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Revised Emergency Appeal

Bosnia and Herzegovina: Population Movement

 International Federation
of Red Cross and Red Crescent Societies

Revised Appeal n° MDRBA011

Glide n° OT-2018-000078-BIH

To be assisted: 35,000 migrants and 1,500 households from host communities

300,000 Swiss francs DREF allocated

3.8 million Swiss francs Appeal current funding requirements

2.4 million Swiss francs funding gap

For details on coverage, see the [Donor Response Sheet](#)

Appeal launched: 8 December 2018

Operations Update 1: 17 April 2019

Operations Update 2: 23 July 2019

Operations Update 3: 25 October 2019

Revision no.1: 22 November 2019

Appeal end date: 8 December 2020

This Revised Emergency Appeal seeks a total of **3.8 million** Swiss francs (increased from 3.3 million Swiss francs) to enable the **International Federation of Red Cross and Red Crescent Societies (IFRC)** to continue supporting the **Red Cross Society of Bosnia and Herzegovina (RCSBiH)** to respond to the needs of some 35,000 migrants and 1,500 households from the host communities with a focus on the following areas of focus and strategy for implementation: **Shelter; Livelihoods and basic needs; Health; Water, Sanitation and Hygiene promotion (WASH); Protection Gender and Inclusion (PGI); Migration and National Society capacity strengthening.**

The revised plan reflects the needs of an increasing number of people to be assisted, an increased budget, and an adjustment of the planned activities as a result of the changing context, worsening conditions on the ground and outcomes from the recent multi-sectoral assessment. The revised plan also indicates the addition of new PGI activities and the exclusion of Disaster Risk Reduction activities. The planned response reflects the situation and information available at this time of the evolving operation and will continue to be adjusted based on further developments and continuous re-assessment of the situation. Details will be available in the [Emergency Plan of Action \(EPoA\)](#).

The situation and the Red Cross Red Crescent response to date

2015-2017: Balkan countries experienced a significant influx of migrants, with Bosnia and Herzegovina (BiH) only receiving a small number of migrants in this period.

Jan 2018: Due to changes in migration routes, the number of migrants arriving in BiH began to increase.

June 2018: By the end of June, monthly arrivals reached almost 2,300 people. IFRC issues a DREF operation for 212,444 Swiss francs to assist 3,000 people with food and hygiene parcels.

October 2018: Monthly arrivals reaching over 5,000 people. The number of hot meals served by the RCSBiH reaches almost half-a-million per month.

8 December 2018: IFRC issues an Emergency Appeal for 3.3m Swiss francs to support up to 7,600 migrants and 1,500 households from the host communities.

14 June: Vucjak Camp, 10 km outside of Bihac, set up by the City Authorities of Bihac as a temporary site. The location is a former landfill, surrounded by mine fields. Concerns and risks on the location have been raised by different organizations that also have been advocating for closure of this camp and relocating the migrants in a



Image 1 - Migrants waiting in line during food distribution in Vucjak. Photo: RCSBiH

safer place. Police raids and the relocation of migrants found outside of official centres brought the number of migrants to 700 in two days. Ever since, the number of people staying at Vucjak continue to fluctuate between 300 and 2,500 on a daily basis. Through its local branch in Bihac City, the RCSBiH, as per request from authorities and based on their auxiliary role to the public authorities in the humanitarian field, started providing basic humanitarian assistance in the temporary site Vucjak as the only organization.

16 October: With growing number of arrivals to Bihac and Una-Sana Canton (USC), authorities start police actions collecting migrants squatting across town of Bihac, staying outside of migrant centres and taking them to Vucjak Camp that resulted in serious concerns for their wellbeing considering the already appalling conditions in the camp. At the same time, USC announced the closure of the International Organization for Migration (IOM) run Temporary Reception Centres (TRC) in USC - Bira and Miral by 15 November, which also raised serious concerns for the 2,100 people currently staying in these two TRC along with the protection issues and risks¹.

17-25 October 2019: Joint IFRC/RCSBiH assessment is carried out throughout the country, looking into the significantly changed situation on the ground and identifying gaps and priorities for Red Cross intervention for the coming period.

22 November 2019: IFRC issues the Revised Emergency Appeal for 3.8 million Swiss francs to assist 35,000 people and 1,500 households from the host communities.

The operational strategy

Overall situation

The most recent update provided by the Ministry of Security Office for Foreigners' Affairs indicates 26,864 people as registered arrivals entering BiH from January up to mid-November 2019 (compared to a total of 24,000 for 2018). Above the official numbers, the United Nations High Commissioner for Refugees (UNHCR)/IOM estimates up to 20% non-registered arrivals. There are estimates about up to 10,000 migrants being in the country, with up to 7,000 in Una-Sana Canton², for half of whom there is no available place in the current TRCs due to the lack of capacity.

BiH is almost exclusively a transit country for migrants, with most people staying from a few days up to a few months before moving on to other countries. The transitory nature of people's presence in BiH makes supporting people effectively a serious challenge with little opportunity for long term engagement (i.e. livelihoods assistance).

An average of 1,000 people is staying daily at Vucjak Camp with no functioning toilets, no running water, no electricity, no access to health, insufficient food supplies and dire shelter conditions (unheated, leaking, damaged tents). Health conditions are alarming – many have untreated injuries and scabies is widespread. Red Cross is the only organization currently present in Vucjak. Considering very harsh winter conditions in the country, there are serious concerns about safety and wellbeing of all, not only those staying at Vucjak Camp but all those staying outside of TRCs, sleeping at open public spaces such as bus terminals, abandoned buildings, by the roadside and other public places. The Red Cross is equally concerned about those who have been pushed back while trying to cross the border - returning without shoes, jackets, undernourished, physically exhausted and many kilometres to walk before reaching populated areas - among whom there are also families with children.

The Red Cross and other organizations have been advocating since June this year for an alternative location to Vucjak, but as of 21 November 2019, the location for the new location has not yet been agreed between authorities and relevant



Image 2 – Main migratory routes in BiH

¹ As of 21 November, no further statement was given by any agencies on either the extension of the lease contracts or the closure and relocation of migrants

² Source of information: The Minister of Interior, Una-Sana Canton, October 2019

stakeholders. USC Government at the same time has announced the possible closure of IOM-managed TRCs in USC (Bira and Miral), which was raising serious concerns for 2,100 people currently staying in these two TRCs, as no alternative accommodation is available to relocate people from Bira and Miral. On 30 October, the national-level Minister of Security requested the IOM to extend the lease agreement for the privately owned Bira and Miral TRCs until end of March 2020. However, no further statement was given neither on the closure and relocation of those centres nor the extension of the lease contracts yet.

Summary of the RCSBiH response to date

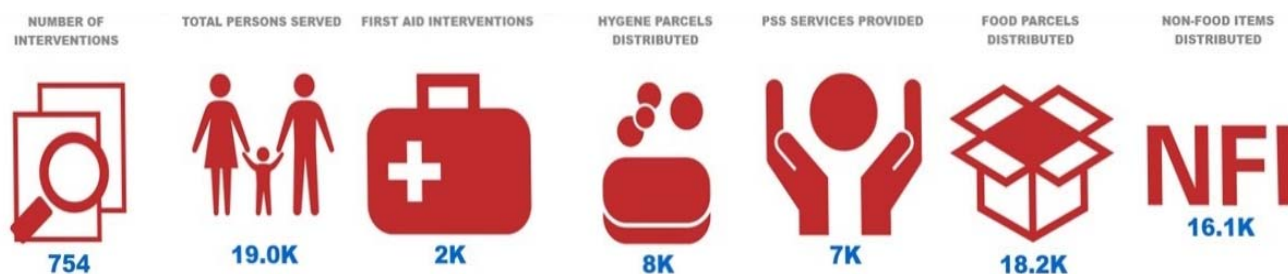
Since early 2019, most migrants in the country continued to be accommodated in four centres across Una-Sana Canton (Bira, Borici, Miral and Sedra), one centre in Sarajevo Canton (Usivak – near Sarajevo), and one centre in Herzegovina-Neretva Canton (Salakovac – near Mostar, *please refer to the map in the [annex](#)*). Since mid-2018 to date, with the support of IOM/European Union (EU), the RCSBiH has been engaged in food provision in four centres in Una-Sana Canton. Additionally, through this appeal, the RCSBiH supported food assistance in Salakovac centre, which ended on 31 March 2019. From 1 July 2019, Salakovac centre food provision is also being covered through IOM/EU support. The current contract between IOM/EU and the RCSBiH for food provision in existing centres will cover the period until 31 March 2020.

Additionally, since mid-June, when Vucjak camp was opened by local authorities in Bihac, the local branch in Bihac City has been preparing two meals a day for the residents of Vucjak Camp, averaging 1,500 meals per day. So far in 2019, over three (3) million meals have been prepared and distributed by the local Red Cross branch.

Following a training held for 22 volunteers and staff, five Mobile Teams (MTs) were established in Bihac, Bijeljina, Kljuc, Mostar, and in Una-Sana Canton as a cantonal team each consisting of a team leader and two members. Due to the increasing numbers of people on the move, there was a need to establish one MT in Tuzla, run by the City Red Cross and two months later another one in Kalesija, run by the Kalesija Branch, bringing the total number of established MTs to seven (7). The MTs in Tuzla and Kalesija have been supported by the Swiss RC. Italian RC also supported the running costs of three mobile teams for three months.

In addition to the food preparation and distribution, the RCSBiH major achievements have been through its seven MTs outreach activities. They have served 19,000 people on the move, sleeping rough by the roadside and those staying outside of official TRCs, and provided them with essential emergency relief items such as: dry food parcels, hygiene items, blankets, mattresses, sleeping bags, shoes and clothes, as well as psychosocial support and first aid.

Figure 1 - Overview of people reached in 2019 through the RCSBiH seven mobile teams' interventions across BiH and the type of services provided.



While 10,500 food parcels and 15,000 hygiene kits were procured under the Emergency Appeal, items such as blankets, sleeping bags, mattresses, clothing and shoes were collected through in-kind donations from Partner National Societies and other donors. In addition, the RCSBiH has been providing first aid, Restoring Family Links (RFL) services, psychosocial support (PSS) and with the support of the ICRC, awareness raising about mines and other explosive remnants of war, which are a potential threat along the migration route – and especially around Vucjak Camp.

Further to the distribution of food and household items through outreach activities of the MTs, the RCSBiH has also distributed its own stock of relief items (e.g. hygiene kits, clothing items, shoes, blankets, pillows, mattresses, beds) inside of IOM/EU run TRCs, very often on request from IOM. The RCSBiH has also set up large tents (donation from the Turkish Red Crescent) for temporary accommodation with mobile heating systems for hundreds of migrants staying in Bira and Miral over the 10 months period, until IOM/EU secured a sufficient amount of accommodation containers. Further to this, the RCSBiH lent 26 containers (out of 34) to IOM (donated by the German Red Cross), currently in use for accommodation of migrants in Usivak TRC.

Based on the results of the joint health needs assessment (conducted in May 2019), the RCSBiH, with support of IFRC, Italian RC and Montenegro RC, a First Aid and community-based health and first aid (CBHFA) training was conducted in November 2019 for the volunteers coming from Cazin-USC, Bjeljina, Kalesija, Mostar, and Tuzla canton. In total, 15 FA volunteers, including MT members, were trained to respond on the most urgent health needs of migrants.

In order to support the RCSBiH in their activities to assist migrants, the IFRC and Movement Partners have also provided both management and operational support to the RCSBiH leadership and technical teams. The Budapest-based IFRC Head of Country Cluster for Central and South-Eastern Europe continues to visit the country regularly on monthly basis since the beginning of the crisis in support of the RCSBiH management and to support Movement overall coordination.

Needs analysis, targeting, scenario planning and risk assessment

Needs analysis

Based on the continuous needs assessments conducted since the beginning of the operation, as well as the findings of the multi-sectorial assessment which was recently conducted jointly by RCSBiH and IFRC by end of October, multiple factors have been taken into consideration in this Revised Emergency Appeal, such as, the length of stay of the people on the move, limited space in the official TRCs, growing number of people sleeping rough on public places/abandoned buildings, deterioration of the weather conditions with the approaching winter, operational implementation challenges of the RCSBiH changing migration routes and the interventions of different actors into the humanitarian assistance efforts in BiH.

The situation is very volatile, especially in Una Sana Canton (USC) with the existence of Vucjak Camp (tents for summer use), and its current 1,000+ residents. The camp does not meet any humanitarian standards and poses a high risk with dropping temperatures and deteriorating weather conditions. The lack of electricity, running water, heating, sufficient food items / household items, toilets, outdoor showers, health services, safety and security, no or very weak internet connection as well as insufficient sleeping facilities (i.e. beds/mattresses/blankets) and inappropriate clothing for migrants, pose everyday challenges to the people staying there. Further concerns were raised with the USC Government announcement of closure of Bira (Bihac) and Miral (Velika Kladusa) by mid-November. However, no further announcements were yet made neither on the closure and relocation of those two centres, nor the extension of the lease contracts. Fear of deteriorating weather conditions triggers urgent need for appropriate accommodation for those staying in Vucjak and, if need be, from Bira and Miral as well. The average temperatures in BiH are already extremely low, dropping to minus 15 Celsius degrees at night. As it would be impossible to survive winter at Vucjak Camp, IOM/EU have made many efforts to expand several centres in Una-Sana Canton, but with the announced closure, it is unclear how the situation will develop. While generally accommodation need persists, shelter remains outside of RCSBiH mandate and capacity. It rests with the national authorities and IOM. On 18 November 2019, Representatives of the European Commission, from the Directorate-General for Neighbourhood and Enlargement Negotiations (DG NEAR) and a representative from the ECHO Office from Brussels visited USC confirming that there are currently ongoing evaluations of two locations outside of the USC, recommended by the state government, where reception camps could be established to reduce the migrant crisis pressure on Una-Sana Canton but within next two days the local authorities of Tuzla and Sarajevo (where proposed locations are) rejected this proposal. Soon after, national government, which has been in technical mandate since November 2018 approved an appointment of new Chair of the Council of Minister which could be a positive step to finding solution to the current migrant crisis. Situation will continue to be monitored on daily basis as it remains very unpredictable while no concrete solution is found, the winter is approaching, and a humanitarian catastrophe is unfolding.

Despite extremely difficult conditions, migrants are reluctant to move away from border areas in USC, from where they think they have easier access to other countries. Exposure to the elements and inhumane living conditions, such as those at Vucjak Camp or sleeping in abandoned incomplete buildings, can cause serious protection and health issues, as well as tensions among migrants and local population.

Table 1 - the locations of TRCs, names, current occupancy and assessed capacity of the migrants' centres in BiH.

Location	Name of the centre	Current occupancy	Potential capacity
Una-Sana Canton, Federation of BiH	TRC Borići – Bihać	430	580
	TRC Bira – Bihać	1,447	1,500
	TRC Miral – Velika Kladuša	574	600
	TRC Hotel Sedra – Una-Sana Canton	273	430
Sarajevo Canton, Federation of BiH	TRC Ušivak – Sarajevo	750	800
Herzegovina-Neretva Canton, Federation of BiH	Refugee Reception Center – Salakovac	65-115	250
Total		3,562³	4,160

Source: October 2019, IOM, Bosnia and Herzegovina – Official Temporary Transit Centres

As of mid-November 2019, the needs of people on the move or staying outside of existing TRCs, have increased with continued lack of access to sufficient food, health services, water and sanitation facilities and appropriate shelter. It is a humanitarian imperative that assistance to those migrants continues and more importantly, improves, considering tough winter conditions ahead. The Red Cross urgently needs to deploy additional number of MTs (from 7 to at least 12), supplied with necessary FA materials and relief items for immediate use and distribution. Items to be distributed must be appropriate for the weather conditions of the given time of the year, therefore should include winterisation items, warm clothing, shoes/socks, hot drinks, blankets, sleeping bags etc.

Learning from the experience gained in the course of the implementation of the emergency operation so far, preparation of informational material on risks of winter condition is planned. MTs have been regularly observing migrants suffering from conditions such as malnutrition, blisters, scabies, respiratory infections and chronic diseases. In addition, the MTs are also seeing the need for longer-term care and medicines to address some chronic illnesses or medical complications. Health problems will be only increasing during the winter months, especially respiratory infections, flu, cold, exacerbation of some chronic diseases, due to the low outside temperatures. Therefore, more medical attention will be needed, also taking the living conditions inside and outside the TRCs and the Vucjak Camp into account.

The RCSBiH, working in close coordination with partners already engaged in the TRCs (such as IOM, Danish Refugee Council (DRC), UNHCR and Save the Children) will explore the possibility to engage in health awareness raising activities for vulnerable people staying at official TRCs. For example, it has been observed during the health assessment (May 2019) that there is a need of gender-based approach and activities for sensitization of medical (local) doctors towards migrants due to existing stigma. Closer cooperation has been established lately between the Red Cross MTs and the DRC who is responsible for health care in TRCs, originally contracted by the UNHCR for the health sector. This cooperation is being now formalized through an MoU in some locations already.

Migrants are often injured when trying to cross the border, and with little or no access to health services, they again are a priority for the RCSBiH support. Migrant health remains an issue that is underestimated by all involved stakeholders in the BiH migrant operation. The main findings from the joint health assessment, still relevant to the current health situation, are the following⁴ (referring to findings from existing TRCs i.e.: Bira, Borići, Miral and Sedra):

- Number of medical doctors and duration of health care provision in the TRCs are not enough to cover the needs in the TRCs and the medical doctors are overloaded. There is stigma, even among the medical doctors, towards migrants.
- MTs do not have enough FA equipment and materials to fulfill their FA activities. Each team should be equipped with FA mobile sets and FA materials and personal protection items (e.g. masks, gloves, sanitizer)
- There was no gender approach, some of the women were complaining that they don't have access to gynecologist. During the assessment no activities for sexual and reproductive health/health promotion and prevention were done by any of the agencies.
- Community-based health activities must be set up, involving migrants in prevention of communicable and non-communicable diseases and hygiene promotion.
- There is a need for more frequent disinfection and pest-control in the TRCs.
- Insufficient PSS activities in support of Red Cross staff and volunteers and need of Community-based PSS activities.
- There is a need for more coordinated approach and response in the migration operation with involvement and collaboration between all the agencies working on the field of health protection in the country.

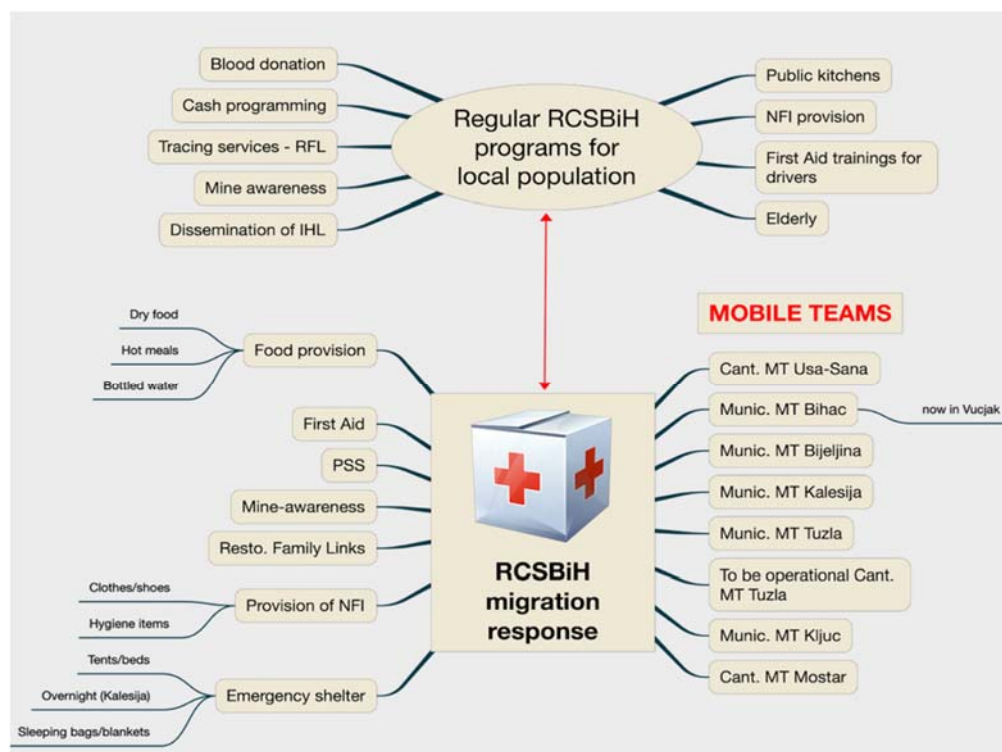
³ Red Cross field reports point out that 84% are men, 6% are women, and 10% children.

⁴ Health Assessment was carried out (May 2019) before Vucjak Camp was created (June 2019) by local authorities from Bihać

Another opportunity for much needed improvement in health sector is related to community activities such as community-based health and first aid (CBHFA) for migrants in TRCs. Communities are facing the threat and risk of non-communicable diseases because of displacement, migration, and economic disparity.

Further to the health assessment, the IFRC, together with the RCSBiH conducted a multi-sectoral assessment during 17-25 October 2019. German RC and Turkish RC delegates – based in BiH – also joined the assessment team and provided technical support. The assessment team visited all cantons and branches affected by the migration crisis including: Una-Sana canton RC and their MT, Bihac RC and their MT at Vučjak, Hercegovina canton and MT Mostar, Tuzla canton RC, Tuzla city RC MT and Kalesija MT (also in Tuzla canton), Bijeljina RC MT in Republika Srpska.

Continuation and reinforcement of the regular programs by the RCSBiH were found a critical aspect to support the migration crisis. The RCSBiH services are illustrated in the below chart covering both regular and migration response assistance.



During the assessment team's interview with MT members, main needs of migrants arriving in the country are highlighted as information on access to services, activation of SIM cards and charging stations for mobile phones, sleeping bags, blankets, raincoats, clothes, shoes, first aid services and referrals to the primary health care units, food and diapers.

Main findings and recommendations of the joint assessment⁵ also indicates that there is need for dignified accommodation for all migrants in the country with specific attention to single men and vulnerable groups and ensuring advocacy at all levels,

Targeting

Taking into consideration the fact that most of vulnerable categories (i.e. women, children and minors) are accommodated in the existing TRCs on priority basis, the primary target of the RCSBiH assistance are single male (85%) and women and children (15%), including a few underage boys/unaccompanied minors all on the move (new arrivals) or subject of pushbacks. The RCSBiH would continue to follow the existing referral system with regards to vulnerable categories met on the move / outside of TRCs (i.e. communication/reporting to IOM/UNHCR/DRC for transfers to the TRCs).

In terms of geographical coverage, considering needs-based approach, the priority will be given to areas that are facing the biggest burden of the migrant crisis in BiH which in this case are Una-Sana canton and Tuzla canton. In addition,

⁵ The details of the findings and recommendations of the joint assessment which was conducted in October 2019 will be included in the EPoA.

MTs will continue to be deployed along the critical entry points into the country bordering mainly with Serbia and Montenegro.

In terms of selection of recipients for cash assistance from local population vulnerable categories, the priority will be given to those vulnerable people who have been receiving humanitarian assistance from the RCSBiH prior to this migrant crisis, whose vulnerability has increased due to sudden influx of migrants and insufficient support from the RCSBiH due to lack of resources (which have been diverted to support the migrant crisis).

Continuous re-assessments and monitoring of the situation will be taking place to adjust the operational capacities and resources to meet the needs of the affected people and areas.

Overview of Red Cross Red Crescent Movement in country

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

- **Croatian Red Cross** donated household items (over 5,000 kg of clothes) to the Red Cross of Una-Sana Canton. Croatian Red Cross provided facilitators for the PSS training of the RCSBiH staff and volunteers. Furthermore, Croatian Red Cross Communication Delegate, as Staff on Loan, was deployed in June/July 2019 to the field to strengthen communication capacities in the field.
- **German Red Cross (GRC):** In addition to in kind donation of 34 containers, mobile kitchen, 1,000 beds, 150 blankets, 200 clothing items, 500 sleeping bags and four tents, also allocated financial assistance (EUR 120,000) for support of mobile teams (three second hand vehicles) and food, hygiene and household items and also containers (earmarked by their donor). GRC has also deployed a Delegate during October – December 2019 to oversee the implementation of GRC supported activities focusing on procurement of additional containers (5) relief items that include food parcels, hygiene kits, procurement of second hand cars (3 pcs), FA kits.
- **Italian Red Cross:** In addition to support provided to the EA, has also donated 5,000 winter clothing items, blankets, mats, hygiene packs and a mobile kitchen, continued to support Health plan of action to complement efforts in assistance in health sector in response to migrant crisis. Italian Red Cross health delegate also attended the joint health assessment mission during May 2019, organized by IFRC and RCSBiH. Italian Red Cross supported the deployment of one IFRC Emergency Health delegate for 1 month (15 August - 15 September 2019) and NS Health Coordinator position for five months to strengthen health response component and support to the RCSBiH in establishing effective health services for migrant communities. FA and CBHFA training for capacity building of the RCSBiH volunteers and health-related informative materials,
- **Swiss Red Cross** approved another Cash Transfer Program for the local people in host communities, to reduce tensions towards migrants for a period of two months (December 2019 - January 2020). Within first twelve months of the EA timeframe, the Swiss Red Cross supported the MT in Tuzla from September until now. The Swiss Red Cross also provided relief items support to the MT in Kalesija and Kljuc. The Swiss Red Cross is preparing to extend its support for MTs and other locations where the RCSBiH is supporting migrants without access to basic services (people on the move and outside the TRCs).
- **Turkish Red Crescent** opened a country delegation in BiH in July 2018 and it continues to demonstrate high level of commitment to support the RCSBiH with significant in-kind (330 tents, 2 mobile kitchens, 9,000 blankets, 1,000 kitchen sets, clothing items etc) and other donations, such as six months' rental of the central warehouse building for the Red Cross in Una Sana Canton in September. The Turkish Red Crescent financed the levelling of the uneven ground in Vučjak Camp which improved conditions on these sites and prevented standing water at these locations after rain. On 21 November additional shipment of TRC is arriving with 221 tents, 3,000 blankets and truck load of winter clothing.
- **The Red Crescent Society of the United Arab Emirates (RCSUAE)** remains present in the country and continues to engage with the RCSBiH in identifying areas for support.
- **Kuwait Red Crescent Society** visited Bosnia and Herzegovina in July 2019 and had various meetings with Secretary General and Secretary of the RCSBiH. During these visits they contributed 5,000 food parcels, 5,000 hygiene parcels, 1,500 baby diapers, 150 sleeping bags and 450 bed linen to support RCSBiH's assistance to migrants.

The IFRC together with Swiss Red Cross has supported implementation of the Preparedness for effective response with BiH NS back in 2018. The NS has established the PoA for developing further capacities through activities prioritized at the end of the process. The PER self-assessment workshop provided insight in the capacity's shortfalls related to the SOPs, contingency plan, disaster response teams' trainings and deployment procedures. As one of the

immediate outcomes of the process, the NS produced the online mapping tool to gather data and evidence of the current level of preparedness for response capacity at the branch level. Due to the complexity of the NS structure it took while for finalizing the first assessment. The results are available with NSs and could be further discussed and obtained if needed. The tool will become part of the NS EOC toolbox once established and will be continuously used to reassess the changes in preparedness level of the NS and measure the impact of the Preparedness actions in different levels in years to come.

Overview of non-Red Cross Red Crescent actors in country

The central Government of BiH, with the Ministry of Security (MoS) chairing the migration coordination forums, and the Ministry for Human Rights and Refugees (MoHRR) dealing with asylum seekers, have had very limited progress in dealing with the growing migration crisis in particular related to identification of alternative accommodation facilities. However, while the existing TRCs (5) continued to be run by the IOM, the Ministry of Security took over responsibility for coordination and supporting managing reception centres. The humanitarian response continues to rely mostly on the humanitarian community, where UN agencies are the biggest stakeholders.

- **The International Organisation for Migration (IOM), with support from European Union** continues to be the main humanitarian actor, providing accommodation for migrants by renting facilities for TRCs in Sedra hotel and, Bira and Miral factories in Una-Sana Canton (USC). IOM also continues to support running of TRC Borici (Bihac-USC) and TRC Salakovac (Mostar) as well as supporting food provision implemented by the RCSBiH in Borici and Bira TRCs in Bihac, Miral TRC in Velika Kladusa, Sedra TRC in Cazin and Salakovac TRC in Mostar. Water and sanitation facilities are also provided by IOM in areas where no water established infrastructure is available.
- **UNHCR** is in charge of health care as well as supporting vulnerable groups by providing international protection documentation, free legal aid both in and outside of the temporary reception centres and continue to advocate for the restoration of freedom of movement of migrants, asylum seekers and refugees and accommodation in hostels and private accommodation. UNHCR also provided RCSBiH with significant resources and materials for distribution, including two field warehouses, six housing units, 7,000 blankets, 500 sleeping bags, 700 mats, 6,100 clothing items and 400 bags.
- **The Mayor of Bihać**, has made a former student dormitory in Borići, near Bihać available as an additional shelter and provided support for Vucjak Camp in daily water supply, garbage collection and one time off in cash donation to the RC Bihac for food preparation (from 21 October Bihac Municipality withdrew all its support from Vucjak and from that date water provision and garbage collection was taken over by local civil protection).
- **Pomozi.ba**, a local volunteer group, organized food distributions for migrants sleeping rough in Sarajevo and are also in charge of food provision in the city's Ušivak centre.
- **Danish Refugee Council (DRC)** is providing health care to migrants staying in the TRCs in Una-Sana Canton. DRC also supports strengthening of four RCSBiH Mobile teams with additional FA staff and other team members.
- **MSF** provided a container used by RC first aid teams in Borići. Furthermore, MSF international medical team has been deployed in Velika Kladusa outside of TRC Miral and in a village near Vucjak camp to assist those without access to health services.
- **MFS Emmaus** provided food in Velika Kladuša until September 2018 and hosted a small number of vulnerable people in Duje, near Doboj. They have offered accommodation for 2,000 people in Duje, but this is off the migration route and people are not willing to stay there.

Coordination mechanisms

Movement coordination is maintained by the RCSBiH with the support of the IFRC. So far, two Movement Coordination meetings and one Partnership Meeting have been held with Partner National Societies supporting the Emergency Appeal including all in-country Partner National Societies and the ICRC. In addition, to these meetings, very regular coordination and information sharing meetings are held at country level between the IFRC Operations Manager and PNSs present in country and ICRC.

In addition to the regular participation in monthly Inter-Agency Coordination Meetings held at national level in Sarajevo, the RCSBiH started to participate in national-level bi-weekly coordination meetings organized by UNHCR and IOM on outreach activities. Similar coordination meetings are held regionally in Una-Sana Canton and Salakovac, with the respective RCSBiH Branches participating.

Proposed areas for intervention

Overall objective

The overall objective of the operation is to provide immediate support for 35,000 migrants on the move or accommodated in TRCs and 1,500 vulnerable households affected from the migration crisis in BiH focusing on Shelter (including distribution of household items); Health; WASH; Livelihoods and basic needs; Protection Gender and Inclusion, Restoring Family Links and National Society Strengthening.

Proposed strategy

The revised Emergency Appeal will support migrants and vulnerable households from the local communities until December 2020, including activities to urgently prepare for the approaching winter season that is expected to increase the hardship of those on the move, staying outside of TRCs – unassisted by other organizations. The revised Appeal builds upon the existing operation to support the RCSBiH to provide assistance with dry food parcels including drinking water, household items, health and hygiene promotion services, first aid, Restoring Family Links (RFL), protection outreach and referral, Community Engagement and Accountability (CEA) with people on the move, and cash-based assistance to the host community affected from the migration situation in the country.

This Revised Emergency Appeal will support the RCSBiH to increase the number of mobile teams to ensure more coverage and assistance to ever growing number of people outside of the existing TRCs especially during the upcoming harsh winter conditions. To address the current needs, the Revised Emergency Appeal is envisaged to facilitate the deployment of a total of 12 teams across the country with main focus being on Una-Sana and lately Tuzla Cantons, who are experiencing highest numbers of unassisted people squatting in public places.

In the framework of the project “Building communication and coordination capacities for effective preparedness and response in Southern-Eastern Europe”, implemented by the IFRC and of which the RCSBiH is part, Emergency Operational Centre (EOC) will be set up. The common function of the EOC is to collect and analyse data; facilitate decision making that protects life and livelihoods; and disseminate those decisions to all concerned RC branches, agencies and individuals. The EOC will provide support to the work of the MTs and will ensure smooth process of coordination at NS level. Furthermore, the EOC would also aim to support capacity building for the new volunteers and members of the mobile teams, proper reporting and applying SOPs.

Thus, while increasing the number of MTs, it is necessary to equip them with appropriate tools, equipment, skills, information and relief stocks to act on the spot relieving suffering of people in need either those without access to TRCs, sleeping rough or those subject to push backs. Such assistance can range from support in establishing contact with family members (i.e. providing access to a phone/internet/sim card) to first aid assistance, ready to eat food/hot drinks, hygiene kits, information dissemination, awareness raising (i.e. mine awareness, cultural awareness), internal and external referral to specialized services, identification of the protections risks or simply distribution of household items such as blankets, sleeping bags, clothing/shoes, rain coats – depending on the needs people have when met by MTs.

In addition to the support to the migrants under the EA, the IFRC together with the RCSBiH has started the preparations for the implementation of the cash programme by identifying the recipient families in Bihac, Kljuc and Velika Kladusa, where tensions are very high between local and migrant population, and by establishing systems with the financial service provider. This activity is well coordinated with ongoing support of the Swiss Red Cross who has been supporting the RCSBiH cash program for a while now and currently will support vulnerable families affected by the population movement. Complementarities between two programs will be ensured, avoiding any duplication.

Areas of Focus



Shelter

People targeted: 15,000

Male: 14,000

Female: 1,000

Requirements (CHF): 342,000

Proposed intervention

The urgent needs of few thousands of unassisted people on the move, staying outside of TRCs and/or sleeping rough or accommodated at Vucjak camp, are further exacerbated with the deteriorating weather conditions. The announced possible closure of two TRCs in Una-Sana Canton will further complicate the already difficult situation on the ground. The RCSBiH urgently needs to procure winterisation items with the main focus on warm clothing, shoes and sleeping bags.

To ensure capacity to respond to both the actual needs of migrants and to any sudden spike in needs – as a result of above mentioned factors, or the unexpected withdrawal of services by another partner or closure of the existing TRCs without appropriate relocation place – the RCSBiH needs to re-stock its depleted supplies and maintain a contingency stock of winter clothing and household items to be distributed based on needs, as well as the basic relief items.

All of the above items will be distributed to people in need through mobile teams deployed across the country including Vucjak location.

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

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

- Urgent procurement and distribution of winterization items for 10,000 people in need: sleeping bags, warm clothing and shoes, disposables raincoats and light backpacks
- Replenishment of contingency stocks for sudden spike in needs for 5,000 people in need (i.e. blankets, clothing, hygiene kits, shoes, raincoats, MREs etc.)
- Coordination with government and other stakeholders
- Coordination with other relevant sectors for integrated programming
- Monitoring of the use of distributed items



Livelihoods and basic needs

People targeted: 30,000 migrants and 1,500 households⁶ (from local communities)

Male: 32,775

Female: 1,725

Requirements (CHF): 1,360,000

Proposed intervention

The aim is to cover food needs in form of dry food parcels/meals ready-to-eat, supplemented with hot drinks with 30,000 units targeting areas with highest concentration of migrants as first priority (such as Una-Sana Canton and most recently Tuzla Canton) while appropriately assisting in other areas with lower influx and extended stay.

This assistance will be provided through the existing 7 mobile teams (MTs) with a planned increase to much needed 12 MTs if funding is available. Current and additional mobile teams will be equipped with cell phones, power banks and flashlights (MT equipment). The mobile teams will aim to serve approximately 20,000 people considering that same migrants on the move may receive assistance from different mobile teams in different locations while they are transiting.

Food parcels content will remain the same⁷ as distributed by the mobile teams in 2019 and it will cover the needs of one person for one day in line with Sphere standards, while the teams will also provide hot drinks and soups. 10,000 portions of dry rations will be kept on stock as contingency for sudden increase in the number of migrants or unexpected events.

In addition to the support to the migrants, and, more relevantly, in order to reduce growing tensions between migrants and the local population mainly because of hosting disproportionate number of migrants and increasing tendency on the hostile attitude towards migrants, the IFRC and the RCSBiH will implement a cash transfer programme for vulnerable people in local communities around the area that are mostly affected by the population movement, with highest priority given to Una-Sana Canton that hosts majority of TRCs in BiH and has highest number of migrants staying outside TRCs in the country. The activity will be implemented in close coordination and complementarity with existing cash program supported by the Swiss Red Cross.

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

Output 1.2: Food assistance is provided for vulnerable migrant population on the move

The intervention in this output will take the form of Food assistance to meet food needs of 30,000 people

- Procurement of 6 vehicles for the mobile teams
- Procurement of uniforms for mobile team members
- Procure mobile team equipment
- Procurement of dry food parcels and hot drinks to meet immediate food needs of 30,000 people
- Procurement of 10,000 pcs of food parcels for contingency purposes

⁶ After the Balkans war (mid '90s), the BiH has been experiencing consistent increase in numbers of its people leaving the country for good, but not only heads of households but complete families (usually leaving behind elderly parents). Una Sana Canton ranks no 1 in the country with highest number of people leaving (as economic migrants mainly to EU countries). This has affected the average size of a household, which used to be 4-5 some 30 years ago, but recent estimates give indications that this number significantly reduced to 2/3 members in most families remaining.

⁷ Please refer to the original EA for the content.

- Operation of mobile teams

Output 1.5: Local vulnerable households are provided with unconditional/multipurpose cash grants for two months to address their basic needs

- Identification of the local vulnerable households
- Provision of cash assistance to 1,500 households in host community
- Develop CEA campaigns for cash transfer programmes
- Post distribution Monitoring and Evaluation



Health

People targeted: 10,000

Male: 8,500

Female: 1,500

Requirements (CHF): 152,000

Proposed intervention

Through this revised EA, the RCSBiH is looking at opportunities to scale up its engagement in First Aid provision considering various options and partnerships. One of them, currently not provided by any organization working inside of any TRC, would be to explore engagement as unique service provider in essential First Aid training for migrant population through CBHFA - as such skills can be of vital importance to many migrants making attempts to cross the border, getting injured on the way, helping them learn skills that would prevent small injuries from developing into more serious health issues. The first aid service also reduces the burden on the local health care system. RC Teams will be equipped with FA replenishments sufficient to assist an average 500 people per month. The content of the FA kit for the MTs remains the same.⁸

Although IOM and UNHCR provide psychosocial support (PSS) to migrants in the centres, there are still gaps to be filled. Therefore, through this Emergency Appeal, RCSBiH aims to build its capacity in the field of PSS and Community Based Health and First Aid (CBHFA) through training staff and volunteers and developing psychosocial support programming focusing on displacement and components of the CBHFA focusing on training of migrants on the move and possibly in the TRCs on how to provide FA while on the move.

In order to build on the PSS training provided for the staff and volunteers with facilitation of Croatian RC PSS experts, there is still need for PSS support for staff and volunteers through group and personal sessions in order to support them to continue with delivering services to migrants for the upcoming period. Such support could be provided through PNSs in the region that are experienced in the field of PSS or through experienced professionals who would join MTs during their interventions and provide on-the-job support.

Outcome 1: The immediate risks to the health of affected populations are reduced

Output 1.2: Target population is provided with rapid medical management of injuries and diseases

- 2 FA/CBHFA trainings to first aid team members (in Borici and Bira),
- 2 FA/CBHFA training and a refresher for mobile team members
- Procurement of FA materials
- FA/CBHFA training of migrants (on the move and in the camps)

Output 1.5: Psychosocial support is provided to the target population and to RC staff

- Assessment of PSS needs among migrants and RCSBiH capacities
- PFA training for volunteers
- PSS ToT
- Conducting PSS sessions with RC staff and volunteers (professional psychologist – on the job support)

Output 2.3: Community -based disease prevention and health promotion measures provided.

- Develop health promotion and disease prevention awareness raising materials through the implementation of the community-based health and first aid (CBHFA) approach to migrant.
- Printing and Dissemination of key messages on health promotion and disease prevention based on CBHFA.

⁸ Please refer to the original EA for the content.



Water, sanitation and hygiene

People targeted: 30,000

Male: 24,000

Female: 6,000

Requirements (CHF): 231,000

Proposed intervention

RCSBH integrated the distribution of hygiene kits alongside its ongoing activities, in particular through MT outreach activities. While 15,000 hygiene kits have been procured and most of it were distributed during the first 12 months of this Appeal, the needs on the ground have increased especially for those staying outside of existing centres, whose numbers have grown over the last few months. The content of the original hygiene kits has been modified taking into consideration feedback from migrants on the move to better meet their needs in the future. Under this Revised Emergency Appeal, sufficient stock will be made available for additional 15,000 people to be distributed by Mobile Teams. Sanitary towels and various sizes of diapers will also be kept in stock to be distributed based on needs. In addition to the 15,000 kits, 1,000 hygiene parcels will be kept on stock as contingency to be mobilized in case of sudden increase in the number of migrants or unexpected events. Each standard revised hygiene kit consists of the following items:

Revised Hygiene pack items
Soap 90g (1 piece)
Toothpaste 75ml (1 piece)
Toothbrush (1 piece)
Shampoo 30ml (3 piece)
Wet tissue 15/1 (1 pack)
Shaving cream 65g (1 pcs)
Razor (1 pcs)
Nail clips (1 pcs)
Towel, cotton– 30x50 cm (1 pcs)
Band aid – strips of 10/1 pcs
Sanitary towel for women 10/1 pcs
Baby diapers 64/1 – various sizes

To contribute to further improvement of hygiene conditions of migrants, RC volunteers and staff will be trained on Community-Based Healthcare and First Aid approach with special focus on health promotion, prevention of infection diseases, spread of TB, HIV/AIDS, STDs, personal hygiene and sanitation. The trained volunteers will raise awareness among migrants using information and educational materials in the languages of migrants (Arabic, Farsi, Urdu, etc.) – such hygiene promotion materials will be distributed on the spot during distribution of kits.

Outcome1: Immediate reduction in risk of waterborne and water related diseases among targeted population

Output 1.4: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population

- Design/Print, translate and distribute IEC materials
- Train volunteers on hygiene promotion

Output 1.5: Hygiene-related goods (NFIs) which meet Sphere standards is provided to the target population

- Procurement and distribution of hygiene kits



Protection, Gender and Inclusion

People targeted: 10,000

Male: 8,000

Female: 2,000

Requirements (CHF): 62,000

Proposed intervention

The overall intervention under this area of focus will supporting the achievement of protection outcomes, to prevent further harm, reduce exposure to protection risks and strengthen the wellbeing of the affected population (including safety, access, participation and dignity principles).

RCSBiH will prioritize dynamic outreach through MTs located in strategic areas where migrants are on the move and need humanitarian assistance. MTs will be trained and supported to implement the current SOPs and to establish a basic protection monitoring system, to be able to spot immediate protection risks or concerns and to provide adequate support and referral accordingly. Teams will be supported with coaching on-the-job sessions to guarantee that protection basic standards are in place and harm is not caused while providing services to the affected population.

RCSBiH will also start to use the national referral system and will strengthen its capacity in applying the pathways as identified by the interagency working group. An information management system will be in place to guarantee the safe collection, dissemination and storage of the information gathered while doing referral. Procedures will also be included and disseminated among the teams to guarantee that confidentiality is respected and consent is fully collected and stored. Basic accountability system will be put in place to guarantee the full respect and implementation of the standards.

Capacity learning activities:

Output 1: Mainstreaming protection in the response through:

- 1.1. a training session on professional standards and PGI (jointly run by IFRC, ICRC)
- 1.2. providing coaching on the job to staff, volunteers and mobile teams

Output 2: Strengthening outreach and protection monitoring

- 2.1. Provide technical support to establish mechanisms to identify and report protection risks or signs of threat
- 2.2. Use the mobile teams reporting mechanisms to collect protection risks and threats reported by people on the move and migrants staying in the shelters.

Output 3: Enhancing referral mechanisms

- 3.1. Enhance the referral system internally and externally
- 3.2. Establish a reporting mechanisms and info management system to report and follow-up cases
- 3.3. Running a mapping exercise to identify pathways and service providers in the areas served

Output 4: strengthen the position of the NSs among protection actors

- 4.1. Support the participation of the NSs in coordination mechanisms to better position the NSs among protection actors
- 4.2. Provide induction sessions on protection in migration context to better explore opportunities of intervention
- 4.3. Make sure that safe information protocols are in place to prevent people to be exposed to risk through the sharing of images and story on social media.



Migration

People targeted: 5,000

Male: 4,500

Female: 500

Requirements (CHF): 77,000

Proposed intervention

Migrants will continue to be assisted to establish contacts with their families through the Red Cross Restoring Family Links (RFL) service. Trained RFL staff and volunteers from local Red Cross branches are involved in these activities. RFL services are established and running in Una-Sana Canton with support from the ICRC and RCSBiH Tracing Services. Although the demand to scale up the RFL services remains relatively low, the RCSBiH plans to enhance the services provided by the MTs by

- Conducting RFL training for the members of the 12 MTs
- Equipping the MTs with mobile phones with internet connection to enable access to information
- Development of key messages for migrants on move
- Monitoring regularly migration flow

Strategies for Implementation

Total Requirements (CHF): 1,576,000

Strengthen National Society

Requirements (CHF): 426,000

While several trainings at national level have taken place such as MT training, CEA/PGI/IM, PSS and PMER, the experience showed that it is very difficult to ensure key people engaged in the operation are actually participating in the trainings as, if they did, they would have had to stop their services to people in need – since there were no additional

staff available to cover for them, especially if the location of the training was far from their operations. It has been jointly agreed with the IFRC and RCSBiH that technical capacities of the RCSBiH field staff and volunteers should be further built and strengthened, the modality of delivering those trainings has been changed from national to branch level – ensuring more impact on the ground. On-the-job training and coaching is another method that will be promoted i.e. working directly with MT members while they are carrying out their daily activities to strengthen their capacities in protection and/or community engagement and accountability. This approach will provide adequate competencies to guarantee that teams are equipped with the right skills to avoid doing further harm and to apply protection minimum standards in support and delivering services. On a longer term, this process will allow the NSs to have minimum standards and an accountability system in place toward people served.

Outcome S1.1: National Societies' capacity building and organizational development objectives are facilitated to ensure that the National Societies have the necessary legal, ethical and financial foundations, systems and structures, competencies and capacities to plan and perform.

Output S1.1.4: National Societies have effective and motivated volunteers that are protected.

- Provide National Society volunteers engaged in migrant operation with insurance and necessary health protection (vaccinations)
- Develop volunteer database
- Ensure volunteers are properly trained by providing complete briefings on volunteers' roles and the risks they face
- Provide psychosocial support to volunteers.
- Ensure volunteers are aware of their rights and responsibilities.
- Ensure volunteers' engagement in decision-making processes of projects they implement.
- Volunteer recruitment campaign and volunteers' retentions plans in participating branches.

Output S1.1.7: NS capacity to support community-based disaster risk reduction, response and preparedness is strengthened

- Tailored training for the National Society, with a focus on Standard Operating Procedures for emergency response and Contingency Planning
- Strengthen field operational team based on the needs on the ground.
- Procurement of 6 light transport vehicles for Mobile Teams activities
- Salaries of staff engaged in EA implementation
- Procurement of 4 laptops to strengthen operational team capacities
- Branch Level Training on Emergency Needs Assessment
- Emergency Team Leader Training for NS
- Participation in technical events organized, both internal and external
- Warehousing support for emergency relief items
- RCSBiH field monitoring and evaluation missions
- DCPRR technical team missions
- Planning, Monitoring Evaluation and Reporting training (branch level)
- Logistics/procurement (national level);
- Information Management (IM); (branch level)
- Community Engagement and Accountability (CEA); (branch level)
- RC staff and volunteers will be encouraged to complete IFRC Stay Safe e-learning courses

Ensure effective International disaster management

Requirements (CHF): 250,000

Outcome S2.1: Effective and coordinated national and international disaster response is ensured.

Output S2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained.

- Needs-based Surge capacity deployment to strengthen NS operational response capacities

Output S2.1.6: Coordinating role of the IFRC within the international humanitarian system is enhanced

- Support Movement coordination meetings (National Societies, the IFRC and the ICRC), ensuring an effective, coordinated and needs-based response is provided
- Continuously support to the RCSBiH on the implementation of the emergency appeal
- Provide technical support to the preparation of EPoA.
- Coordinate with United Nations agencies and other relevant stakeholders.
- Support the NS development of an information management system.
- Disseminate key findings of evaluations, operational research, case studies and experiences to promote learning and the positioning of National Societies.

Influence others as leading strategic partner

Requirements (CHF): 170,000

Outcome S3.1: The IFRC secretariat, together with National Societies, uses its unique position to influence decisions at local, national and international levels that affect the most vulnerable.

Output S3.1.1: The IFRC and National Societies are visible, trusted and effective advocates on humanitarian issues.

- Support National Society to enhance their auxiliary role to the public authorities in the humanitarian field, reinforcing the Fundamental Principles of humanity, independence, impartiality and neutrality and advocate for migrants to be treated in a dignified manner.
- Highlight the work of the IFRC and National Society through the dissemination of regular news stories and continuously updated information and communications materials to support advocacy and resource mobilization.
- Further position National Society as key actor in emergency response nationally
- Continue to bring attention to the suffering of migrants and their situation of high risk and vulnerability.
- Ensure the representation of National Societies and the IFRC at media and public forums inside and outside of the humanitarian community, including with the United Nations and other relevant stakeholders.

Outcome S3.2: The programmatic reach of the National Societies and the IFRC is expanded.

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

- Organize regular information exchange fora within the Movement components (National Societies, the IFRC, and the ICRC) and other stakeholders to ensure optimal coordination in resource mobilization.
- Build partnerships and maintain exchanges with external actors.
- Support development of proposals and funding applications for different partner/donor audiences.
- Support development of effective marketing tools for fundraising.
- Ensure timely and quality reporting.

Ensure effective IFRC

Requirements (CHF): 730,000

Human Resources

To support the National Society in its efforts to implement the Revised Plan of Action and taking into consideration the complex operational environment and deteriorating migrant crisis, the IFRC is seeking to strengthen its operational presence with the deployment of a Humanitarian Diplomacy and Liaison Adviser who will support the NS leadership to better position itself with the authorities and other key stakeholders. In addition to the Humanitarian Diplomacy and Liaison Adviser, there is growing need for the deployment of Communications Delegate and Field Coordinators. Therefore, the IFRC plans to request support for deployment of two field coordinators as early as possible to provide necessary support on the ground, with the aim of ensuring smooth implementation of the operation. An Operations Manager will continue to oversee the operation and support the RCSBiH Emergency Appeal Coordinator in coordination with the National Society leadership, government authorities, and external partners.

IFRC Regional Office also plans to deploy a Surge Communication Delegate for the period of one month and is also considering the option to deploy a Surge Protection Delegate for the period of one month. Ensuring all procurement is done in compliance with the standard IFRC procedures & regulations, IFRC intends to seek support in form of additional short-term deployment of Logistics Delegate from the Partner National Societies' surge pool to support any major procurements in the upcoming period.

Technical staff of IFRC Regional Office (RO), such as DP, IM, CEA, PGI, PMER and Health Focal Points will continue supporting the National Society in the development and implementation of the respective relevant programmes and will pay regular visits to the National Society and to the field.

One of the main recommendations of the joint assessment is also to provide National Society Development support to RCSBiH in parallel to the Emergency Appeal. This has been also considered by the IFRC Head of Country Cluster and included in the development plan of the National Society.

Logistics

Logistics activities although directly implemented by the National Society, required surge deployment of a Logistic Delegate supported by the British Red Cross who spent a month with the RCSBiH in July-August 2019 to prepare all upcoming procurement processes, review completed, develop plan of action with clear roles and responsibilities to be followed up until the end of the year.

The IFRC LPSCM Budapest team will continue to support the approval processes related to the procurement of the relief and other items needed, thereby ensuring standardization, efficiency and accountability. If and when required, the adequate assistance will be provided during the follow up field visits.

To ensure timely and effective services, RCSBiH capacities have been increased with procurement of three vehicles for the mobile teams which have been deployed and already used for service delivery over the last few months. IFRC has also been supporting maintenance and repair of existing vehicles used in this emergency operation. The National Society is still in need of three additional vehicles for newly created and planned mobile teams. A workshop on procurement and logistics will be held with the goal to increase the National Society's capacity in this field.

Communications

Migration in Bosnia and Herzegovina has been the focus of substantial media attention in the latter part of 2019, especially at the so-called "Jungle Camp" Vucjak. IFRC has been supporting the NS with international media requests and has deployed a one-month surge communications delegate. The delegate is currently producing Key Messages and digital content used across IFRC channels and shared with the Bosnia and Herzegovina Red Cross and partner National Societies in the country, and with NS across the world through the Communications Newswire. The delegate will also work with the National Society to determine other communications needs and create a capacity development plan, as well as provide media relations training to volunteers and staff.

There is a need for a longer term 6-month communications delegate to assist the NS with media, producing content to highlight the work of the volunteers, and to mentor volunteers and NS staff in dealing with the media.

PMER

A PMER training for staff and key volunteers involved in the implementation of the Plan of Action was organized in October with technical support provided by the IFRC RO, with the aim of improving data collection and reporting in the Emergency Operation. In addition to this national level training, IFRC RO PMER Manager also provided on the job training for the RCSBiH PMER focal point with participation of the NS IM focal point – to improve information collection and reporting required under the Emergency Appeal as well as capacity building for longer term development.

Information Management (IM) + Community Engagement and Accountability (CEA)

Focal points for PGI and CEA will be identified within the National Society to support capacity building. For IM this will include – in coordination with the IFRC RO – assessments of the current information management structure and systems, maintenance of the BiH GO platform page and analysis of the humanitarian situation. The IM focal point will also work with IFRC RO to train staff in data collection and management and, in coordination with CEA colleagues, support the design and set up of a feedback mechanism to improve and adjust the response. A feedback mechanism will be piloted and rolled out to all mobile teams, with all team members being trained in administering the system. Mobile teams' equipment supporting telecommunications and access to information (phone chargers, Wi-Fi, information materials) will be reviewed and where necessary strengthened, based on findings of the multi-sectoral assessment, to ensure teams are effectively providing access to practical, relevant information (including about access to services, and legal and health issues), and internet and mobile phone services, including Wi-Fi access and charging stations for mobile phones. Mechanisms will also be established at local and national level to ensure feedback collected by the mobile teams is used to inform adaptation of the programme and activities. Actions will focus on supporting and strengthening mobile team activities but can be further expanded based on any future Red Cross involvement in camp contexts.

Funding requirements

International Federation of Red Cross and Red Crescent Societies

EMERGENCY APPEAL

MDRBA011 - Bosnia and Herzegovina - Population Movement

Funding requirements - summary

SHELTER	342.000
LIVELIHOODS AND BASIC NEEDS	1.360.000
HEALTH	152.000
WATER, SANITATION AND HYGIENE	231.000
INCLUSION, GENDER AND PROTECTION	62.000
MIGRATION	77.000
STRENGTHEN NATIONAL SOCIETY CAPACITIES	426.000
ENSURE EFFECTIVE INTER'L DISASTER MANAGEMENT	250.000
INFLUENCE OTHERS AS LEADING STRATEGIC PARTNERS	170.000
ENSURE A STRONG IFRC	730.000
TOTAL FUNDING REQUIREMENTS	3.800.000

Elhadj As Sy
Secretary General

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How we work

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

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



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



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



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

Annex 1

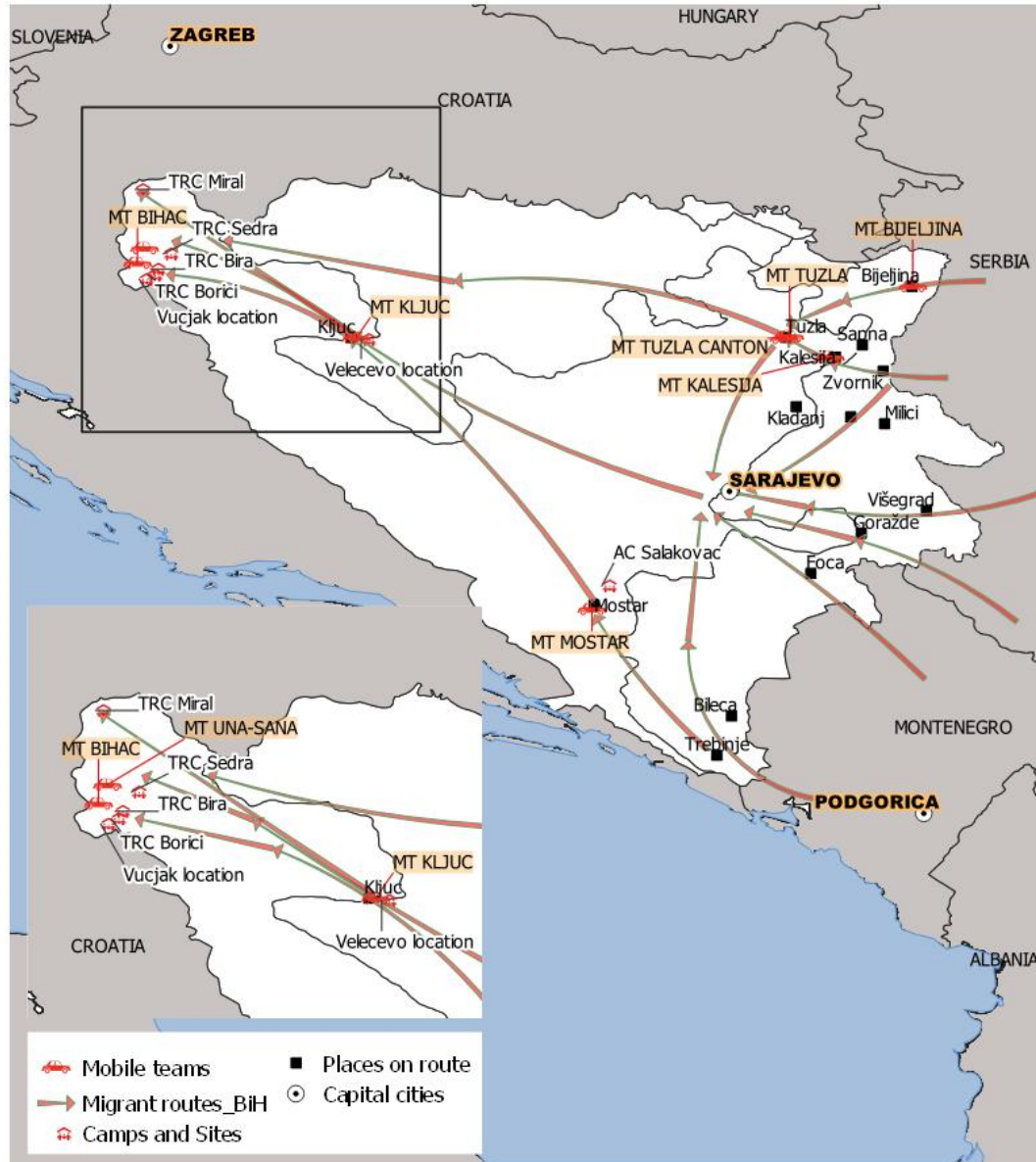


International Federation of Red Cross and Red Crescent Societies
 Podružnica Međunarodnog Crvenog Krsta i Crvenog Mjeseca u Bosni i Hercegovini
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Bosnia and Herzegovina, Situation overview

14 November 2019 • MDRBA011 • OT-2018-000078-BIH



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 Map data sources: Diva Gis Shapefiles, Red Cross Society of Bosnia and Herzegovina

