

www.ifrc.org
Saving lives,
changing minds.

Europe Zone Mid-Year Report 2012

 International Federation
of Red Cross and Red Crescent Societies

MAA65001

06/AUG/2012

**This report covers
the period
from 01/JAN/2012
to 30/JUNE/2012.**

*Volunteers of the Red Cross
of Montenegro during the cold
snap that hit Europe during
the first months of 2012*

*Photo: Red Cross of
Montenegro*



Overview

- The *economic recession and crisis* continue to negatively affect Europe and Central Asia in terms of increased numbers of vulnerable people requesting assistance in some of the European countries. The euro crisis affecting several nations directly creates humanitarian impact and consequences in the form of growing vulnerable population that would, in turn, contact the Red Cross / Red Crescent National Societies for assistance and support. The economic crisis is accompanied by limited government abilities and decreasing donor willingness to assist National Societies in carrying out their planned activities nationally and internationally. In the European Union, 79 million people are still living below the poverty line— in other words: more than 15% of EU citizens earn less than 60% of average earnings in their country of residence; whereas, of these, 16 million have received food aid from charitable institutions.
- The number of *small- and medium-scale hydro-meteorological disasters* in Europe has increased dramatically in the first half of 2012, and the trends are expected to continue. Despite the growing NS capacities to deal with minor disasters, 19 DREFs were allocated in the EZ in the first six months, in the majority of the cases linked to climate change. Disaster response is becoming increasingly complex, politicised and crowded with new players. The food insecurity and malnutrition that affect vulnerable populations in the Europe Zone have been exacerbated by a number of recent events, such as recurring climatic events and their effects (i.e. droughts and floods), increase in food prices, and the ongoing international economic crisis. Small and medium-scale technological accidents continue to occur at an alarming rate, while large scale accidents and terrorism incidents cannot be ruled out either. Central Asia is especially vulnerable to high food and fuel prices, and also to the consequences of the economic crisis. Impact of the financial crisis is influencing the communities ('new poor') and the NSs in their capacity to respond. Changes at the EU level (Lisbon Treaty) are transforming the ways that National Societies work with each other in international disaster response, and are characterized by more consortia approaches, higher degrees of donor accountability, and deployment as part of or alongside civil protection actors.
- Public health and life expectancy in Europe is improving in general terms (75 years in 2010, 81 years expected in 2050). *Ageing* presents both challenges and opportunities. It will strain health and social-

security systems. However, older people can also be a wonderful resource for their families, communities and in the formal or informal workforce like volunteering, and the changed demographic pattern in Europe necessitates a change of mentality. Meanwhile HIV and TB epidemics in Europe are escalating among the most-at-risk and highly stigmatized population such as drug users, prisoners and migrants, living outside of the system, most often without registration papers and therefore with restricted access to health services. The uptake of HIV testing in these marginalized groups is insufficient as well as their access to antiretroviral therapy. National Societies in the Europe Zone individually and as ERNA (European Network to Fight TB and HIV) continue to keep up the sense of urgency together with other partners. RC / RC National Societies reached more than 2 million people with messages on HIV prevention, and worked closely with 40,000 most-at-risk population.

- National Societies across Europe have worked to renew their Statutes and to update Red Cross / Red Crescent Laws. During the reporting period, particularly Italy and Ireland have demonstrated results in the process of updating their legal base. Six National Societies (Georgia, Turkmenistan, Macedonia, Lithuania, Ireland and Italy) which participated last year in piloting self-assessment within a broader Organizational Capacity Assessment and Certification (OCAC) approach have developed their Plans of Actions. The National Societies of Belarus, Slovenia, Poland, Kazakhstan, Uzbekistan, Russia (Saint Petersburg branch) have done an OCAC self-assessment this year, and preparations are also underway in Romania, Bosnia and Herzegovina, and Ukraine. 10 new OCAC facilitators from different National Societies have been trained for future deployment. The reporting period witnessed the re-launch of the RCRC European Youth Network and stronger engagement of NSs in the Network: 41 NSs participated in the European Youth Cooperation Meeting (EYCM), during which the new Terms of Reference (ToR) of the Network were adopted, the European Youth Coordination Committee (EYCC) for 2012 – 2014 was elected and priorities for an effective implementation of the Youth Policy were identified. The Plan of Action of the EYCC, in line with the priorities identified during the EYCM, was finalized in June. Memoranda of Understanding (MoU) were signed with the Polish RC and the Romanian RC on the implementation (included mid-term reporting) of two projects on Child and Youth Education to Advance Behavioural Change in Communities in both countries.

Working in partnership

The key stakeholders for the IFRC Europe Zone comprise the beneficiaries of the health and care and other long term programmes as well as communities affected by, or at risk from, natural and man-made disasters; Red Cross / Red Crescent Movement partners representing the European National Societies and other participating National Societies working internationally in Europe and the International Committee of the Red Cross (ICRC). Other partner organizations include Governments in Europe and overseas; multilateral international institutions; humanitarian community actors including the UN and INGOs and private sector organisations engaging in corporate social investments.

The following major Movement partners are contributing to the Europe Zone projects and programmes either on a bilateral basis or through the regional and country offices of the International Federation of Red Cross / Red Crescent Societies (IFRC): American RC, Belgian RC (Flanders), British RC, Danish RC, Finnish RC, German RC, Icelandic RC, Italian RC, Irish RC, Japanese RC, Netherlands RC, Norwegian RC, Spanish RC, Swedish RC. Significant support is coming from external partners and donors such as the European Commission, the United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA), the UNFPA, the World Health Organization (WHO), the Global Fund to Fight AIDS, Tuberculosis and Malaria (the Global Fund), Deutsche Gesellschaft fuer Internationale Zusammenarbeit, DFID, USAID / OFDA, and corporate organizations such as the Coca Cola Company, the Eli Lilly Foundation, the Lebara Foundation and the Velux Foundation.

Further partners at the local level are listed in the respective country level mid-year reports on the implementation of the IFRC Long Term Planning Framework. On behalf of the National Societies assisted and the beneficiaries reached in the Europe Zone, the IFRC Europe Zone Office would like to thank all partners for their generous support and constructive cooperation.

Progress towards outcomes

Business line 1: “To raise humanitarian standards”

Outcome: Uplifted thinking that inspires and underpins our services to maintain their relevance in a changing world, along with increased magnitude, quality, and impact.

Europe Zone Outputs:

1.1 Promotion and engaging of NSs in the revised commentary on the Fundamental Principles by organizing relevant discussion platform.
1.2 National Societies across Europe enrol in the databank and are assisted by the EZ technical team upon request.
1.3 National Societies pilot and participate in the Organisational Capacity Assessment and Certification (OCAC) mechanism
1.4a Support is provided to National Societies in order to facilitate establishment of learning and research partnerships and contribute to build an international academic network for education, training, knowledge-sharing, and research based on accumulated Red Cross Red Crescent experience.
1.4b IFRC online learning platform is promoted. IFRC and NS staff is encouraged to attend relevant courses, which can contribute to enhance their professional mastery and personal development.
1.4e Wider EZ and NS staff participating in Red Talks.

Measurement			
Indicators	Baseline (BL)	Annual Target ^[1]	Year to Date Actual
1.1a # NS the revised commentary is shared with	N/A	6	Subject to progress in the revision of the FP.
1.1b # of trainings and thematic sessions through which the dialogue is facilitated	N/A	4 trainings in NS	Subject to progress in the revision of the FP.
1.2a # NS that provide the minimum set of information (audited annual reports & strategic plans).	34	40	37
1.3a # NS participated in OCAC self assessment.	6	10	6
1.3b # NS participated in OCAC peer review.	0	4	Methodology is still under development.
1.4a # new collaborations with academic partners.	0	1	1
1.4b # users (self-registered & licensed) of the IFRC learning platform / learning passport.	600	800	1,072
1.4c % completion rate of Red Cross Essentials course.	30%	35%	58%
1.4e # Red Talks with attendance over 20 people (live/online).	10	20	1

[1] Please note that targets in red are cumulative.

Comments on progress towards outcomes

Although only 15 NS have shared their strategic plan and their audited financial statements, further 21 NS have provided their strategic plan, and 1 NS provided its financial statement, making a total of 37 who provided one or both.

In terms of academic partnership, a high level university training program was co-organized by the Italian Red Cross, the Italian Catholic University in Milan and the IFRC's Europe Zone Office. At the same time, the Europe Zone DM Coordinator provided support to the Russian RC and the IFRC Regional Representation in Moscow to build up a similar training programme with the Russian Ministry of Emergencies (EMERCOM) Academy and the Collective Security Treaty Organization (CSTO – civilian part).

Awareness regarding the IFRC Learning Platform was increased among Youth in EZ, by introducing the Learning Platform during the 20th European Youth Cooperation Meeting (EYCM) to the participating youth representatives coming from 41 NSs as well as to the current European Youth Coordination Committee (which is the steering group of the RCRC European Youth Network). The Europe Zone Office is continuously promoting the Learning Platform by using different fora, platforms and networks (ENDOV, ERNA, Health & Care Managers' Group, the European Funding Practitioners' Group, etc.) as a unique opportunity to increase the outreach and number of self-registered users from National Societies. A summary of all online training opportunities for dissemination to the NSs was also produced in response to the outcome of the OCAC self-assessment process (which identified a need in terms of communications capacities).

Red Talks have been widely promoted among National Societies in Europe, and within different networks (ENDOV, ERNA, EFPG, youth focal points, EYCM participants, European Youth Coordination Committee) by introducing it during the networks meeting as agenda topic, by sending ad hoc messages and by advertising it through the Europe Zone newsletter and on the RCRC European Youth Network's FB page. However, more efforts will be needed so as to achieve the target.



Red Cross/Red Crescent youth participants during one of the sessions of the European Youth Cooperation Meeting. Eighty-one youth representatives from 41 National Societies attended the four-day meeting held in Bulgaria. Photo: Giovanni Zambello, IFRC

Business Line 2: “To grow Red Cross Red Crescent services for vulnerable people”

Outcome: Increased share of consistent and reliable Red Cross Red Crescent action in support of communities affected by disasters and crises.

Europe Zone Outputs:

- | | |
|------|---|
| 2.1a | EZ reviewing and addressing development needs in regard to the NS level of preparedness and readiness for contingent deployment to respond to disasters |
| 2.1b | Number of qualified RDRT members increased, network and roster developed and maintained. RDRT members are trained and have refreshed their knowledge. |
| 2.1d | NSs assisted in exploring possibilities and advocating for partnership with relevant partners, ministries, civil defence, and private sector. |
| 2.1e | National DP/DR and contingency plans are prepared, updated and support for contingency planning and preparedness is provided |
| 2.1f | Cooperation to promote IDRL; dissemination of laws, rules and principles is strengthened, knowledge of, |

and legal preparedness for, disasters is improved.
2.1g Beneficiary participation during the assessment phase and inclusion of beneficiary satisfaction surveys as an integral part of all operations is increased.
2.1h Support provided to NSs through regular programming and upon request, based on own developed DR/DP plans.
2.1i The response activities of NSs in the Europe Zone better meet older people`s needs when a disaster strikes
2.1j Disaster management database is regularly updated by National Societies
2.2a EZ NSs more familiar with DREF mechanism, and supported adequately in the process.
2.2b Emergency appeal coverage includes wide Federation contributions
2.2f RDRT are more involved and deployed in disasters as first support.
2.2g Implement Federation-wide reporting, where applicable.
2.2h Promotion and wide usage of the revised Principles and Rules for Disaster Relief
2.2i National Societies have developed their own Code of Conduct re security management
2.2j Climate change adaptation practices are being disseminated. NS encouraged participating in the programme. Pilot programmes are further rolled out.
2.2k Budgeting and implementing international disaster operations with an HD component

Measurement			
Indicators	BL	Annual Target ^[1]	Year to Date Actual
2.1a % of NS with national disaster response assets meeting minimum standards which are available and deployed ¹	60%	70%	65%
2.1b % of NS using standardised regional response assets	75%	80%	80%
2.1c % of NS meeting criteria for good staff and volunteer response capacity.	51%	60%	65%
2.1d # partnerships with external actors which support increased share of RC/RC action in disaster management.	N/A	35	6
2.1e # NS with contingency plans in place.	10	11	12
2.1f % of new disaster management projects of NSs in compliance with IDRL	40	50%	In progress.
2.1g % emergency operations with beneficiary participation/ communications built in programmes and services.	N/A	50%	35%
2.1h % of NSs that receive the needed technical support	N/A	50%	50%
2.1i % of satisfaction rate in beneficiary surveys among older people	N/A	60%	35%
2.2a % of NS using regional / intl. / national disaster response tools	65%	70%	70%
2.2c Amount in CHF of Emergency Appeal & DREF operations combined	3.5M	N.A.	2.7 M CHF only with DREF

[1] Please note that targets in red are cumulative.

¹ Well Prepared National Society (WPNS) indicator: baseline and actual figures for these indicators are calculated based on averaging of current WPNS data.

2.2di % CHF growth of DREF Allocations	29%	N.A.	N.A.
2.2dii # of operations supported by DREF	17 ²	N.A.	19
2.2f # of Notified Events where RDRT resources were used.	3 ³	3	3
2.2h # of NSs using the revised Principles and Rules for Disaster Relief.	N/A	52	June 2012 revision started. Endorsement by General Assembly in 2013.
2.2j # of NSs adapting climate change practices	13	16	15

Comments on progress towards outcomes

Resilience, disaster preparedness and disaster response are becoming increasingly complex, taking place in a rapidly changing environment, at time politicized and with new players. The consultative meeting in Ankara on 18-19 June 2012, hosted by the Turkish Red Crescent and chaired by members of the advisory body, on the Principles and Rules for Disaster Relief, provided a unique opportunity to discuss the future cooperation.

In the reporting period, the first draft of the Europe Zone Disaster Management (DM) strategies was under preparation. Seven information bulletins were published. 19 DREF operations were authorized in less than 24 hours, except on two occasion (namely Kosovo and Tajikistan - because there was a second allocation in less than one month). The DREF allocations amounted to nearly 3 million CHF, and 75,000 beneficiaries were reached. 2 operations updates and 6 monthly reports were released for the Turkey Van Earthquake Emergency Appeal.

The Europe Zone DM team has started supporting the Hungarian Red Cross and the Belarus Red Cross in developing their DM strategies included the contingency and response plan.

All the NSs that received DREF allocations organized a lessons learned workshop and a refresher training to meet the criteria for good staff and volunteers during emergency operations. Monitoring missions and lessons learned workshops were organized in Belarus, Bosnia Herzegovina, Kosovo, Romania, Moldova and Serbia.

DM related beneficiary satisfaction surveys were conducted in Kosovo, Moldova, Belarus and Montenegro. The greatest value of conducting the surveys was that it shifted the emphasis of the analysis from output or outcome level indicators to hear the voices of the people assisted and managed to emphasize the very essence of the Red Cross work which is improving the lives of individuals. Those new tools will be part of the mandatory requirements for the upcoming DREF allocations.

Preparation for a Zone-wide capacity building training in communications for disaster risk reduction and disaster crisis management is under way. Due to be held in Montenegro in November and targeting up to 25 NS participants (both DM and communications), the course aims at improving the way NSs communicate around disasters and crises. It ultimately tries to create a stronger culture of effective emergency-related communication as a tool for the Red Cross Red Crescent to gain credibility, public and government support, to mobilize resources, and to build more resilient communities. Prompt and ad hoc communications and media support has been provided to EZ National Societies in profiling their leading role in managing disasters and crises both within the IFRC and with the media (i.e. cold snap, Costa cruise shipwreck, earthquakes in Italy and Bulgaria).

Beyond the DREF operations, many National Societies received technical support from the Europe Zone DM team.

² An average based on the number of DREF operations in 2008, 2009 and 2010 in Europe Zone.

³ Note that this figure is based on the year 2011 and is largely dependant on the nature of disasters during the year

Some examples are as follows. Italian RC in an earthquake emergency with a publication of information bulletin and technical advice; Romania RC for a potential migrant crisis and setting up a transitional camp; Bulgaria RC for possible water and sanitation deployment team after the earthquake; Russia RC for early recovery activities; Macedonia RC for climate change activities; Albania RC for DRR and climate change activities. A joint contingency plan was developed with the MENA Zone for the possible influx of refugees in Turkey due to the Syria situation. Daily contact has been maintained with the DM coordinator in MENA. A joint training was facilitated between the Israeli Magen David Adom and the Jordan Red Crescent with focus on Relief and Shelter. The IFRC DM Team in the Europe Zone is supporting the Tajikistan RC and the Tajikistan IFRC Office to investigate funding possibilities to address food security needs.

The annual meeting of the DREF Advisory Group was hosted by the Europe Zone Office in Budapest in April 2012. The objective of this meeting was to review the use of DREF in 2011, discuss successes and challenges and draw lessons learned for 2012. In the reporting period the DM Coordinator from the Europe Zone represented the European perspective at several meetings, being also part of the DM global team.

Support was provided to the Europe Zone's Disaster Management activities with a particular focus on Western European National Societies. The Federation's global efforts were shared by providing Movement guidance on relations with Civil Protection Actors. Input was provided in implementing and reporting on the Movement Strategy for Restoring Family Links under the direction of the Head of Disaster Services Department at the Geneva-based part of the IFRC Secretariat and in close cooperation with counterparts in ICRC. The Europe Zone participated in the promotion of and advocacy for an International Disaster Response Law in close cooperation with the IDRL department in Geneva.

Business Line 3: "To strengthen the specific Red Cross Red Crescent contribution to development"

Outcome: Appropriate capacities built to address the upheavals created by global economic, social, and demographic transitions that create gaps and vulnerabilities, and challenge the values of our common humanity.

Europe Zone Outputs:

3.1a Prepare and update trends reports
3.1b Support country vulnerability mapping and risk assessments for NSs in disaster prone countries
3.1c NSs are supported to develop a holistic health and resilience approach, based on their experiences
3.1d Support of TB and MDR-TB affected people through treatment adherence, provision of psychosocial support and conduction of advocacy activities is raised.
3.1e Establishment of national/community level project/campaigns as part of the global strategy on violence prevention, mitigation and response
3.1f Vulnerable people, especially children and youth, are given psychosocial support, and receive enhanced social protection.
3.2.a Effective anti-trafficking programmes are implemented and disseminated, and the work of the European RCRC Anti-Trafficking Network is supported
3.2.b Youth acts as agents of behavioural change.
3.2c Using the implementation of the Vienna Commitments with the electronic survey as a tool
3.3a Tailored OD support is provided to National Societies – also based on OCAC
3.3b Innovation, quality and learning are promoted and supported effectively
3.3c NS leadership capacities have raised
3.4a National Societies have received assistance in building effective governance and management structures; regional and local branches are strengthened through technical support provided to NSs
3.4b Establish a framework for peer support and capacity building
3.4c Better integration of Federation Secretariat structures into the National Societies is ensured
3.5a Social mobilization strengthened (communication clubs for ageing population, home care)through the involvement of more volunteers
3.5c Volunteer capacities have risen.
3.6 Support for European RC Youth programmes has been scaled up.

Measurement			
Indicators	BL	Annual Target ^[1]	Year to Date Actual
3.1a # reports completed on trends of humanitarian and development issues.	DM, H&C, Ageing	published	Advocacy Report will be published in October 2012
3.1b # new NS with community based risk reduction programmes in high risk communities.	4	5	
3.1c # NS with a holistic health and resilience approach (linking community based health and first aid to vertical programmes)	N/A	4	4 (Central Asia)
3.1d # projects aiming the improved well-being of TB and MDR-TB affected people treatment adherence, provision of psychological support and conduction of advocacy activities	N/A	11	20
3.1e # of projects implementing Drug Related Harm Reduction and improving the well-being of PLWH	N/A	11	(8) 70%
3.1f # NS implementing emergency health and PSS activities	N/A	5 NS	100% (PSS)
3.2a # Effective anti-trafficking and migration programmes implemented and disseminated	N/A	2	Proposal approved by EU in 4 countries in CA
3.2.b # projects where Youth acts as agents of behavioural change	3	6	6 projects in Harm Reduction
3.2c # NS activities on ageing are scaled up	3 NSs implement advocacy activities	6NSs implement advocacy activities; 3 guidelines are prepared to support NS	At least 23 NSs implementing programmes in Ageing and Intercultural Dialogue
3.3a # NS receiving technical support to formulate and implement their self-development plans	7 NS	10 NS	10 NS (in HR, TB, Ageing) + ERNA Secretariat
3.3b # learning platform courses completed by NS staff/ volunteers	850	950	1333
3.3c # senior NS staff completing leadership/ management learning.	0	10	N.A.

[1] Please note that targets in red are cumulative.

3.4a # NS assisted by the National Society Development Facility (NSDF) ⁴	7 CBF	6	2
3.4b # subscribers to the National Society development community of practice (COP).		40	In the next reporting period.
3.4c % heads of IFRC regional and country offices trained in advanced NS development principles, approaches and methods.	0	25	In the next reporting period.
3.5a # people volunteering more than 4 hours a year in National Societies.	N/A ⁵	TBD	1,191,682 ⁶
3.5b # NS with <i>effective</i> volunteer management systems in place.	10	14	In the next reporting period.
3.5c # Volunteers participating in activities of the reference centre once established	N/A ⁷	TBD	In the next reporting period.
3.6a # users to online youth community of exchange	100	500	The alpha phase will be launched after the summer.
3.6b # contribution to EZ newsletter	5	30	24

Comments on progress towards outcomes

National Societies in the Europe Zone continued to address key **health** challenges in the region related to communicable and non communicable diseases. They have reached more than two million people with prevention messages on HIV, and worked closely with a most-at-risk population of 40,000. Over a one year period, National Societies reached in average 5,000 drug users with regular support and care, trained more than 120 peer educators and reached around 200,000 community members. In the Zone 14 National Societies have been implementing TB programmes with around 22 % of the total number of cases recorded by the WHO. In the reporting period, the IFRC Global Health Team based in Geneva and the Europe Zone Office rendered the following support to the National Societies in the field of health and care: technical input in TB and Harm Reduction proposal development in Central Asia, & Caucasus; resources mobilised for harm reduction activities in Georgia, Azerbaijan, Tajikistan, Kazakhstan; resources mobilised for MDR TB projects for 2012 /2014 for Georgia, Armenia, Azerbaijan, Kazakhstan through global project from the Eli Lilly Foundation (from end 2012); Zone support for the ageing projects with DFID funding in Tajikistan, Bosnia/Herzegovina, Kosovo and Albania; support provided to Latvian Red Cross to organise a conference May 25 - 26 on active ageing together with seven Baltic and Nordic National Societies. Technical support is also provided to the task force in development of minimum standards in volunteering in elderly programmes. The manual will be published in October / November 2012.

Bulgarian RC organized, with the financial support of the EZ, the 1st YABC training for peer-educators, which saw the participation of 14 youth. Romanian RC and Polish RC are implementing one-year-long Projects on "Child and Youth Education to Advance Behavioural Change in Communities" (January – December 2012) which are based on YABC. A mapping exercise of NSs needs/interest regarding YABC capacity building

⁴ Successor to the Capacity Building Fund.

⁵ Not yet available, this data is based on the FWRS-Databank

⁶ From 38 National Societies

⁷ Not yet available

opportunities was conducted by EZ, with the aim to better support additional NSs in getting engaged in this IFRC flagship initiative (also by exploring possible regional/sub-regional initiatives). Awareness on the YABC among EZ Youth was raised by introducing it during the EYCM.

In the framework of the on-going tailored OD support for the Italian RC, the EZO was directly involved in the design and delivery of the “Italian Red Cross 2020 Strategic Aims Facilitator” workshop (3 – 5 February 2012).

Awareness about online training opportunities on the IFRC learning platform was raised among youth participating in the workshop on “communications and social media” held during the 20th European Youth Cooperation Meeting (EYCM), as well as to the current European Youth Coordination Committee (EYCC).

The Communities of Practice (CoP) were introduced to the EYCM participants and to the EYCC as a tool for further sharing of information and good practices sharing. The EYCC, with the technical support of EZO, has finalized the ToR for establishing a CoP for the RCRC European Youth Network. The alpha phase will be launched after the summer. The establishment of the CoP is part of a broader communication strategy for 2012-2014 developed by the EYCC with the support of the EZ communications unit.

In collaboration with EZ Youth Delegate, youth in Europe Zone have been regularly and increasingly encouraged to contribute to the EZ newsletter, which since summer 2011 has hosted a regular RCRC youth feature. A constant increase in the number of contribution received for each issue of the EZ newsletter has been registered.

Significant change process took place also in the Irish Red Cross even before OCAC self-assessment was done. Tailored technical support was provided by the EZ Office in the critical areas. Irish RC strategic planning will be finalized by the end of this year. Besides that Irish Red Cross has amended their Statute that is now in full compliance with Movement Guidance document and can serve as a good example for other Societies in Europe. Tailored support was provided also to Lithuanian Red Cross, which is working together with the Norwegian Red Cross corporate fund-raising department in identifying corporate sector interest in social responsibility in Lithuania. Initial assessment was done, market analysis is under way, and follow-up action is expected.

National Societies in Georgia and Turkmenistan have developed their action plans following self-assessment and along this process technical support was provided by the Europe Zone Office. The Macedonian Red Cross is following up on OCAC report with the idea to create specific plans in improving certain aspects of their performance along OCAC attributes from “C” (this is the benchmark) to “D” and “E” as they really wish to continue growth.

The OCAC reports have just been shared with three National Societies (Kazakhstan, Uzbekistan and Poland). It is expected that these NSs will require some assistance in designing self-development plans based on OCAC phase 1. Intensified capacity building (ICB) support for the Montenegro Red Cross is in its third year of implementation of ICB project, and visible results are already in place.

The number of volunteers (1,191,682) stated in the above table is a calculation based on the FWRS database for 19 NSs (200,773 people) combined with the figures collected from another 19 European National Societies (990,909 people). Those data stem from the “Comparative Report on Volunteer Management Practices in 19 European National Societies” produced by the Reference Centre on Volunteering in 2011.



A youth volunteer of the Romanian Red Cross holding the hand of an old woman. The Red Cross branch in Bacau advocates for equal access to health care and social services at home for about 120 elderly in situations of social isolation and poverty/ Romanian Red Cross

Business Line 4: “To Heighten Red Cross Red Crescent influence and support for our work”

Outcome: Evidence-based humanitarian diplomacy conducted to draw attention to the causes and consequences of vulnerability, giving voice to vulnerable people, and demonstrating the value of Red Cross Red Crescent humanitarian work and leadership

Europe Zone Outputs:

4.1a Strengthen IFRC and NS visibility in Europe and Central Asia
4.1 d Enhance capacity of NS communication focal points to deliver timely and accurate information on activities/ and impact
4.2a Opportunities for National Societies to develop their auxiliary role to public authorities and improve the legal basis for their existence and activities are identified
4.2b Tailor-made support for individual National Societies that wish to enhance their auxiliary role and / or improve the legal basis for their existence and activities is provided
4.3a Dependence on single partners is reduced while maintaining and expanding existing partnerships and establishing new and innovative partnerships is ensured
4.3b Best practices developed/shared in resource mobilisation among NSs in EZ.
4.3c Resource mobilisation capacity has been developed, leading to an overall increase of funding and support both in emergency and non-emergency funding
4.3e NSs willing to improve their Fundraising capacities received the needed support through Federation or through experienced NSs willing to contribute by “coaching”

Measurement			
Indicators	BL	Annual Target ^[1]	Year to Date Actual
4.1a # of stories published on ifrc.org	53	60	16
4.1b # of mentions of NS in electronic newsletter	104	120	74
4.1c # of mentions of NS in social media (IFRC-managed platforms)	N/A	TBD	44
4.1 d # trainings, learning opportunities, and other types of technical support ⁸ provided	N/A	4	1
4.2a # of project proposals reflecting auxiliary partnership roles	0	6	4
4.2b % NS participating in OCAC offered assistance if needed on auxiliary role	0	80%	80%
4.2 c # EZ NS receiving support from EZ technical team			
4.3a # new external partnerships entered annually.	0	1	1
4.3b # best practices developed/shared in resource mobilisation among NSs in EZ.	0	5	In the next reporting period.
4.3c % annual growth of income for non-emergency programmes.	N/A	2%	In the next reporting period.
4.3 d % funding against budget for secretariat long-term programmes	90%	95%	In the next reporting period.

[1] Please note that targets in red are cumulative.

⁸ Face-to-face trainings, online platforms, courses, support in emergency communication,

4.3e # of NS with focused RM support		2	In the next reporting period.
4.3f # best practices in resource mobilisation shared within EZ.		1	In the next reporting period.

Comments on progress towards outcomes

The majority of the National Societies in Europe have the objective to strengthen Humanitarian Diplomacy (HD) in their own contexts. National Societies as auxiliaries to their governments in humanitarian affairs request frequently EZ assistance in the dialogue leading to optimizing and further developing such relations. The visit by our President to Italy and the meeting with the Italian state authorities in support of the excellent work done by the Italian RC and to help renew its legal base through a reform package was appreciated by the NS as a support from the international part of the Movement. The Secretary General's (SG's) signing of the Memorandum of Understanding (MOU) with the Commonwealth of Independent States (CIS) Parliament in St Petersburg and opening up the joint legal framework development for a RC law text, for IDRL and further legal improvements are highly valued and welcomed by state authorities and NS leadership alike. The continued HD work demonstrated at the Latvia meeting with the authorities will, according to the NS, not only bring results in Latvia but moreover set an example for Estonia and Lithuania. The one-day meeting between Russian authorities, Russian RC and colleagues from German and Azerbaijan RC Societies hosted in the zone office in Budapest made a significant difference in the relationship building efforts between the NS and its government partners as to consolidate cooperation and confirm common objectives of a strong and vibrant Russian RC by 2017 at home and abroad, whilst celebrating the NS's 145 year anniversary.

As part of the EZ work in Humanitarian Diplomacy, constant communications and representation support was rendered to the Director of Zone, as well as to members of the IFRC SMT, at high level RCRC events. When the Italian Red Cross Society hosted the celebrations of the 152nd anniversary of the battle at Solferino and the 20th anniversary of ECHO, the Federation was represented by IFRC Vice President Eva von Oelreich, and Europe Zone Head of Corporate Services & National Society Support.

Special efforts were made in terms of communications support to strengthen the visibility of the RCRC European Youth network, with a view to increasing youth engagement and facilitating the exchange of practices and information among youth in the EZ.

Progress on publishing of web stories on ifrc.org has progressed, but slower than expected, due to the limited resources of the EZO Communications Unit, which since March 2012 has had only one full-time staff. That does not allow the content production expected at the time of setting the annual target for 2012. Due to the increased participation of the Communications Unit in DM-related work and related increased production of information bulletins in the reported period (7), it is recommended that the related indicator in added to the revised LTPF, with 7 as the baseline and 10 as the annual target.

The production of the bi-monthly newsletter of the EZ continues regularly, this year with a higher number of contributions from EZ NSs, due both to the increased engagement of National Societies (i.e. youth feature) and the occurrence of a number of events with geographically broad humanitarian impact across the Zone (i.e. 2012 cold snap), with the subsequent involvement of a high number of NSs.

The IFRC Europe Zone Office has provided support to the Russian Red Cross by facilitating and hosting a meeting with the Russian Government in Budapest. Some of the critical issues in the context of Russian Federation are around understanding auxiliary role both on the side of the NS and in the Government. Outcomes of the meeting will serve as a basis for further increased cooperation between Russian Red Cross and Russian Government. In addition to that, the recently signed Memorandum of Understanding between International Federation and CIS Parliamentary Union in Sankt Petersburg will be a helpful tool in the future for making a better, enabling environment for the work of the National Red Cross or Red Crescent Societies. The key issue that needs to be addressed in some countries is about the Red Cross / Red Crescent Law and the positive examples of some Societies (Belarus, Azerbaijan, and Tajikistan) can be utilized further. In some countries

Governments simply treat the Red Cross or Red Crescent in the same way as any other NGOs and the IFRC should work intensively in supporting the concerned NSs to change that (examples: Poland, Latvia and Lithuania, some of CIS countries). The Europe Zone Office is increasingly focusing on that aspect of our joint work with the National Societies and has regular meetings with some Governments in the countries where the problem exists. A recent example is the meeting held in Riga during the "Ageing Population Conference" organised and hosted by Latvian Red Cross when Europe Zone Director and USG from Geneva met with Latvian Government and Parliament officials and discussed the unique and specific position and relationship of the Red Cross and the respective States.

The National Societies in Europe did a significant job in improving their Statutes, and many of them did manage to amend and adopt new Statutes that are in full compliance with the Movement guidance document. Latest examples are Russia, Iceland, and Ireland, and these Statutes can be used as a good example for other National Societies.

A partnership was established between the EZ and the Innsbruck 2012 Youth Olympic Games Organising Committee for the participation of the IFRC to the Culture and Education Program (CEP) of the Winter Youth Olympic Games (Innsbruck, 14th – 22nd January). Activities were delivered together with Austrian RC.

A partnership has been in place for more than two years with the "VELUX Foundation". A four year funding for the project "Social Programme for Children and Young People" in Bulgaria is secured and we are now in the second year of implementation. A contract with the Velux Foundation is in place, and a MoU is signed with the implementing partner, the Bulgarian Red Cross, about commitments of both the IFRC and the Bulgarian NS.

Many National Societies in Europe have improved their resource mobilization capacities, and they have access to domestic funding (Government, corporate funding, international funding available in the country, etc.). Best examples are Azerbaijan, Georgia, several National Societies in the Balkan sub-region (Serbian Red Cross partnership with the Serbian Government and with the Swiss Development Cooperation Agency, Montenegro Red Cross partnership with the Montenegrin Government and with the European Commission Office in the country, cooperation with Embassies, etc.). All of these have decreased dependency on external funding or funding through traditional Red Cross Red Crescent donors. Moreover, income that some of the Societies are able to mobilize in the country in the case of big international operations and emergencies have increased significantly, which is the evidence of relevance of the organisation in the national context and visible prove of their good image. The earthquake and tsunami in Japan is the latest example when some of the new untraditional donor NSs contributed with a lot of money collected in the country, from in-country sources.

Business Line 5: "To deepen our tradition of togetherness through joint working and accountability"

Outcome: More effective working among National Societies through modernised cooperation mechanisms and tools, and a greater sense of belonging, ownership, and trust in our International Federation.

Europe Zone Outputs:

5.1a EZ actively promote and share humanitarian activity experience and contribute to learning exchange.
5.1b Customer relations management system created and maintained at National Societies with employed staff over 100.
5.1c Applying the Federation-wide communication strategy
5.1d Disseminating the IFRC gender strategy training pack
5.2a Cooperation, coordination and dialogue are enhanced through regular Europe Zone National Society leadership meetings, dialogue platform meetings, Red Cross Red Crescent E.U. Office coordination group, Russian speaking networks, Mediterranean network, Balkan network and other National Society groupings (PERCO, ERNA, EPSG, ENY), with an aim of optimising communication and dialogue between members and their Secretariat.
5.2b Partnerships with EU, UN agencies, other external multilateral organizations and the private sector regarding our main areas of focus (Aging at the European level; TB and HIV (WHO, UNFPA), Disaster risk reduction, Climate change, migration and anti-trafficking) are developed
5.3 NSs are supported to implement the Bridging the Digital Divide project.
5.4a Continue assisting the NS in developing their strategic plans and adapting them to S2020 while using the

trained facilitators.
5.4b National Societies providing data on the seven FWRS indicators
5.5 The use of and adherence to IFRC Framework for Evaluations is promoted and supported
5.6a Assistance to National Society human resources development (training, guidelines and examples of good practices) is provided
5.6d Secretariat budgets are carefully monitored against implemented activities. Revision is made where necessary.

Measurement			
Indicators	BL	Annual Target ^[1]	Year to Date Actual
5.1a # subscribers to online humanitarian diplomacy Community of Practice	0	40	33
5.1b # of registered calls and emails per year	0	TBD	In the next reporting period.
5.1c # of NS participating in the Federation-wide communication strategy	0	5	In the next reporting period.
5.1d # NS using the IFRC gender strategy training pack	N/A	8	In the next reporting period.
5.2a # of new Movement alliances or partnerships.	N/A	5	2
5.2b # of joint initiatives, statements and positions developed with ICRC	N/A	5	In the next reporting period.
5.3a # NS with action plans in place to “cross the digital divide”.	3	6	See details in the comments.
5.3b # NS benefitting from the new ICT catalogue	0	-	In the next reporting period.
5.4a # NS with a strategic plan in line with <i>Strategy 2020</i> .	13	25	22
5.4b # NS providing data on all seven FWRS indicators.	24	30	24
5.4c # NS providing data on one or more FWRS indicator.	27	35	30
5.5a # project evaluations carried out.	3	5	In the next reporting period.
5.5b % of disaster operations which meet the criteria where an RTE was carried out.	100%	100%	There were no such big scale emergency operations that meet this criteria
5.6a # actions conducted to assist EZ NSs	2	4	In the next reporting period.
5.6b responses in Governance satisfaction survey.	0	TBD	In the next

[1] Targets set the degree of improvement on each indicator required to achieve the objective. In order to set the target you need to know the current level of performance (“baseline”). **Please note that targets in red are cumulative.**

			reporting period.
5.6c responses in NS satisfaction survey.	0	TBD	In the next reporting period.
5.6d % expenditure against budget of secretariat long term plans	90%	95%	90%

Comments on progress towards outcomes

Both in the strategic planning process and for the OCAC initiative, the Europe Zone Office has played the role of advisor and organized the needed human resources / facilitators from other National Societies to help those who were developing Plans of Action. A facilitator from the Netherlands Red Cross provided support to the Irish Red Cross to kick off the latter's strategic planning process, and a facilitator from Romania was helping the Lithuanian Red Cross in strategic planning.

The newly-established community of practice on Humanitarian Diplomacy (HD) is registering good results in terms of subscriptions, and is approaching fast to the target set for 2012. The overall goal is of course not just to ensure a high number of participants but particularly to engage them in active dialogue on humanitarian diplomacy issues, stimulating the discussion and encouraging the exchange of good practices. If need be, and in cooperation with the Adviser to the DoZ, it might be decided to open a separate page for HD practitioners in the Europe Zone.

The Europe Zone Office is using different fora, platforms, networks, and sub-regional groupings in order to increase dialogue with member National Societies. The Europe Zone Office is always invited to different meetings and networks (ENDOV, ERNA, PERCO, EPSG, EFPG, European Youth Network, etc.) and inputs are requested by member Societies. Our interaction with all networks is increasing, and our work is respected. Leadership meetings of different sub-regions are usually organized either regularly or on ad-hoc basis. Some of the National Societies that are part of a specific sub-region are taking lead (Balkan Conference, Baltic NSs' annual thematic gatherings) and in some other cases the role of the IFRC is more demanding. A Russian speaking leadership meeting will take place in September in Minsk, and this gathering is becoming a more or less regular forum. Our interaction with the network of Mediterranean NSs and with the Barcelona Office is very useful and productive.

Our interaction with ICRC in Europe is very good and based on common understanding, information sharing and regular meetings. The Europe Zone Office is regularly invited to the delegates' annual cooperation meetings, and our inputs and facilitation of certain sessions are expected. As a result of that we have reached Movement Coordination Agreements signed in ten countries in Europe, i.e. tripartite agreements signed by the NSs, the ICRC and the IFRC).

"Bridging the Digital Divide" projects were successfully completed last year in three National Societies (Romania, Moldova, and Turkmenistan). Follow-up actions and satisfaction surveys are done. A new round of digital divide projects is underway. In the reporting period, the National Societies of Kyrgyzstan, Tajikistan and Uzbekistan were selected for support. Practical work has already started with them.

Until the end of the reporting period a total of 22 National Societies completed their strategic planning process and adopted their Strategy that is aligned to the IFRC's S2020. Georgia, Poland, Armenia, Belarus, Finland, Kazakhstan, Luxemburg, Russia adopted the NS Strategic Plans during the first six months of 2012. Most of the National Societies adapting their new strategic plans are also involved in the OCAC process that supports this activity as well and puts a special emphasis on it. There is an expressed need for a kind of useful and practical toolkit for Strategic planning that supports the NSs throughout this process.

The number of National Societies reporting on all seven indicators⁹ is 24 NS (45%), including those NS contributing through data collection for the DFID partnership. The consolidated total of countries providing data

⁹ Any of the three people reached indicators) and the 5 other indicators (not including people donating blood)

on one or more indicator is 30 (57%). The response rate against each indicator for the 30 participating NS is varying from 56% to 100%. The lowest response rate is for the indicator number of people donating blood, as this is not always a standard activity of the National Society. In case we exclude this, the other indicator with the second lowest response rate is still the number of people reached as based on the NS feedbacks, the systems they have in place if not fully complying with the indicator definition, therefore it still needs to be adjusted to it.

During the reporting period additional 5 NSs signed up and made use of the FDRS platform in providing information on the key performance indicators (KPIs). Since the databank and the Federation-wide reporting system platforms were merged as mentioned under the indicator 1.2a, the delivery of the final product for the FWDRS platform has been delayed, which has also restricted the ability to fully roll it out and increase the take-up.

Stakeholder participation and feedback

- The technical and advisory support from the Secretariat's Europe Zone Office in Budapest is valuable and recognized, although the effectiveness of this kind of support is stretched with the large geographical area and numerous members to serve.
- Europe Zone Office engagement with ENDOV is appreciated and requested by the member NSs in the network.
- Technical support has been ensured to the European Youth Coordination Committee in organizing the 20th European Youth Cooperation Meeting, EYCM (Bulgaria 18th – 20th April), in developing the Plan of Action for 2012 – 2014 and in the related actions. The Final Report of the EYCM was widely disseminated to Participants, Youth focal points/coordinators, NSs' Presidents/Secretaries General, ENDOV and ERNA. An evaluation survey for the EYCM was launched by the EYCC and findings shared with EYCM participants.
- Technical support has been ensured to the European Youth Coordination Committee in developing its communication strategy in line with the Plan of Action for 2012-14 and in the related actions.
- Feedbacks from youth beneficiaries of the two projects implemented respectively by Romanian RC and Polish RC have been collected while implementing the activities. Feedbacks from Romanian RC volunteers involved in the project were collected during the IFRC monitoring visit and these feedbacks have allowed the NS to plan actions in order to better address the needs highlighted.
- Feedback from external partners such as the "VELUX Foundation" is generally very positive, and they really appreciate the work done by the Bulgarian Red Cross and the IFRC along the implementation of the "Social Programme for Children and Young People".
- Constant technical support has been ensured to several NSs in developing their DM strategy in line with the 2020 Strategies and in the related actions.
- The DM team and the NSs have applied integrated approaches to disaster management and risk reduction by linking strategies and activities for disaster preparedness (community based and institutional) with disaster response and recovery.

Key Risks or Positive Factors

Key Risks or Positive Factors	Priority High Medium Low	Recommended Action
High rate of NSs' participation in the European Youth Cooperation Meeting (Bulgaria, 18 – 22 April 2012), 41 participating NSs. This is expected to positively affect networking among Youth within the EZ	M	In order to further increase NS engagement in the RCRC European Youth Network as well as to further strengthen Youth engagement in regional and global initiatives.
Committed and skilled European Youth	M	Plan of Action finalized in line with

Coordination Committee (EYCC) for 2012 – 2014 and regular contacts between the EYCC and the Youth Commission. This is affecting positively the RCRC European Youth Network.		priorities identified during the EYCM, Monitoring and evaluation plan for the network needs to be finalized and adopted,
The overall long term objectives set in the LTPF can only be pursued subject to the strengthening of the DM Unit, now composed of only three people covering the whole Zone.	H	Reinforce the DM team
Represent Europe Zone in Shelter global team.	L	Continuously representing the Europe Zone in this meeting
For disaster response coordination, we should improve planning, performance management and accountability.	H	Continuous support to NSs in strengthening performance and accountability
Through Disaster Services department in Geneva, the DM team in Europe zone continues to collaborate with a number of scientific partners to improve the predictability of disasters and to use Red Cross Red Crescent networks to gather and disseminate timely and relevant information.	H	A more systematic and transparent approach to institutional early warning and early action should also support the longer-term impact of reducing disaster risk.
A systematic approach with DM in MENA Zone is done: sharing experience, co-facilitation of trainings, information sharing and bi-zone contingency planning.	H	Continuous with these activities and information sharing
Our ability to offer close, tailored and consistent DM support to European and Central Asian National Societies is an ongoing challenge due to the significant number of members supported by the Zone and the geographical area covered.	H	Develop an operational plan for DM activities for Europe Zone
Adequate financial support to resource the Disaster Management office and fund its activities.	H	Develop an operational plan for DM activities for Europe Zone
Based on lessons learned from emergency operations, the DM programme team has been working to produce a SoP for operations inside the Europe Zone Office.	M	Adapt the Europe SOP at the new global one
The overall long term objectives set in the LTPF can only be pursued by the strengthening of the Communications Unit, now composed of one person only.	H	To reinforce the Communications team, guaranteeing at least two full-time staff.
The current financial situation hampers the full implementation of the planned actions, particularly when it comes to the communications Capacity Building initiatives for NSs, which makes the currently listed target of four capacity building training courses per year unachievable.	H	Develop a communications strategy and a related annual operational plan for communications activities in the Europe Zone, so as to clearly identify the financial resources needed for the implementation. Based on existing resources, it is advisable to revise the target of four CB training per year to one.

Communications work undertaken in the reporting period has produced tangible results in terms of strengthening the EZ communications network and the RCRC European Youth Network, which are increasingly contributing stories and inputs to the Communications Unit and proactively contacting us to ask for support.	H	Maintaining and possibly improving current trends by guaranteeing the quality and consistency of service delivery to NSs relevant focal point for communications and youth.
---	---	---

Lessons learned and looking ahead

- Major external trends in Europe and globally have linkages to the financial and economic crisis. It was visible that the European National Societies were coping differently with the impact of socio-economic crisis. Some of them are very resilient and able to adjust to the new situation and the new external environments that are affecting our work. The best example is the Icelandic Red Cross that was the first Society exposed heavily in 2008 to the first wave of the economic crisis. Some other Societies were also able to undertake serious reform and adjustment measures, and, at the same time, to stay relevant in the national contexts. Other National Societies are yet to embark on the change processes. In the time of economic crises, shortcomings and weaknesses tend to come to the surface and easily get preserved. The Europe Zone has a number of National Societies that are heavily dependent on external funding primarily from traditional Red Cross channels. This is posing an immediate threat to these NSs since many of our traditional Red Cross donors are forced to re-focus their international development assistance in the light of the economic crisis.
- The National Societies in Europe Zone which have been involved in the OCAC self-assessment exercise have shown a strong commitment to the process and demonstrated their readiness to have an open dialogue on how RC/RC organizations could remain relevant in an ever-changing context and at the same time scale up their activities as to reach more vulnerable people. Thus, it is important to maintain a dialogue with the NSs and technically support the development of action plans as the follow-up to the OCAC recommendation reports produced. Taking into account the number of re-occurring challenges faced by the respective NSs, further tailored support to the NSs has to be linked with OCAC outcomes so as to have coherent approach to the development.
- Generally speaking, the European context of disaster management can be characterised by an increasingly complex, politicised space which is populated with new actors. The number of natural disasters is increasing – especially small and medium scale hydro-meteorological disasters. Rapid urbanisation and population growth have resulted in more people being affected by disasters at greater costs to the affected nations' economy. There is an obvious need for coordinated and geographically consistent investment in disaster risk reduction and preparedness for response to address the trends. Those actions need to address the issues of urbanisation and disaster response, climate change adaptation, technological disasters and their scale.
- The RC/RC needs to examine how it will engage with increasingly operationally effective regional disaster response mechanisms that are supported by information and operations management structure that are functional on a 24/7 basis. The Europe Zone Office may usefully champion integrated programming within the membership, since there is significant convergence in the activities of amongst National Societies as a result of national public authorities adopting integrated approaches to emergency management. National linkages between DM and Social Service / health programming should be exploited. Particularly vulnerable groups which are common to both programming areas are people with disabilities (PwDs), elderly people, children and migrants.

- Since January 2012, after the restructuring of the architecture of the Europe Zone Office, and the repositioning of the Communications Unit under the Operations Division, the Communications Unit has strengthened its collaboration with the different Programmes units, focusing more closely on communicating around existing programmes. Funding and resources permitting, over the next six months the Communications Unit will focus on the capacity building in communications of EZ NSs and, in collaboration with the EZ Youth delegate, on the re-launch of the RCRC European Youth network, through the collection of case studies promoted on the EZ newsletter and through web-based communications and social media.

Financial situation

Click here to go directly to the financial report.

http://www.ifrc.org/docs/LTPF/Process/LTPF/2012/SP5LTPF_12myrf.pdf

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 Disaster 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.

www.ifrc.org
Saving lives, changing minds.



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

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of nonviolence and peace.

Find out more on www.ifrc.org

Contact information

For further information specifically related to this report, please contact at the IFRC Europe Zone in Budapest

- **Anitta Underlin, Director Europe Zone**, phone: +36 1 8884 501; fax: +36 1 336 1516; email: anitta.underlin@ifrc.org
- **Evgeni Parfenov, Head of Operations**, phone: +36 1 888 4500; fax: +361 336 1516, email: evgeni.parfenov@ifrc.org
- **Getachew Ta'a, Head of Corporate Services and National Society Support**, phone: +361 888 45 18, fax: +361 336 1516, email: getachew.taa@ifrc.org,