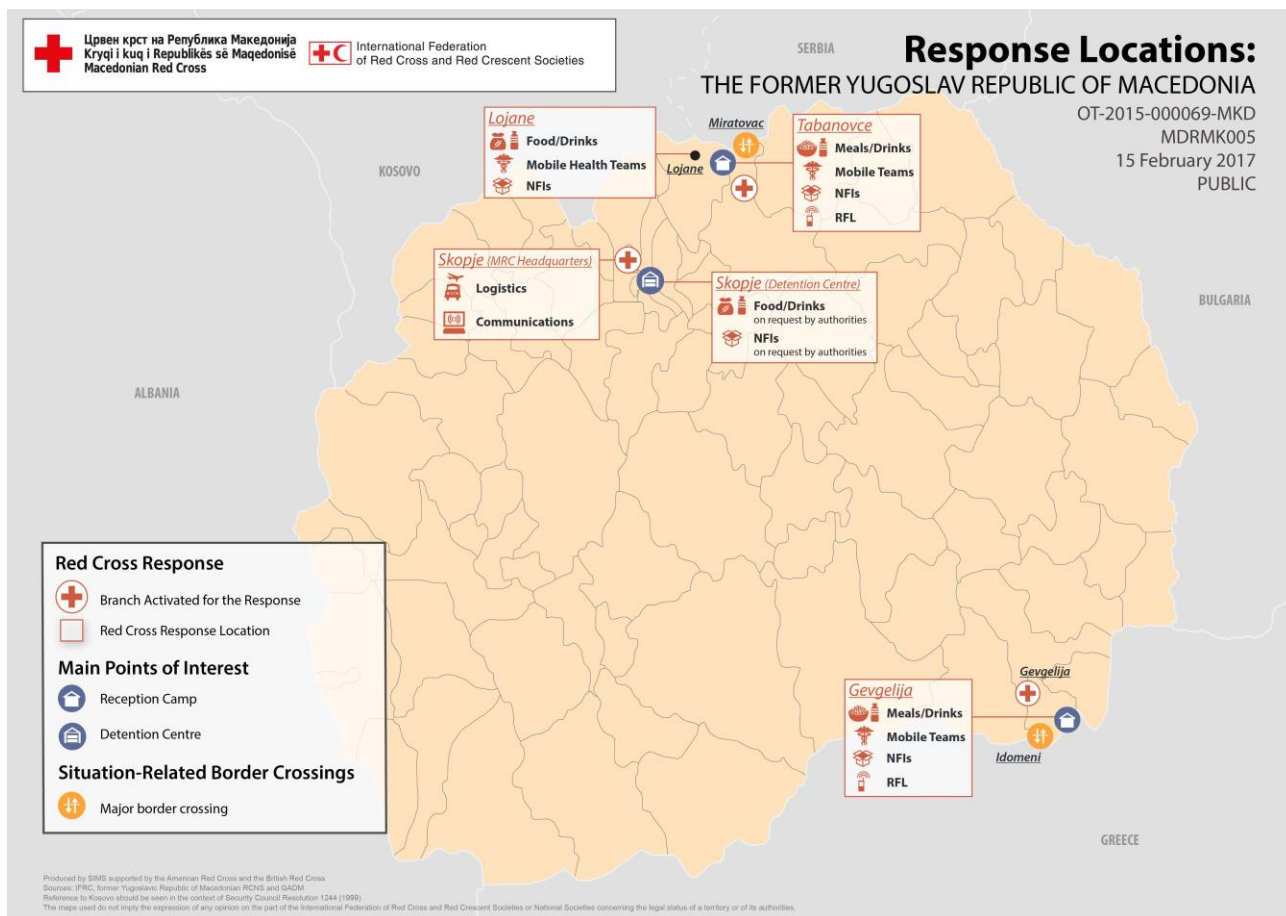
The Red Cross distributed humanitarian assistance through three warehouses in Skopje and two local warehouses in Gevgelija and Kumanovo (four of them rented).

The National Society actively participated in the coordination meetings organized by the Government of the former Yugoslav Republic of Macedonia, as well as in operational coordination meetings, and in the coordination efforts with the other NGOs involved.

By the end of January 2017, the Red Cross mobile teams had provided support to a total of 450,000 persons, with food and non-food items as well as other types of support. In this period the National Society's first aid teams provided 196,782 first aid interventions and 2,202 emergency transports to hospitals.



Volunteers of the Red Cross of the former Yugoslav Republic of Macedonia provide first aid support to migrants near Lojane village (Serbian border) September, 2016
Photo: Red Cross of the former Yugoslav Republic of Macedonia



Overview of Red Cross Red Crescent Movement in country

The Red Cross of the former Yugoslav Republic of Macedonia maintained close communication with the IFRC's Regional Office for Europe in Budapest and the International Committee of the Red Cross (ICRC) Regional Delegation in Belgrade. The IFRC Secretariat made a Disaster Relief Emergency Fund (DREF) allocation of CHF 193,218 in June 2015, to enable the Red Cross of the former Yugoslav Republic of Macedonia to address the most urgent needs of 4,600 displaced people. The National Society met the DREF funded operational objectives reaching the targeted people with food, blankets, clothes, hygiene parcels, baby parcels and first aid kits. The IFRC launched an Emergency Appeal on 10 September 2015 and mobilized a total of CHF 5,615,946. With the funds raised through the Emergency Appeal, the Red Cross of former Yugoslav Republic of Macedonia was able to continue with its efforts to meet the urgent needs of the migrants arriving in the country.

Additionally, the operational management team at the National Society's headquarters has been ensuring support to the branches and volunteers. The IFRC Regional Office for Europe (ROE) has worked with the Red Cross of the former Yugoslav Republic of Macedonia to help coordinate support for the Emergency Appeal plan of action. Several missions of different teams (disaster management, communications, and health) from the IFRC's Regional Office have been conducted to support the National Society.

As a member of the IFRC, the Red Cross of the former Yugoslav Republic of Macedonia has shown commitment to implement Resolution 3 of the Red Cross and Red Crescent Movement's 31st International Conference, aiming to work with governments, host populations and migrants to meet their needs, while also aiming to protect their dignity and safety.

The Red Cross of the former Yugoslav Republic of Macedonia, through its tracing service, has been providing restoring family links (RFL) services to migrants, with the support of the ICRC in the form of RFL kits and refresher RFL training to the branches situated along the migratory route. The RFL team offered free mobile phone and internet services to the most vulnerable migrants. In order to raise the awareness of other national/international stakeholders of the National Society's activities on behalf of migrants, and thus enhance the referral system, the ICRC supported the National Society in presenting its services and modalities to governmental organizations and NGOs involved. As part of the RFL Regional Information Centre, coordinated by the ICRC, the Red Cross of the former Yugoslav Republic of Macedonia contributes to and benefits from the information and experience shared within this forum with nine other National Societies in the region.

As part of a coordinated strategy, the IFRC Secretariat and National Societies in the region examined ways to reinforce international cooperation at all levels to address the humanitarian concerns generated by international migration. As well as multilateral assistance through the Appeal, the following bilateral support was provided from Partner National Societies:

- The Spanish Red Cross contributed on a bilateral basis with EUR 15,000 for winterization needs of the migrant population.
- The Red Cross of Luxemburg contributed on a bilateral basis with EUR 74,500 for the procurement of a transport van, 1,000 food parcels and 7,000 hygiene parcels.
- Bilateral support from the German Red Cross amounting to EUR 458,366 was allocated to the National Society in the beginning of December 2015 for the provision of additional quantities of food and non-food items, and strengthening the response capacities of the National Society. Additional assistance amounting to EUR 75,000 was allocated to the National Society for the reconstruction of its warehouse.

Overview of non-Red Cross Red Crescent actors in country

Since the onset of the migration crisis, the National Society has been coordinating its activities with the following partners:

Ministry of Health

The Ministry of Health is responsible for the coordinated response for health and primary health care needs arising out of the migration crisis.

Ministry of Interior

The border police are responsible for ensuring the safety of the borders and for registration of migrants that cross the border legally. The border police are also responsible for monitoring of roads, prevention of human trafficking (smuggling of migrants) and prevention of irregular entry and transiting. The Ministry of Interior manages the reception centres, which shelter irregular migrants. Migrants may file applications for asylum in the Department for Asylum (through local police stations), and which processes asylum procedures.

Ministry of Labour and Social Policy

The Ministry of Labour and Social Policy manages the centres for asylum seekers and implements the National Plan of Action for the integration of refugees. This ministry is also responsible for coordination of the NGOs working in the reception centres.

UNHCR Office in Skopje

The United Nations High Commissioner for Refugees (UNHCR) Skopje Office implements health care activities and provides material support, reducing vulnerability of persons sheltered in the reception centres, in cooperation with the Red Cross of the former Yugoslav Republic of Macedonia.

UNICEF

UNICEF is responsible for psychosocial protection of children and their mothers.

Local NGOs: La Strada, Legis, Noon, and the Macedonian Young Lawyers Association are local NGOs that provide food and other types of support for migrants in the reception centres.

Corporate sector

The corporate sector in the former Yugoslav Republic of Macedonia, in cooperation with the National Society, also provides humanitarian assistance to migrants on a regular basis.

Needs analysis and scenario planning

At the onset of the crisis the migrants were assisted in the two resting points in Gevgelija and in Kumanovo, as well as in the capital Skopje, where Red Cross volunteers and staff supported asylum seekers who usually stayed up to two weeks in the country. Only 1,700 asylum applications were submitted in 2015². In 2016, 1,306 new applications for asylum were submitted to the authorities of the former Yugoslav Republic of Macedonia.

As most of the target population was in transit rather than staying in the centres, the Red Cross of the former Yugoslav Republic of Macedonia continued to focus its assistance on these people, especially on pregnant women, families with babies and small children, and unaccompanied minors.

² Ministry of Interior of the former Yugoslav Republic of Macedonia

Primary medical care was provided through the Red Cross of the former Yugoslav Republic of Macedonia mobile teams. No epidemics were reported in the past two years, and the teams in the field mainly assisted migrants with dehydration, sunburns, cuts, epilepsy, dental problems, old wounds from knives or guns, as well as people in need of long term care for illnesses like diabetes, cardiovascular diseases, respiratory diseases, epilepsy, and were suffering complications due to the lack of regular follow-up and medicine.

In order to strengthen the capacities of the National Society to address all these health-related issues, several health and care workshops on prevention of infectious diseases, community based health and first aid, and prevention of sexual and gender based violence, were organized for the National Society staff and volunteers, supported by translated IFRC manuals in Macedonian and Albanian languages.

The Red Cross of the former Yugoslav Republic of Macedonia provided the migrants with non-food items, including winter and summer clothes.

The authorities of the former Yugoslav Republic of Macedonia adapted the two existing transit centres to ensure improved conditions for the longer stay of the migrants. Both centres are equipped with field kitchens which were used during 2016 for provision of warm meals to the stranded migrants in both reception centres.

Among the migrants, there was a significant proportion of men (60%), compared to women (15%) and children (25%). There was a possibility of malnutrition among under-fives and pregnant and lactating mothers (both from their situation of origin and their journey). The conditions of the migrants were seriously affected due to their long and exhausting walk under difficult conditions and the lack of regular food, water, shelter and security.

Many of the migrants also needed to establish contact with their families through the Red Cross and inform them on their situation and whereabouts. Six trained persons for RFL from the local Red Cross branches worked in both reception centres handling the RFL needs of the migrants.

The humanitarian protection for the unaccompanied minors was provided by the NGO “Young Lawyers” in partnership with UNICEF. The humanitarian assistance for this vulnerable group was provided by the Red Cross.

Aiming to prevent stigmatization and possible conflicts with local population, the National Society worked on raising public awareness on the need to support people, particularly among the population living in the border villages and cities, as well as to promote integration of migrants in the country and to conduct public awareness campaigns on the provision of assistance to migrants.

As a result of the changed situation in February 2016 and in compliance with the previously adopted contingency plan of the Government of the former Yugoslav Republic of Macedonia, the National Society initiated and since then completed the reconstruction of the Red Cross Centre in Struga for it to become a contingency shelter for 130 people. This centre had already served the same purpose of providing shelter during the Bosnian crisis and Kosovo crisis, when refugees from Bosnia and Kosovo were sheltered for a year and a half in the centres.

Selection of beneficiaries

During the first phase of the operation (June 2015 to March 2016) focus was on migrants crossing through the territory of the former Yugoslav Republic of Macedonia from Greece, especially pregnant women and new-born babies, single parent households, and persons with acute or serious health conditions.

Due to the changed policy of the countries not to allow any more entries of migrants on their territories, in the second phase of the operation (March 2016 to January 2017), the Red Cross of the former Yugoslav Republic of Macedonia focused on relief and first aid activities for the stranded migrants in the two camps, as well as irregular migrants in the detention centre in Skopje and the irregular migrants crossing the border from Serbia and Greece. The National Society also assisted the asylum seekers sheltered in the Vizbegovo reception centre in Skopje.



A volunteer of the Red Cross of the former Yugoslav Republic of Macedonia provides humanitarian assistance to migrants October 2016. Photo: Red Cross of the former Yugoslav Republic of Macedonia

Risk assessment

- The overall situation dramatically changed following the migration trends from Turkey and Greece, as well as the imposed restrictions by transit countries on the route to western European countries, as well as by destination countries.
- The staff and volunteers had significant communication problems with the migrants (only a few migrants spoke English or French). The main communication languages were Arabic and Farsi in many cases. The Red Cross mobile teams used the support of six Arabic translators.
- The area of the operation was spread over a wide area as the targeted people were on the move, therefore a dynamic and adaptable intervention was required for the successful implementation of the foreseen activities.
- The stranded people in the camps faced significant health and other challenges because of improper accommodation in the camps.
- Long-term efforts were needed for the successful implementation of these activities, and good communication channels were required with other stakeholders working in the field to avoid a duplication of efforts.
- There was significant pressure and stress on the Red Cross staff and volunteers because they worked with a large number of migrants. Efforts were made to involve more staff and volunteers as the situation required.
- Stigmatization of the migrant population and the animosity of local people.
- Creative solutions to funding and partnering with other actors to support the sustainability of activities, as both the evolution and the end-point of the situation were unclear.
- Irregular migration was one of the biggest challenges in 2016 and in early 2017.

B. Operational strategy and plan

Overall objective

1. **First phase (June 2015-March 2016): The emergency needs of 214,886 migrants crossing the territory of the former Yugoslav Republic of Macedonia are covered to reduce their vulnerability** (*note: initially the target figure was 110,000 migrants, which was increased to 250,000 in the first Appeal revision, and revised to 214,886 in the second revision*)
2. **Second phase (March-December 2016): Long term daily needs of 850 stranded migrants in the two reception centres are covered in 2016 and beginning of 2017, to reduce their vulnerability** (*note: this second objective was added in the second Appeal Revision*)

The assistance was focused on three areas of action:

- **Assistance:** supporting migrants that transited through the country, people stranded in the camps, and irregular migrants, with provision of food, non-food items (blankets, sleeping bags, baby carriers, clothes, shoes), water and hygiene kits/promotion, and first aid and health care.
- **Welfare:** psychosocial support and community engagement activities, assistance to restore family links, beneficiary communications, to improve the well-being of the migrants, as well as psychosocial support for Red Cross personnel.
- **Shelter:** reconstruction of Red Cross facilities to enable storage of items and winter accommodation for migrants and asylum seekers.

Implemented strategy

The Red Cross of the former Yugoslav Republic of Macedonia implemented its migration-related activities in coordination and cooperation with the Government of the former Yugoslav Republic of Macedonia. While the strategy aimed to cover the immediate needs of people on the move, it also made provisions for winterization purposes. The strategy was aligned to the Red Cross approach for the population movement crisis in Greece. The main tasks of the National Society are described below:

Target Group	Health Care	Social Welfare Division	Tracing Department	Shelter
	• Mobile teams that provide first aid (each team is comprised of	• Provision of food and non-food items, hygiene	• Maintain close cooperation with UNHCR and	• Reconstruction of Red Cross facilities to

• Migrants that transit through the former Yugoslav Republic of Macedonia • Migrants stranded in the country in the two reception centres • Irregular migrants crossing the country • Irregular migrants in the detention centre • Asylum seekers in the reception centres	• a driver, a paramedic and a doctor, logistician and translator) • Outpatient care / consultations and follow-up dispensing of medicines • Referral and transport to other medical institutions	• material, clothing, potable water, sleeping bags, field kitchens • Psychosocial support activities • Community engagement activities	• ICRC Belgrade for accessing information for people requiring restoring family links • Establishment of contacts via Red Cross owned cell phones and tools	• enable winter accommodation for migrants and asylum seekers
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Operational support services

Human resources

A total of 30 staff and 210 volunteers from the Red Cross branches of Gevgelija, Valandovo, Negotino, Veles, Skopje, Kumanovo and the National Society headquarters were involved in implementing the activities targeted for provision of assistance to the migrant population. The operational budget included per diems and insurance for the volunteers, who were exclusively engaged in the implementation of the migration operation during the 20-month period (including the period of the DREF funded operation).

Logistics and supply chain

The procurement of the required products for the relief parcels for this operation was done in compliance with the procedures for procurements of the Red Cross of the former Yugoslav Republic of Macedonia and in accordance with IFRC logistics standards, processes and procedures, ensuring compliance with full audit trail requirements. Processes were completed in close coordination with the IFRC Secretariat's Logistics Management Department. The stock was placed in Red Cross warehouses in five locations. There was a total of ten employees in these warehouses, and they were supported by fifteen volunteers who were packing the parcels in each location. The distribution of the parcels was done with Red Cross vehicles by the mobile teams and the local Red Cross volunteers.

The IFRC Secretariat supported the National Society operations and carried out the procurement of some of the relief items, vehicles and equipment needed through the Logistics Management Department structures in Geneva and Dubai, thereby ensuring standardization and achieving efficiency.

To facilitate the process, specialized IFRC personnel were deployed to support the National Society's logistics capacity. The operation contributed to expanding and supporting the Red Cross warehouse capacity, including refurbishing the Red Cross warehouses in Skopje, acquiring forklifts and renting an additional three warehouses. Likewise, it was deemed necessary to increase the Red Cross fleet, to provide adequate monitoring and distribution and four terrain vehicles and one 10-ton truck were provided for the transportation of personnel and relief items to the target locations at the border areas.

Communications

All activities carried out by Red Cross of the former Yugoslav Republic of Macedonia in response to the population movement emergency were illustrated through a variety of communication media, including news stories, audio visual products (photographs, videos, B-roll footage), social media, press releases, etc. This material was shared with all National Societies for use in resource mobilization and awareness raising efforts in their domestic markets.

In addition, material was published on both IFRC and National Society online platforms to further illustrate the work of the National Society. A common communication plan was developed to ensure effective communication both through the media and with the general public. Audio visual equipment including cameras and screens and audio equipment were procured to support the National Society's communication efforts.

The communication team of the Red Cross of the former Yugoslav Republic of Macedonia, with support from IFRC, managed the media requests related to this operation, as well as actively pitched 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. An emergency communication delegate position was provided for a period of time to deal with the evolving situation at some points during the migration operation.

The IFRC teams in Geneva and Budapest carried out daily monitoring of the overall media reporting of the emergency, as well as any mentions of Red Cross activities. The IFRC Regional Office for Europe communications team published several web stories. These can be viewed at: <http://www.ifrc.org/en/news-and-media/news-stories/europe-central-asia/macedonia-the-former-yugoslav-republic-of/>.

The news stories included the following:

- [Western Balkans: Tales from two borders](#)
- [Family fathers caring for migrants](#)
- [Ten-member Yazidi family forced to flee Iraq](#)
- [Afghan family fights to stay strong after six months in border camp limbo](#)
- [Longing for son while stuck in limbo](#)
- [Dedication to education forced teacher to flee violence in Afghanistan](#)
- ["Please save my country" says man on route](#)
- [Supporting vulnerable migrants crossing into the former Yugoslav Republic of Macedonia](#)
- [Over 500 vulnerable migrants treated daily by the Red Cross in former Yugoslav Republic of Macedonia](#)
- [Syrian migrant: No help in Jordan, so now I try in Europe](#)
- [Red Cross doctor: "They all shouted 'thank you doctor' from the train windows"](#)
- [Syrian migrant family: We couldn't find enough help in neighbouring countries](#)
- [We had no other choice but to flee Iraq](#)
- [Moments of dignity](#)
- [In-pictures: Red Cross builds temporary shelters for migrants in the former Yugoslav Republic of Macedonia](#)
- [Over land and sea – one Syrian family's perilous journey to find a safer future](#)
- [Saving lives on the border of the former Yugoslav Republic of Macedonia](#)
- [Consistent support in an uncertain world – on the road in Europe](#)
- [Supporting migrants en-route through the former Yugoslav Republic of Macedonia](#)

In addition, one press release was also issued: [IFRC appeals for 3.3 million Swiss francs to assist vulnerable migrants in the former Yugoslav Republic of Macedonia](#).

Information technologies (IT)

The expenses for communications (telephone and internet) were included in the operation's budget. National Society headquarters and branch capacity were increased through the acquisition of:

- 14 computers for the Red Cross headquarters, City Red Cross Branch of Skopje, and the Red Cross branches of Kumanovo, Veles and Gevgelija;
- 2 Xerox machines and 4 printers for the Red Cross headquarters, City Red Cross Branch of Skopje, and the Red Cross branches of Kumanovo, Veles and Gevgelija;
- 7 cameras.

Security

In every step of the operation, the headquarters of the Red Cross of the former Yugoslav Republic of Macedonia worked closely with the authorities of the former Yugoslav Republic of Macedonia to obtain timely information and proper risk assessment of the field activities. The health and well-being of the staff and volunteers involved in the operation were the highest priority. Additionally, the team members were properly trained in first aid and possess proper equipment to intervene until the arrival of an ambulance if needed.

Planning, monitoring, evaluation & reporting (PMER)

The existing monitoring and supervision system of the National Society was strengthened through monitoring visits by IFRC's regional PMER, disaster management and other operational units. Regular monitoring showed whether revision of the operational timeframe and activities of the Appeal was needed. Three internal mid-term reviews (please see section on Quality Programming) and a final evaluation were conducted. The final internal lessons learnt exercise specifically focused on capacity building of branches, so they are able to better respond to future migration challenges.

Administration and finance

Administrative and financial procedures were implemented by the responsible Red Cross staff in compliance with the Red Cross of the former Yugoslav Republic of Macedonia procedures and with relevant international standards.

C. DETAILED OPERATIONAL PLAN

Health and Care

Needs analysis: The health and care activities were targeted primarily for provision of first aid interventions and other health care support for migrants such as treatment, medicaments and transport to medical facilities. These activities also targeted Red Cross staff and volunteers, in terms of development and provision of appropriate tools and training for successful implementation of the plan of action.

Assisted population:

- 196,782 first aid interventions and psychosocial support first aid
- 2,202 transports to medical facilities
- 127 staff and volunteers provided with health and care trainings
- 52 psychosocial individual and group sessions for Red Cross staff and volunteers involved in the operation

Health and Care
Outcome 1: Staff/volunteers are provided with psychosocial support to enable them to continue delivering services to migrants for the ongoing period
Output 1.1 Psychosocial support is provided to staff/volunteers
Activities planned: • Providing psychosocial support to staff and volunteers working on the response through group and personal sessions • Conducting training in sexual and gender based violence prevention (SGBV) for staff and volunteers to identify and refer cases • Translation of SGBV tools into Macedonian and Albanian
Output 1.2 Psychosocial situation of the migrants in transit centres is improved (new output)
Activities planned: • Providing psychosocial counselling on a daily basis
Outcome 2: Beneficiaries are provided with first aid, basic health care, medical screening and referral services
Output 2.1 First aid, basic health care and screening are all provided to the arriving migrants as required and the consequences of the crisis on non-communicable diseases outcomes are reduced
Activities planned: • Recruitment and operation of 6 first aid teams • Identification of people at risk or with severe acute medical conditions, and refer them to health centres / hospitals as agreed locally • Implementing screening in registration points/centres (border areas) to identify people on medication for non-communicable diseases (diabetes, cardiovascular diseases, chronic respiratory diseases) and refer patients with non-communicable diseases for treatment continuation/drugs refills or management of complications as required • Providing transportation for referrals of patients as required • Educational workshop on prevention of communicable and non-communicable diseases (for mobile Red Cross teams involved in the operation) • Translation of the manual for community based health in emergencies into Macedonian and Albanian
Output 2.2 Increasing the knowledge and awareness of beneficiaries in first aid to ensure timely and correct vital lifesaving assistance is provided (new output)
Activities planned: • Organizing first aid training for new members of the Red Cross mobile teams involved in the operation • Translation of first aid tools into Macedonian and Albanian for mobile Red Cross teams involved in the operation

- Printing of posters to inform beneficiaries about simple first aid care into necessary languages – Arabic, Pasto, Urdu, etc,
- Preparation and distribution of first aid kits containing plasters, lotion for allergies and sunburn, dry dressing for wounds and scratches, salts for rehydration, sun caps
- Preparation of winter dissemination of information education communication materials

Achievements

The overall health activities were carried out by 11 mobile health teams of the National Society (6 funded through the Emergency Appeal) which were stationed in the registration centres at the southern border with Greece (Vinojug near the city of Gevgelija) and northern border with Serbia (Tabanovce). Each team was comprised of a driver, a paramedic, a doctor and a logistician, supported by two translators. Through the Appeal the teams were provided with equipment (such as stretchers), medical supplies, first aid kits. The teams provided 24-hour assistance to migrants, focusing primarily on the most vulnerable people (children, pregnant women, and people with chronic illnesses, the elderly and persons with special needs). 3,628 first aid kits were distributed to the migrants. A total of 196,782 first aid interventions and psychosocial first aid interventions were provided (43% men, 30% women and 27% children). The Red Cross teams also provided 2,202 transportations for ill and injured migrants to the nearest hospitals.

Since August 2016, two mobile teams have been providing assistance to irregular migrants in the region of Lipkovo/Lojane in the border region with Serbia. The teams provided assistance to 2,475 persons (30% children, 25% women and 45% men). This type of assistance includes food, water, clothes, blankets, medicines, and transport to a medical facility or to a transit centre if a migrant asks for shelter. This activity is still ongoing.

In the period 25-27 March 2016, the National Society conducted a first aid training for Red Cross staff and volunteers. The training aimed to train new volunteers and to provide complementary training for some of the members of the first aid teams involved in the operation funded by the Appeal. The training was conducted in the Red Cross facilities in Struga, and a total of 34 participants took part in the workshop. The training was divided into practical and theoretical parts, and aimed to emphasize positive practices and key challenges in the operation, and to instruct new team members how to cope with these in their daily work. The first aid tool was translated into Macedonian and Albanian for mobile Red Cross teams involved in the operation. A total of 3,060 copies of the manual were printed.

A workshop on communicable and non-communicable diseases was held 4-6 November 2016. A total of 32 participants had the opportunity to go through the modules for education and raising awareness on different types of communicable and non-communicable diseases, with special emphasis on sexually transmitted diseases. Participants were selected from the teams involved in the operations as well as the Red Cross branches along the migration route. A manual on community based health in emergencies was developed and printed in Macedonian and Albanian languages.

From 12 to 15 September 2016, a workshop on prevention of sexual and gender-based violence was held. There was a total of 27 participants from nine branches that were directly or indirectly involved in programmes supporting survivors of this type of violence. The topics covered were different types of sexual and gender based violence, the psychological impact on the victims, supporting communication skills, non-verbal communication, the pyramid of interventions, system for support and practical experience sharing from the participants. Prevention of sexual and gender based violence tools were translated and printed in Macedonian and Albanian.

One workshop was conducted for staff and volunteers with representatives of the Gestalt Institute (a psychotherapy institute with which the National Society has a long-standing partnership for psychosocial support training), in team work and lessons learned from the operation. The workshop was conducted from 29 September to 1 October 2016 in Struga, with the participation of 18 people. The workshop costs were covered by the National Society.

52 psycho-social individual and group sessions were provided for Red Cross staff and volunteers involved in the operation.

Challenges

- Adaptation to working in different weather conditions
- Working with different risk groups
- Gaining confidence of the local population
- Language barriers
- Proper sharing of information with the media
- Working under pressure
- Working directly with people smugglers
- Coordination of the overall health care efforts with other involved stakeholders

Lessons learned

- There is a need for additional new and refresher trainings for existing and new team members before and during crisis situations

- Improvement of reporting templates for efficient reporting on field activities
- Proper restructuring of field structures according to the needs on the ground

Water, Sanitation and Hygiene Promotion

Needs analysis: The water, sanitation and hygiene promotion activities were aimed to reduce any sanitation related diseases, and contribute to the improvement of the overall health of the target population.

Assisted population:

Total of 39,484 hygiene parcels were distributed

Total of 3,201 baby parcels were distributed

Water, sanitation and hygiene promotion

Outcome 3: The risk of sanitation-related diseases has been reduced

Output 3.1 58,000 people receive hygiene parcels

Output 3.2 2,000 families with infants receive basic baby kits

Activities planned:

- Procurement, transportation and distribution of kits upon the arrival of the migrants
- Monitor and evaluate the distribution activities and provide reporting on them

Output 3.3 Good hygiene practices are promoted among migrants

Activities planned:

- Print hygiene promotion materials and disseminate them among migrants
- Coordinate and advocate with government officials and humanitarian partners to improve water and sanitation infrastructure as needed

Achievements

A total of 26,576 male hygiene parcels and 12,908 female hygiene parcels were procured and distributed in the reception centres at the border area along the migration route, the state detention centre and the centre for asylum seekers. Additionally, the Red Cross distributed 3,201 baby parcels. The procurement process was in accordance with the IFRC regulations. Contracts with suppliers were signed for all procurements, and all stocks were procured according to the needs assessments carried out by volunteers and staff within the reception centres.

The dissemination of hygiene promotion materials was provided by other actors present in the field. The National Society started this activity at the end of September 2016 after conducting a consultation meeting and assessment in cooperation with the Austrian Red Cross.

In the period 30 November – 4 December 2016, a workshop on hygiene promotion was organized in cooperation with the Austrian Red Cross. The training topics included basics of hygiene promotion, diseases connected with water and sanitation, field assessments, treating drinking water and methods of hygiene promotion. A total of 23 participants selected from the teams in the transit centres in Vojjug and Tabanovce completed the training and will implement hygiene promotion activities within the centres, and including the mobile team in Lojane. The activities in the transit centres will be mainly focusing on children.

Challenges

- Maintaining high level of hygiene for persons on the move
- Proper assessment of hygiene needs of the target population
- During the transit phase the hygiene parcels were not 100% appropriate (size-wise) for people on the move
- In the initial phase when the figures of transiting migrants were big, the maintenance of hygiene with the existing toilets and the available infrastructure was a big challenge

Lessons learned

- Hygiene promotion campaigns are required for the target groups
- Effective coordination with responsible communal institutions is required for ensuring proper hygiene in the facilities

Food Security, Nutrition and Livelihoods

Needs analysis: The provision of food items enabled covering of the basic nutrition needs of the target population.

Assisted population: A total of 206,228 persons were assisted with food items

Food security, nutrition and livelihoods
Outcome 4: The basic nutrition needs of the migrants in transit through the former Yugoslav Republic of Macedonia are met
<i>Output 4.1 Food parcels including bottles of water, are distributed by the Red Cross of the former Yugoslav Republic of Macedonia to 250,000 migrants</i>
Activities planned: • Procurement, transportation and distribution of food parcels and water to migrants upon arrival • Monitoring and evaluating the food activities and provide reporting on food distributions • Procurement, transportation and distribution of hot meals, supplementary food and water to the migrants
Achievements
For the entire operation, the National Society has distributed the following: • 50,940 food parcels • 93,540 hot meals • 537,044 water bottles (0.5 litres) • 16,000 portions of supplementary food for breakfast and lunch • 119,940 warm teas and soups All food parcels and drinking water were procured and distributed according the needs of the beneficiaries. The procurement process was in accordance with IFRC regulations. Contracts with suppliers were signed for all procurements.
Challenges
• During the transit phase the food parcels were not 100% appropriate (size-wise) for people on the move. • Appropriate assessment of the needs of people on the move. • Due to the significant drop in the number of migrants in the country during the year as well as due to expiry dates, some parts of the procured food items had to be distributed to vulnerable groups other than the targeted migrants (persons with special needs, refugees from Kosovo, juvenile prisoners and irregular migrants), as follows: ❖ Demir Kapija (institution for persons with special needs) 5,000 biscuits, cookies, dry bread, dates and juice ❖ Demir Hisar (institution for persons with special needs) 10,000 cookies and raisins, and 5,000 biscuits, dry bread, dates and juice ❖ Banja BANSKO (institution for persons with special needs) 5,000 biscuits, cookies, dry bread, dates and juice ❖ 6,469 pieces of dry bread donated to juvenile prisoners ❖ 6,469 packs of raisins donated to Kosovo refugees sheltered in Skopje who are in process of integration ❖ 1,500 food parcels donated to irregular migrants • The food distribution system had to be adapted according to the needs of the migrants. • At some points the procurement process was a challenge due to emergency procurements immediately being required and the procurement process taking too long.
Lessons learned
• In crisis situations, a faster procurement system is needed to respond to emergency needs of the population. • Planning and procurement of food items according to the cultural habits of the target population is important.

Shelter and Settlements

Needs analysis: Shelter needs and non-food needs were carefully planned and organized for people on the move, stranded migrants and migrants in detention. Emergency shelter needs were addressed with provision of temporary shelter in the reception centres and in the Red Cross facility as a contingency alternative.

Assisted population:

- 64,569 persons received non-food items
- 2,000 non-food items were procured for contingency stocks
- Emergency shelter was provided for 130 persons

Shelter and settlements
Outcome 5: Non-food assistance is provided to migrants in transit through the former Yugoslav Republic of Macedonia territory
<i>Output 5.1 Up to 71,000 migrants receive different non-food items, such as sleeping bags, blankets and clothes from the Red Cross of the former Yugoslav Republic of Macedonia</i>
Activities planned: • Procurement and transportation of non-food items • Distribution of 4,000 sleeping bags, 51,500 adult high thermal blankets, 3,000 baby blankets and 500 baby carriers • Distribution of clothes for 6,000 people (winter and new summer sets)
Outcome 6: Securing the overall hosting capacity of the former Yugoslav Republic of Macedonia
<i>Output 6.1 Prepositioning of contingency stocks for 2,000 people to be able to respond to the emergency needs in transit centres</i>
Activities planned: • Procurement of contingency items (mats, sleeping bags, bunk beds, mattresses, separators, bed linen, power generators) • Storage of contingency items • Distribution of contingency items as required
<i>Output 6.2: Accommodation premises for up to 130 people are available</i>
Activities planned: • Adaptation of the Red Cross centre in Struga to host 130 people
Achievements
All non-food items were procured and distributed according to the needs of the beneficiaries. The procurement process was in accordance with IFRC regulations. Contracts with suppliers were signed for all procurements. A total of 1,196 sleeping bags, 51,474 blankets, 2,081 baby blankets, 140 baby carriers and 13,095 winter/summer sets of clothes (including raincoats) and 648 backpacks were distributed in the reception centres, at the border area along the migration route, the state detention centre and the centre for asylum seekers. After the decision of the country on 7 March 2016 to close the borders was adopted, the contingency plan was started to be implemented for support to the stranded migrants in the country. Contingency stocks were prepositioned for 2,000 people. The National Society initiated the process for adaptation of the Red Cross facility in Struga to ensure emergency shelter for some 130 people. The selection of the construction company and procurement procedure was done in compliance with the IFRC procurement procedures. The works have been completed by the end of September 2017. The construction was partly supported by Skopje City Red Cross, through the programme supported by UNHCR.
Challenges
Due to unforeseen difficulties that arose in the initial phase of the works, related to weather conditions and the requirement for adherence to additional conditions of the construction permit and consequent need for provision of additional documentation, the construction phase was unexpectedly prolonged.
Lessons learned
• Planning and procurement of non-food items according to the cultural habits of the target population is important • A longer period for construction works is required

Restoring Family Links

Needs analysis: Restoring family links (RFL) services were provided to meet the needs of separated migrants.

Assisted population: 1,466 RFL cases were initiated and 1,001 positively resolved

Restoring family links
Outcome 7: Family links are restored wherever people are separated from, or stay without news of their families
Output 7.1 Family tracing services are provided to migrants as requested
Activities planned: - Organizing training for mobile teams and branches - Translation and printing of a manual on restoring family links in disasters in Macedonian and Albanian languages - Identification of families in need of restoring family links - Providing free telephone and internet calls for new arrivals - Procurement of 70 restoring family links kits
Achievements
Training on restoring family links was held in the period 12-14 March 2016 with the responsible staff and volunteers involved in the operation in the two transit centres at the two border points in the former Yugoslav Republic of Macedonia. The training covered how to handle restoring family links requests, and introduced the newly translated <i>ICRC Restoring Family Links Field Manual</i> (in Macedonian and Albanian). The National Society has processed and positively established contacts for 1,001 restoring family links cases through the restoring family links points in the reception centres, and was providing telephone calls and internet services for the migrants. On 27 October 2016, a regional cooperation meeting in the field of restoring family links was hosted by the National Society. This event had been held for the past three years and in 2016 was named "Migrant crisis – a new challenge for deeper regional cooperation in the field of restoring family links". The objective of this meeting was to discuss and present good practices in the region on the migration response. There were representatives from ICRC Belgrade, Serbian Red Cross, Bulgarian Red Cross, Croatian Red Cross, Albanian Red Cross, Slovenian Red Cross, local partner organizations, Ministry of Interior and the Ministry of Labour and Social Policy. 20 restoring family links kits were procured containing backpacks, Red Cross aprons according ICRC standards, Red Cross flags, notebooks, pens and vests with Red Cross logos.
Challenges
- Tools and methods for dissemination of restoring family links services - Language and cultural barriers - Improvement of the coordination with other National Societies - Establishing safer access for Red Cross personnel in working with irregular migrants and people involved in human trafficking for the purposes of ensuring the safety of the migrants - Proper assessment of the needs and provision of appropriate support and assistance to unaccompanied minors - Timely response to large numbers of requests
Lessons learned
- Refresher training is required for enhancing the capacities of Red Cross staff and volunteers - Training of additional numbers of staff and volunteers is required to be able to meet the needs of large numbers of cases - Better communication with the media for the improvement of efficiency in restoring family links services

Community engagement and accountability

Needs analysis: Meeting the needs of the migrants in terms of ensuring wellbeing and appropriate support and access to necessary information.

Community engagement and accountability

Outcome 8: Migrants take informed decisions and have information to support their health and wellbeing

Output 8.1 Migrants have access to the necessary information, provide feedback and engage meaningfully in service delivery

Activities planned:

- Carrying out assessments of information needs and the communication landscape
- Development of frequently asked questions materials aimed at migrants
- Rolling out of communications initiatives to provide key information and messages to migrant and host communities
- Psychosocial counselling for migrants and beneficiary feedback collection on a daily basis (new activity)

Achievements

The Red Cross of the former Yugoslav Republic of Macedonia worked with the local and national media to ensure acceptance, prevention of stigma and resentment, tackling misinformation and misconceptions, and creating a better-informed public opinion, mediating and defusing tensions and conflicts. The Red Cross adapted the global advocacy campaign to the local context. Information and communication captured through a dialogue with migrants informed the development of the messaging and communication locally, regionally and globally.

In the period April-June 2016 the National Society conducted a public awareness campaign under the slogan “Stop indifference – protect humanity”. The main goal of the campaign was to raise the public’s awareness on the humanitarian needs of the migrants, and so the local population would be more responsive and supportive to migrants. The campaign included 90 workshops country-wide where 2,656 people from local institutions, NGOs, media and local authorities participated. During the months of May and June 2016 in the capital city of Skopje, two buses from the public transport were painted with the logo of the campaign. A special video was prepared that was shared with representatives from the national and local media houses. On 19 June, a workshop was held with the media. Three photo exhibitions were organized in the art galleries: in Skopje on 21 June, in Kichevo on 30 June and in Kavadarci on 28 June. The exhibitions displayed 50 photos capturing the activities of the Red Cross in support of migrants so that the visitors could see a broader scope of the migration crisis. A training session was organized for the National Society disseminators’ part of the public awareness campaign “Stop Indifference – Save Humanity”. The campaign aimed to raise public awareness on the migration challenge and on the needs of the vulnerable migrant population passing through and stranded in the transit camps in Macedonia. The overall campaign contributed to better public awareness about the needs and challenges the migrants face in the country. A total of 43 disseminators were involved in the campaign and 86 dissemination sessions, covering 265 persons were held (including representatives of local government, police, social welfare centres, educational institutions and the NGO sector). Within the campaign, a public opinion survey was conducted with Brima Galup International for the purpose of exploring the awareness of the local population about the effective response of the Red Cross for the migrants and the overall image and reputation of the National Society in the country. For more information please visit www.redcross.org.mk.

The National Society gathered feedback from beneficiaries (including knowledge, attitudes and perceptions surveys) through all possible avenues, to ensure that the services and information provided by the Red Cross of the former Yugoslav Republic of Macedonia are appropriate to the needs of those being assisted, where possible. All feedback gathered through interactions with beneficiaries formed the basis of a frequently asked questions document which was made available in multiple languages; this document was used to inform both those arriving in the country, and the volunteers working with them.

Red Cross activities ensured that the concerns of all migrants were regularly collected, to inform and improve its programme activities. The community engagement activities ensured that migrants were fully aware of and informed about their rights and entitlements in a transparent manner, as well as aware of the services available from the Red Cross.

There were two additional types of brochures printed for the public. One was about cultural differences in order to raise public awareness among the general population of people on the move, about their differences and to promote respect for cultural values, and the second one was for promotion of general information for the migrants such as basic information about the institutions, relevant contacts and recommendations for measures to be taken in case of emergencies. A total of 170,000 flyers on different cultural aspects of the migrant population were printed and distributed. A total of 122,500 flyers in Macedonian, Albanian and Arabic with basic information including about services of National Societies on the Balkan route were printed and distributed to migrants. The main objective was sensitization of the local population and the migrants.

Four Red Cross Daily Centres for community engagement activities located in Skopje enabled involvement of 180 migrants who visited them to get familiar with different aspects of social inclusion and reducing stigma and discrimination in the

process of integration in the country. There was also promotion of activities for intercultural dialogue between various ethnic groups in the country for easier integration of the migrant population, and introduction of new community engagement activities for migrants (daily centres for older people and organization of child friendly spaces).

Promotion of humanitarian values is a tool developed within the Red Cross of the former Yugoslav Republic of Macedonia which enables a certain target group to change its daily routine towards improvement of their environment and everyday life with active usage of humanitarian values. Through a specific set of workshops and exercises, 1,274 youth volunteers and 27 migrants were involved in the process of learning about Red Cross values, culture of dialogue and making a positive impact for the most vulnerable cases, with an active approach and change of behaviour.

The National Society, through the Geshtalt Institute, has been providing individual and group counselling to migrants as needed. Approximately 250 stranded migrants were reached with community engagement and accountability activities.

Challenges

- In the beginning of the operation the biggest challenge was to ensure acceptance and support for migrants from the local population
- The language barrier was also a major challenge

Lessons learned

- Community engagement activities are very much needed to raise public awareness on inclusion and integration of migrants in the country
- Continuous activities are required to ensure integration of the migrant population
- Coordination and cooperation with different institutions in the country is required for ensuring regular support for the migrants

National Society capacity building

Needs analysis: The migration crisis, bringing large humanitarian needs and the need for a strong Red Cross response, showed the necessity for rapid actions to be taken to strengthen the capacities of the National Society, so it was better able to provide humanitarian assistance.

National Society capacity building

Outcome 9: The functionality of the distribution process and the logistics capacity of the National Society are guaranteed

Output 9.1 Warehouse refurbishment is conducted and the warehouse capacity of the National Society is strengthened

Activities planned:

- Refurbish two existing National Society warehouses
- Adaptation of the National Society's central warehouse and procurement of equipment, including security equipment
- Procure seven forklifts
- Rent and run four additional warehouses
- Conduct a training with relevant local authorities

Output 9.2 The fleet capacity of the National Society is increased

Activities planned:

- Procure one car, one field vehicle, three land cruisers and one truck for transportation of personnel and distribution of assistance

Outcome 10: The Red Cross of the former Yugoslav Republic of Macedonia has built up its capacities for delivering better services to vulnerable populations

Output 10.1 The Red Cross of the former Yugoslav Republic of Macedonia increases its skills and capacities for managing the crisis

Activities planned:

- Support for coordination meetings for launching operations
- Humanitarian organizations workshop on operation progress and possibilities for cooperation development
- Midterm review and lessons learned workshop
- Develop and translate disaster management and migration tools
- Conducting training in the following areas: disaster management, vulnerability and capacity assessment (VCA), volunteer management and on standard operating procedures
- Conducting training for sharing skills on how to handle migration emergencies
- Conducting campaign for raising public awareness and public opinion survey

- Development of volunteer management software database
- Translation of volunteer management tools into Macedonian and Albanian
- Conducting two study visits on migration in the neighbouring countries

Achievements

The operation contributed to expanding and supporting the Red Cross warehouse capacity, including refurbishing the Red Cross warehouses in Skopje, acquiring two electric forklifts and three hand forklifts, repair of two motor forklifts, as well as renting an additional four warehouses. One of the Red Cross warehouses was adopted as the logistics centre of the Red Cross of the former Yugoslav Republic of Macedonia for the operation. Likewise, it was necessary to increase the Red Cross fleet to ensure adequate monitoring and support to distributions, and three cars (rough terrain vehicles), one field vehicle, one light vehicle and one truck have been provided for transporting personnel and relief items to the target locations at the border areas and to branches actively involved in activities (Gevgelija, Valandovo, Negotino, Veles, Skopje, and Kumanovo).

The following capacity building workshops and trainings were carried out:

- A kick-off workshop was conducted in the period 30 October to 1 November 2015 in the facilities of the National Society in Struga. The meeting was targeted for provision of appropriate information for the responsible staff/volunteers working in the field, as well as the staff/volunteers from the involved branches and the national headquarters of the Red Cross of former Yugoslav Republic of Macedonia. The facilitation team from the headquarters provided appropriate instructions for the field personnel to be able to efficiently respond to the needs on the ground, as well as to have the required information on the Emergency Appeal Plan of Action and expected objectives to be accomplished with the operation. A total of 44 participants took part in the three-day instruction workshop. The project facilitation team conducted a preparatory meeting before the workshop to prepare the workshop themes and to develop appropriate instructions for field work for the personnel involved.
- Between 13 and 16 November 2015, the National Society conducted a capacity building workshop in the Red Cross facilities in Struga. The meeting aimed to strengthen the capacities of the personnel from the Red Cross branches and the mobile teams for coping with emergency situations, with emphasis on migration related issues. The representatives of the National Society used the opportunity also to present the key accomplishments and challenges, and problems and plans for the near future related to implementation of the Emergency Appeal activities. A total of 47 participants took part in the workshop. A representative from UNHCR in the former Yugoslav Republic of Macedonia was one of the key speakers at the workshop. The project facilitation team conducted a preparatory meeting before the workshop to prepare the workshop themes and to develop appropriate instructions for field work for the personnel involved.
- A disaster management training for staff and volunteers involved in the operation, as well as key staff and volunteers from other branches, was held 11-13 December 2015. The training aimed to introduce the newly translated (into Albanian and Macedonian) IFRC tools³ on disaster management, and to present the key tools and procedures that should be followed during the implementation of an Emergency Appeal. The working group assigned to prepare the workshop had a preparatory meeting on 9-10 December 2015.
- Two study visits were conducted in the period of July-September 2016. One was in Serbia (for 9 persons on 14 -16 July 2016) and one in Slovenia and Croatia (for 6 persons on 8-12 September 2016). The study visits were excellent opportunities for knowledge and experience sharing with the sister societies' representatives relating to the implementation of the operation to support the migrant population traveling through the respective countries. The teams discussed the challenges, accomplishments, recommendations and other details, to enable more successful cooperation among the National Societies involved in the operation.
- 28-30 October 2016: a working group of the Red Cross of the former Yugoslav Republic of Macedonia visited the Red Cross of Serbia's Novi Sad branch to exchange information on the migrant operation handled by both National Societies.
- 7-9 November 2016: a coordination working meeting was held with relevant local authorities such as the Centre for Crisis Management, local government offices, Ministry of Interior and other institutions. A total of 39 participants discussed common concerns and future plans for the provision of the required support to the migrant population. The discussions provided inputs for the revision of future plans. A one-day preparatory and evaluation meeting was held by the working group to prepare the meeting.
- 11-16 November 2016: training on vulnerability and capacity assessment (VCA) was held with a total of 50 participants. The main topics covered were the tools and guidelines developed by the IFRC for conducting VCA. All the participants had the opportunity to do a simulation of an assessment in three neighbouring villages and could

³ "Introduction to Disaster Preparedness – Disaster Preparedness Training Programme"; "Disaster Response and Contingency Planning Guide"; "Guidance on the Emergency Plan of Action for National Societies"; and "Guidelines for Assessment in Emergencies"

learn on the spot about the usage of each tool. The VCA tools will be used in future disaster risk reduction activities for communities, with a strong emphasis on the area where the migrants transited or are now staying. • 7-12 December 2016: a study visit of a working group headed by the National Society's Secretary General to the Austrian Red Cross and the Croatian Red Cross took place, to exchange good practices and discuss challenges encountered during the migration operation in the region. Meetings were held with the Secretary General of the Austrian Red Cross and the Executive President of the Croatian Red Cross, as well as with the staff members responsible for the migration operations in both National Societies. • 20-22 January 2017: Training on standard operating procedures was conducted with the participation of 37 persons. The main purpose was to present the draft standard operating procedures, and to discuss them with representatives of relevant crisis management authorities and key Red Cross staff responsible for disaster management. The workshop resulted in new standard operating procedures which are to be used by the National Society in case of future emergency situations. • Special software for volunteer management was developed to more easily manage the database of volunteers and more easily follow volunteer activities and volunteering time in the operations. In the period 23-25 January 2017, capacity building training on the volunteer management software was conducted for Red Cross staff and volunteers. The main purpose was to present the newly developed software on volunteer management to representatives of the Red Cross branches.
Challenges One of the challenges that occurred in this area was related to the reconstruction of the warehouse and ensuring sufficient funding from different donors; the process resulted in some postponements which subsequently had impact on the approval process.
Lessons learned • Capacity building components are very important for ensuring future operational mobility and efficiency • Exchange study visits ensured new ideas and perspectives for implementation of activities • Consultation processes with different stakeholders contribute to better coordination of the overall efforts

Quality Programming / Areas Common to all Sectors

Quality Programming / Areas Common to all Sectors
Outcome 11: The quality of this operation and future operations is improved
<i>Output 11.1 The Red Cross of the former Yugoslav Republic of Macedonia is assessing and monitoring the situation and deploying its teams as the situation evolves</i>
Activities planned: • Conducting ongoing assessments and monitoring • Mobilization of volunteers for the implementation of activities based upon the information from the assessments and monitoring • Organizing monitoring visits by the Red Cross of the former Yugoslav Republic of Macedonia and IFRC
<i>Output 11.2 Lessons learned workshops are organized at the end of the operation</i>
Activities planned: • Conducting lessons learned workshop on a national level
Achievements • A workshop for the mid-term review of the Emergency Appeal implementation was conducted on 25-27 December 2015. The workshop was attended by key staff and volunteers involved in the operation. The participants discussed the accomplished results and the future challenges related to the operation, identified key gaps which must be addressed, and strategized on sustainability issues. • A second mid-term review workshop was conducted 15-18 April 2016, and which helped to further identify gaps which needed to be addressed to ensure the effective implementation of the Emergency Appeal operation. These included issues such as trainings in rapid assessments, database management, community engagement, also the need to improve coordination with stakeholders in the field, and the development of standard operating procedures for provision of support to population movement operations. • A third mid-term review workshop was conducted 16-18 December 2016, and which contributed to the evaluation of the implementation of the activities within the Emergency Appeal. The workshop was attended by 35 persons involved in the implementation of the Emergency Appeal operation. The main topics that were discussed were the management of the volunteer database, community engagement activities, possible future partner support, also the

need to improve coordination with stakeholders in the field, and the development of standard operating procedures for population movement operations. • A lessons learned workshop was conducted 27-29 January 2017. The main purpose was to conduct an overall evaluation of the implementation of the Emergency Appeal. The workshop was attended by 36 key persons from the reception centres for migrants and the project management team. The conclusions and recommendations from the lessons learned workshop were finalized by the working group and they are incorporated under each of the programme headings in this report under the title lessons learned. • The field staff ensured regular reporting, by provision of daily, weekly and monthly reports that were shared with different partners. • Monitoring visits to both reception centres in Tabanovce and Gevgelija, for review and evaluation of performance and implementation of activities were conducted on a regular basis by the National Society headquarters project staff. Throughout the implementation of the Appeal operation, representatives of IFRC's Europe Regional Office conducted monitoring visits to the centres and to the National Society headquarters office, and provided consultancy support in terms of improvement of the overall planning, monitoring, evaluation and reporting activities, and the overall implementation of the Appeal.
Challenges
• Ensuring timely support to the migrant population despite all the challenges on the ground • Raising financial support for the implementation of the activities
Lessons Learned
• There was an effective coordination of the overall activities between the Red Cross of the former Yugoslav Republic of Macedonia and the IFRC. • The National Society efficiently coordinated the overall efforts in the reception centres and ensured the required support for the migrant population • In some phases decision making and approvals could have been more efficient and faster, particularly in terms of approval of procurements and transfer of funds

D. Financial report

The Revised Appeal budget was **CHF 6,138,068**, total income was **CHF 5,636,073** (appeal coverage 92%), and the total expenditure was **CHF 5,596,119**. The remaining balance will be transferred to the Migration Operational Plan 2018 of the Red Cross of the former Yugoslav Republic of Macedonia.

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How we work

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

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



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



**Enable healthy
and safe living.**



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

ANNEX 1 – Tables showing contents of medical sets, hygiene parcels, baby parcels, food parcels, and equipment for the National Society’s National Disaster Response Team

Table 1 - Contents of the medical sets used by the mobile teams

Item	Quantity
Disinfectant 50 ml	3
Protective face masks	10
Disposable gloves	20
Alcohol 1 litre	3
Betadine (iodine) solution 150 ml	5
Hydrogen solution 3 % 1 litre	5
Bandage 10 cm	20
Bandage 8 cm	20
Elastic bandage	10
Gauze 7.5 cm	30
Cotton 100 g	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 cm 5m	2
Adhesive tape	10
Vitamin C	10 packs
Antipyretic	10 packs

Table 2. Contents of the medical sets with medical equipment

Item	Quantity
Blood pressure measuring device	1
Thermometer	2
Scissors	2
Flashlight	1

Table 3. Contents of a hygiene parcel for women

Item	Quantity
Shampoo 30ml sachet	3
Toothbrush	1
Toothpaste / small tube	1
Soap	1
Sanitary pads	2
Antiseptic wipes	1
Sewing set (thread, needle)	1

Table 4. Contents of a hygiene parcel for men

Item	Quantity
Shampoo 30ml sachet	3
Toothbrush	1
Toothpaste /small	1
Soap	1
Shaving cream	1
Razors	5 pcs

Table 5. Contents of a baby parcel

Item	Quantity
Diapers	2 packs
Baby shampoo	1
Baby cream	1
Baby bottle	1
Wet wipes	1
Food	2
Juice	2

Table 6. Contents of a family size hygiene parcel

Item	Quantity
Washing powder 3 kg pack	1
Shampoo 1 litre	1
Soap 75 g	4
Toilet paper	4
Toothpaste 75 ml	2
Toothbrush	4
Shaving cream	1
Razors	5
Wet wipes	2
Liquid detergent 1 litre	1

Table 7 - Contents of a food parcel

Item	Quantity
Water 0.5 litre	2
Biscuits 400 g	1
Canned fish	4
Cookies	1
Juice 0.25 litre	2
Dried bread	1
Raisins 100 g	2
Chocolate bananas	3 bars
Wet wipes	1 pack x 10 wipes
Dates 200 g	1

Table 8 Contents of a family sized food parcel

Item	Quantity
Flour 6 kg	1
Canned fish	8
Sugar 2 kg	1
Cooking oil 4 litres	1
Salt 2 kg	1
Rice 2kg	1
Pasta (packs)	4

Table 9 – Equipment for Red Cross Society of the former Yugoslav Republic of Macedonia's National Disaster Response Team

	Emergency response unit	
1.	Stretchers	7
2.	Mobile handsets	20
3.	Tables and chairs	15
4.	Gas heaters	25
5.	Cots	300
6.	Stretchers plastic	3
7.	Multipurpose tent 48m ²	2
8.	Dispensary tent 27m ²	10
9.	Tents for 3 persons	150
10.	Sleeping mats	300
11.	Sleeping bags	300
12.	Batteries for mobile handsets	30
13.	Mobile handsets small with batteries	30
14.	Mariner- stretchers for mountain transport of injured people	3
15.	Tent kitchen	1
16.	Refrigerators	7
17.	Additional equipment for mobile kitchen	1

Disaster Response Financial Report

MDRMK005 - Macedonia (FYR) - Population Movement

Timeframe: 19 Jun 15 to 30 Sep 17

Appeal Launch Date: 10 Sep 15

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Selected Parameters			
Reporting Timeframe	2015/6-2017/11	Programme	MDRMK005
Budget Timeframe	2015/6-2017/09	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		
All figures are in Swiss Francs (CHF)			

I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
A. Budget			6,138,069			6,138,069	
B. Opening Balance							
Income							
Cash contributions							
<i>Austrian Red Cross</i>			701,676			701,676	
<i>Bloomberg</i>			9,870			9,870	
<i>British Red Cross</i>			218,887			218,887	
<i>British Red Cross (from British Government*)</i>			70,722			70,722	
<i>Cartier Charitable Foundation</i>			25,000			25,000	
<i>Coca Cola Foundation</i>			99,674			99,674	
<i>European Commission - DG ECHO</i>			2,217,333			2,217,333	
<i>FedEx Services</i>			191,275			191,275	
<i>Germany - Private Donors</i>			61			61	
<i>Give Eur-Hope ASBL</i>			32,797			32,797	
<i>Google</i>			2,162			2,162	
<i>Irish Red Cross Society</i>			27,331			27,331	
<i>Italian Government Bilateral Emergency Fund</i>			97,710			97,710	
<i>Japanese Government</i>			238,666			238,666	
<i>Japanese Red Cross Society</i>			43,258			43,258	
<i>Luxembourg Government</i>			27,084			27,084	
<i>Medtronic Foundation</i>			25,125			25,125	
<i>Mellon Bank</i>			14,531			14,531	
<i>Metro AG</i>			98,128			98,128	
<i>Nestle</i>			38,048			38,048	
<i>Norwegian Red Cross (from Norwegian Government*)</i>			576,084			576,084	
<i>Novartis</i>			24,444			24,444	
<i>On Line donations (from Aland Islands - Private donors*)</i>			62			62	
<i>On Line donations (from Albania - Private donors*)</i>			2			2	
<i>On Line donations (from Andorra - Private Donors*)</i>			8			8	
<i>On Line donations (from Antigua And Barbuda - Private donors*)</i>			3			3	
<i>On Line donations (from Argentina - Private Donors*)</i>			5			5	
<i>On Line donations (from Australia - Private Donors*)</i>			749			749	
<i>On Line donations (from Austria - Private Donors*)</i>			24			24	
<i>On Line donations (from Azerbaijan Private Donors*)</i>			10			10	
<i>On Line donations (from Bahrain - Private Donors*)</i>			290			290	
<i>On Line donations (from Bangladesh - Private Donors*)</i>			3			3	
<i>On Line donations (from Belarus - Private Donors*)</i>			2			2	
<i>On Line donations (from Belgium - Private Donors*)</i>			158			158	
<i>On Line donations (from Bhutan - Private donors*)</i>			16			16	
<i>On Line donations (from Botswana - Private donors*)</i>			5			5	
<i>On Line donations (from Brazil - Private Donors*)</i>			228			228	
<i>On Line donations (from British Indian Ocean Territory - Private donors*)</i>			3			3	
<i>On Line donations (from Brunei - Private Donors*)</i>			100			100	
<i>On Line donations (from Bulgaria - Private Donors*)</i>			71			71	
<i>On Line donations (from Canada - Private Donors*)</i>			1,143			1,143	
<i>On Line donations (from Chile Private Donors*)</i>			8			8	
<i>On Line donations (from China - Private Donors*)</i>			353			353	
<i>On Line donations (from Colombia - Private Donors*)</i>			1			1	
<i>On Line donations (from Costa Rica - Private Donors*)</i>			2			2	
<i>On Line donations (from Croatia - Private Donors*)</i>			23			23	
<i>On Line donations (from Cuba - Private donors*)</i>			1			1	

Disaster Response Financial Report

MDRMK005 - Macedonia (FYR) - Population Movement

Timeframe: 19 Jun 15 to 30 Sep 17

Appeal Launch Date: 10 Sep 15

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<i>On Line donations (from Cyprus - Private Donors*)</i>	13	13
<i>On Line donations (from Czech private donors*)</i>	61	61
<i>On Line donations (from Denmark - Private Donors*)</i>	14	14
<i>On Line donations (from Dominican Republic - Private Donor*)</i>	3	3
<i>On Line donations (from Dominica Private Donors*)</i>	5	5
<i>On Line donations (from Ecuador - Private Donors*)</i>	57	57
<i>On Line donations (from Egypt - Private Donors*)</i>	5	5
<i>On Line donations (from Falkland Islands (Malvinas) - Private donors*)</i>	4	4
<i>On Line donations (from Finland - Private Donors*)</i>	101	101
<i>On Line donations (from France - Private Donors*)</i>	898	898
<i>On Line donations (from French Guiana - Private donors*)</i>	78	78
<i>On Line donations (from Germany - Private Donors*)</i>	249	249
<i>On Line donations (from Gibraltar - Private donors*)</i>	25	25
<i>On Line donations (from Great Britain - Private Donors*)</i>	3,099	3,099
<i>On Line donations (from Greece - Private Donors*)</i>	70	70
<i>On Line donations (from Guam - Private donors*)</i>	3	3
<i>On Line donations (from Guatemala Private donors*)</i>	1	1
<i>On Line donations (from Guernsey - Private donors*)</i>	10	10
<i>On Line donations (from Hong Kong - Private Donors*)</i>	357	357
<i>On Line donations (from Hungarian - Private Donors*)</i>	13	13
<i>On Line donations (from icelandic RC*)</i>	1	1
<i>On Line donations (from India - Private Donors*)</i>	270	270
<i>On Line donations (from Indonesia - Private Donors*)</i>	88	88
<i>On Line donations (from Ireland - Private Donors*)</i>	62	62
<i>On Line donations (from Isle Of Man - Private donors*)</i>	2	2
<i>On Line donations (from Israel - Private Donors*)</i>	16	16
<i>On Line donations (from Italy - Private Donors*)</i>	89	89
<i>On Line donations (from Japan - Private Donors*)</i>	134	134
<i>On Line donations (from Jersey - Private donors*)</i>	2	2
<i>On Line donations (from Jordan - Private Donors*)</i>	22	22
<i>On Line donations (from Kazakhstan - Private Donors*)</i>	1	1
<i>On Line donations (from Kuwait - Private Donors*)</i>	190	190
<i>On Line donations (from Latvia - Private Donors*)</i>	4	4
<i>On Line donations (from Lebanese - Private Donors*)</i>	29	29
<i>On Line donations (from Lithuania- Private Donors*)</i>	30	30
<i>On Line donations (from Luxembourg - Private Donors*)</i>	84	84
<i>On Line donations (from Malaysia - Private Donors*)</i>	283	283
<i>On Line donations (from Malta - Private Donors*)</i>	91	91
<i>On Line donations (from Mauritius Private Donors*)</i>	4	4
<i>On Line donations (from Mexico - Private Donors*)</i>	68	68
<i>On Line donations (from Netherlands Antilles - Private donors*)</i>	1	1
<i>On Line donations (from Netherlands - Private Donors*)</i>	54	54
<i>On Line donations (from New Zealand - Private Donors*)</i>	218	218
<i>On Line donations (from Norway - Private Donors*)</i>	152	152
<i>On Line donations (from Oman - Private Donors*)</i>	23	23
<i>On Line donations (from Panama Private donors*)</i>	19	19
<i>On Line donations (from Peru - Private Donors*)</i>	16	16
<i>On Line donations (from Philippines - Private Donors*)</i>	63	63
<i>On Line donations (from Poland - Private Donors*)</i>	86	86
<i>On Line donations (from Portuguese - Private Donors*)</i>	104	104

Selected Parameters

Reporting Timeframe	2015/6-2017/11	Programme	MDRMK005
Budget Timeframe	2015/6-2017/09	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

Disaster Response Financial Report

MDRMK005 - Macedonia (FYR) - Population Movement

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Appeal Launch Date: 10 Sep 15

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Selected Parameters		
Reporting Timeframe	2015/6-2017/11	Programme MDRMK005
Budget Timeframe	2015/6-2017/09	Budget APPROVED
Split by funding source	Y	Project *
Subsector:	*	
All figures are in Swiss Francs (CHF)		
On Line donations (from Puerto Rico - Private donors*)	71	71
On Line donations (from Qatar Private Donors*)	104	104
On Line donations (from Republic of Korea - Private Donors*)	27	27
On Line donations (from Reunion - Private donors*)	23	23
On Line donations (from Romania Private Donors*)	9	9
On Line donations (from Russia - Private Donors*)	147	147
On Line donations (from Saudi Arabia - Private Donors*)	124	124
On Line donations (from Singapore - Private Donors*)	1,108	1,108
On Line donations (from Slovenia - Private Donors*)	3	3
On Line donations (from South Africa - Private Donors*)	52	52
On Line donations (from Spain - Private Donors*)	104	104
On Line donations (from Swedish - Private Donors*)	34	34
On Line donations (from Switzerland - Private Donors*)	688	688
On Line donations (from Syria Private Donors*)	70	70
On Line donations (from Taiwan - Private Donors*)	185	185
On Line donations (from Thailand - Private Donors*)	131	131
On Line donations (from Trinidad & Tobago - Private Donors*)	23	23
On Line donations (from Turkey - Private Donors*)	204	204
On Line donations (from Ukraine private donors*)	3	3
On Line donations (from Unidentified donor*)	352	352
On Line donations (from United Arab Emirates - Private Donors*)	2,025	2,025
On Line donations (from United States - Private Donors*)	23,937	23,937
On Line donations (from Vietnam - Private Donors*)	7	7
Red Cross of Monaco	16,192	16,192
supreme master ching hai international association	5,489	5,489
Swedish Red Cross	381,524	381,524
TeliaSonera	1,145	1,145
The Canadian Red Cross Society	221,501	221,501
The Canadian Red Cross Society (from Canadian Government*)	95,541	95,541
The Netherlands Red Cross (from Netherlands Red Cross Silent Emergency Fund*)	109,174	109,174
C1. Cash contributions	5,650,405	5,650,405
Other Income		
Fundraising Fees	-14,332	-14,332
C4. Other Income	-14,332	-14,332
C. Total Income = SUM(C1..C4)	5,636,073	5,636,073
D. Total Funding = B +C	5,636,073	5,636,073

* Funding source data based on information provided by the donor

II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
B. Opening Balance							
C. Income			5,636,073			5,636,073	
E. Expenditure			-5,596,119			-5,596,119	
F. Closing Balance = (B + C + E)			39,954			39,954	

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Selected Parameters

Reporting Timeframe	2015/6-2017/11	Programme	MDRMK005
Budget Timeframe	2015/6-2017/09	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	
	A						A - B
BUDGET (C)				6,138,069		6,138,069	
Relief items, Construction, Supplies							
Shelter - Relief	268,000			80,330		80,330	187,670
Clothing & Textiles	1,663,234						1,663,234
Food	1,117,080						1,117,080
Water, Sanitation & Hygiene	547,755						547,755
Medical & First Aid	102,431						102,431
Teaching Materials	2,000						2,000
Utensils & Tools	104,500						104,500
Other Supplies & Services	87,261						87,261
Total Relief items, Construction, Sup	3,892,262			80,330		80,330	3,811,932
Land, vehicles & equipment							
Vehicles	234,801			58,869		58,869	175,932
Computers & Telecom	61,212						61,212
Office & Household Equipment	43,950						43,950
Others Machinery & Equipment	57,000						57,000
Total Land, vehicles & equipment	396,963			58,869		58,869	338,094
Logistics, Transport & Storage							
Storage	266,377			2,231		2,231	264,146
Distribution & Monitoring	150,320			10,989		10,989	139,331
Transport & Vehicles Costs	77,821			5,368		5,368	72,453
Logistics Services	63,500			17,782		17,782	45,719
Total Logistics, Transport & Storage	558,018			36,369		36,369	521,649
Personnel							
International Staff	31,200						31,200
National Society Staff	389,715						389,715
Volunteers	61,219			330		330	60,889
Total Personnel	482,134			330		330	481,804
Consultants & Professional Fees							
Professional Fees	40,000			14,504		14,504	25,496
Total Consultants & Professional Fees	40,000			14,504		14,504	25,496
Workshops & Training							
Workshops & Training	220,590						220,590
Total Workshops & Training	220,590						220,590
General Expenditure							
Travel	24,995			26,075		26,075	-1,080
Information & Public Relations	81,420						81,420
Office Costs	37,550						37,550
Communications	26,225			18		18	26,207
Financial Charges	0			7,708		7,708	-7,708
Other General Expenses				0		0	0
Total General Expenditure	170,190			33,801		33,801	136,389
Contributions & Transfers							
Cash Transfers National Societies				5,004,708		5,004,708	-5,004,708
Total Contributions & Transfers				5,004,708		5,004,708	-5,004,708
Indirect Costs							
Programme & Services Support Recovery	374,410			339,879		339,879	34,531
Total Indirect Costs	374,410			339,879		339,879	34,531

Final report

Prepared on 19/Dec/2017



International Federation of Red Cross and Red Crescent Societies

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MDRMK005 - Macedonia (FYR) - Population Movement

Timeframe: 19 Jun 15 to 30 Sep 17

Appeal Launch Date: 10 Sep 15

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Selected Parameters

Reporting Timeframe	2015/6-2017/11	Programme	MDRMK005
Budget Timeframe	2015/6-2017/09	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	
	A					TOTAL B	A - B
BUDGET (C)				6,138,069		6,138,069	
Pledge Specific Costs							
Pledge Earmarking Fee				20,714		20,714	-20,714
Pledge Reporting Fees	3,500			6,614		6,614	-3,114
Total Pledge Specific Costs	3,500			27,328		27,328	-23,828
TOTAL EXPENDITURE (D)	6,138,069			5,596,119		5,596,119	541,950
VARIANCE (C - D)				541,950		541,950	

Disaster Response Financial Report**MDRMK005 - Macedonia (FYR) - Population Movement**

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Selected Parameters

Reporting Timeframe	2015/6-2017/11	Programme	MDRMK005
Budget Timeframe	2015/6-2017/09	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
BL3 - Strengthen RC/RC contribution to development							
Migration	6,138,069		5,636,073	5,636,073	5,596,119	39,954	
Subtotal BL3	6,138,069		5,636,073	5,636,073	5,596,119	39,954	
GRAND TOTAL	6,138,069		5,636,073	5,636,073	5,596,119	39,954	

EMERGENCY APPEAL

Financial report for the Emergency Appeal MDRMK005 / PMK013: Former Yugoslav Republic of Macedonia: Population Movement
Interim report to the end of
Report prepared by:
Report approved by:

Zaklina Popovic, Finance Officer
Sait Saiti, Secretary General

Date

31.01.2017

Budget Group		Appeal Grant Budget CHF revised 06/10/2016	Total budget to date	Total expenditure to date	Variance in total	Variance in received funds
500	Shelter - Relief					
501	Shelter - Transitional	224.000	224.000	227.514	-3.514	-3.514
502	Construction - Housing		0			0
503	Construction - Facilities		0			0
505	Construction - Materials		0			0
510	Clothing & Textiles		0			0
520	Food	1.775.390	1.627.864	1.614.277	161.113	13.587
523	Seeds & Plants	1.037.065	914.036	917.863	119.203	-3.827
530	Water, Sanitation & Hygiene		0	0	0	0
540	Medical & First Aid	563.191	437.427	416.849	146.342	20.578
550	Teaching Materials	79.224	79.224	70.752	8.473	8.473
560	Ustensils & Tools		0	0	0	0
570	Other Supplies & Services		0	0	0	0
571	Emergency Response Units	11.600	14.550	11.817	-217	2.733
578	Cash Disbursements	157.100	133.380	131.744	25.356	1.636
	Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES	3.847.570	3.430.481	3.390.817	456.754	39.664
580	Land & Buildings					
581	Vehicles Purchase	255.801	172.800	182.641	73.160	-9.841
582	Computer & Telecom Equipment	15.212	15.200	15.305	-93	-105
584	Office/Household Furniture & Equipment	54.500	53.600	47.085	7.415	6.515
587	Medical Equipment		0	0	0	0
589	Other Machiney & Equipment	113.400	39.400	40.271	73.129	-871
	Total LAND, VEHICLES AND EQUIPMENT	438.913	281.000	285.302	153.611	-4.302
590	Storage, Warehousing	270.045	269.910	281.965	-11.920	-12.055
592	Distribution & Monitoring	105.775	105.775	110.633	-4.859	-4.859
593	Transport & Vehicle Costs	56.827	50.813	46.867	9.960	3.946
594	Logistics Services	67.964	67.964	74.039	-6.076	-6.076
	Total LOGISTICS, TRANSPORT AND STORAGE	500.610	494.461	513.505	-12.894	-19.044
600	International Staff					
661	National Staff					
662	National Society Staff					
667	Volunteers	376.623	360.567	387.227	-10.604	-26.660
	Total PERSONNEL	61.039	60.409	60.063	976	346
	Total PERSONNEL	437.662	420.976	447.290	-9.628	-26.314
670	Consultants					
750	Professional Fees					
	Total CONSULTANTS & PROFESSIONAL FEES	0	0	0	0	0
680	Workshops & Training	223.590	215.290	207.630	15.961	7.661
	Total WORKSHOP & TRAINING	223.590	215.290	207.630	15.961	7.661

700	Travel				
710	Information & Public Relations	16,995	16,995	16,388	607
730	Office Costs	56,420	56,360	54,097	2,323
740	Communications	62,700	62,950	63,673	-973
760	Financial Charges	26,231	26,193	25,941	290
790	Other General Expenses				
790	Shared Support Services				
	Total GENERAL EXPENDITURES	162,346	162,498	160,099	2,248

599 Programme and Supplementary Services Recovery

Total INDIRECT COSTS	0	0	0	0
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TOTAL BUDGET	5,610,693	5,004,707	5,004,642	606,051	65
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TOTAL FUNDS RECEIVED
TOTAL EXPENDITURES FOR REPORTING PERIOD
BALANCE TO BE REPORTED

5,004,707
5,004,642
65

OF WHICH THIS IS TRANSFERRED TO BRANCHES

BALANCE PER BANK ACCOUNT

APPROVALS

National Society:

Approved by: Zdravko Popovic

Finance Officer

Validated by:

Stit Stiti

Secretary General

IFRC

Approved by:

Henriett Koos, Budget Holder 15/12/2017

Validated by:

Leopoldine Quack

Finance

17/12/17