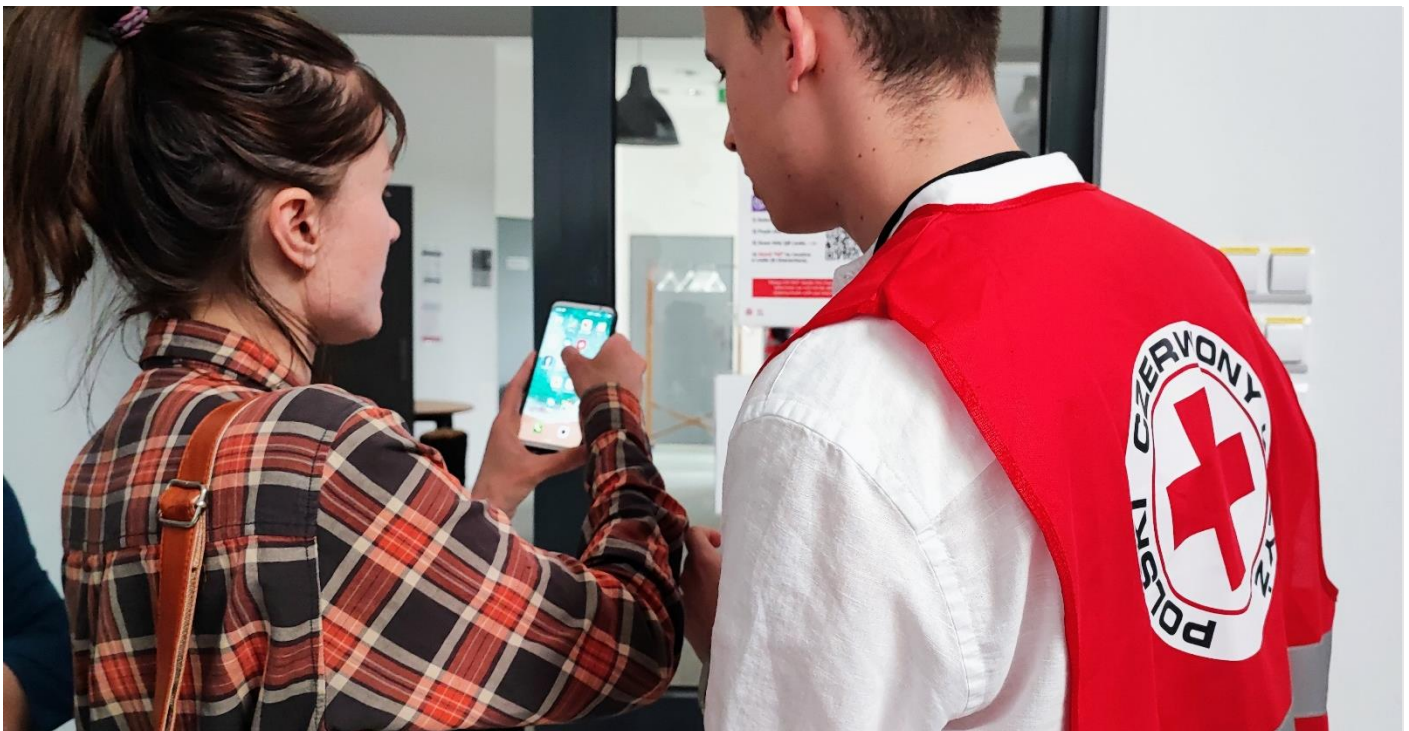


OPERATION UPDATE REPORT

Ukraine and Impacted Countries Crisis

Emergency appeal №: MGR65002 Preliminary Emergency appeal launched: 28/02/2022 Emergency Appeal launched: 12/04/2022 Revised Operational Strategy published: 23/05/2022	Glide №: OT-2022-000157-UKR
Operation update #3 (3-month update) Date of issue: 05/07/2022	Timeframe covered by this update: From 28/02/2022 to 31/05/2022
Operation timeframe: 24 months (28/02/2022- 29/02/2024)	Number of people being assisted: 3,600,000
Funding requirements (CHF): CHF 550 million through the IFRC Emergency Appeal CHF 1.2 billion Federation-Wide	DREF amount initially allocated: CHF 1 million

The IFRC Emergency Appeal, which seeks CHF 550 million as part of the Federation-wide ask, has received as of the publication of this report, [CHF 267 million in confirmed hard-pledge funding](#). Further funding contributions are needed to enable the Red Cross Societies in the region, with the support of the IFRC, to continue to provide humanitarian assistance and protection to people affected by the on-going crisis. As part of a global, Federation-wide response to the crisis, which includes [response activities by 33 National Societies](#) in 30 countries, a total of CHF 946 million has been raised by the IFRC network in 42 countries (with a total expected income of CHF 1.128 billion).



Volunteers of Polish Red Cross and IFRC staff working in a Cash Assistance distribution center. Refugees receive information and, after that, they are registered to the program. Friendly spaces for children and exit surveys are being implemented as part of the project. Photo: Carla Guananga, IFRC

The Federation-wide approach includes

- A **Federation-wide country needs assessment and implementation plan** with common indicators
- A **Federation-wide funding ask** to ensure linkages between all response activities (including multilateral, bilateral and activities funded domestically by National Societies assist in leveraging the comparative advantages of each partner; and the capacities of all members of the Federation in the country to maximize the collective humanitarian impact.
- A **Federation-wide monitoring and reporting framework** to standardize monitoring and reporting and ensure accountability and transparency. The Federation-wide monitoring covers reporting on different activities of National Societies, standard indicators across the IFRC, and financial information. The data collected through this process is shared on the [GO platform](#) with public visibility and draws a global picture of the response.

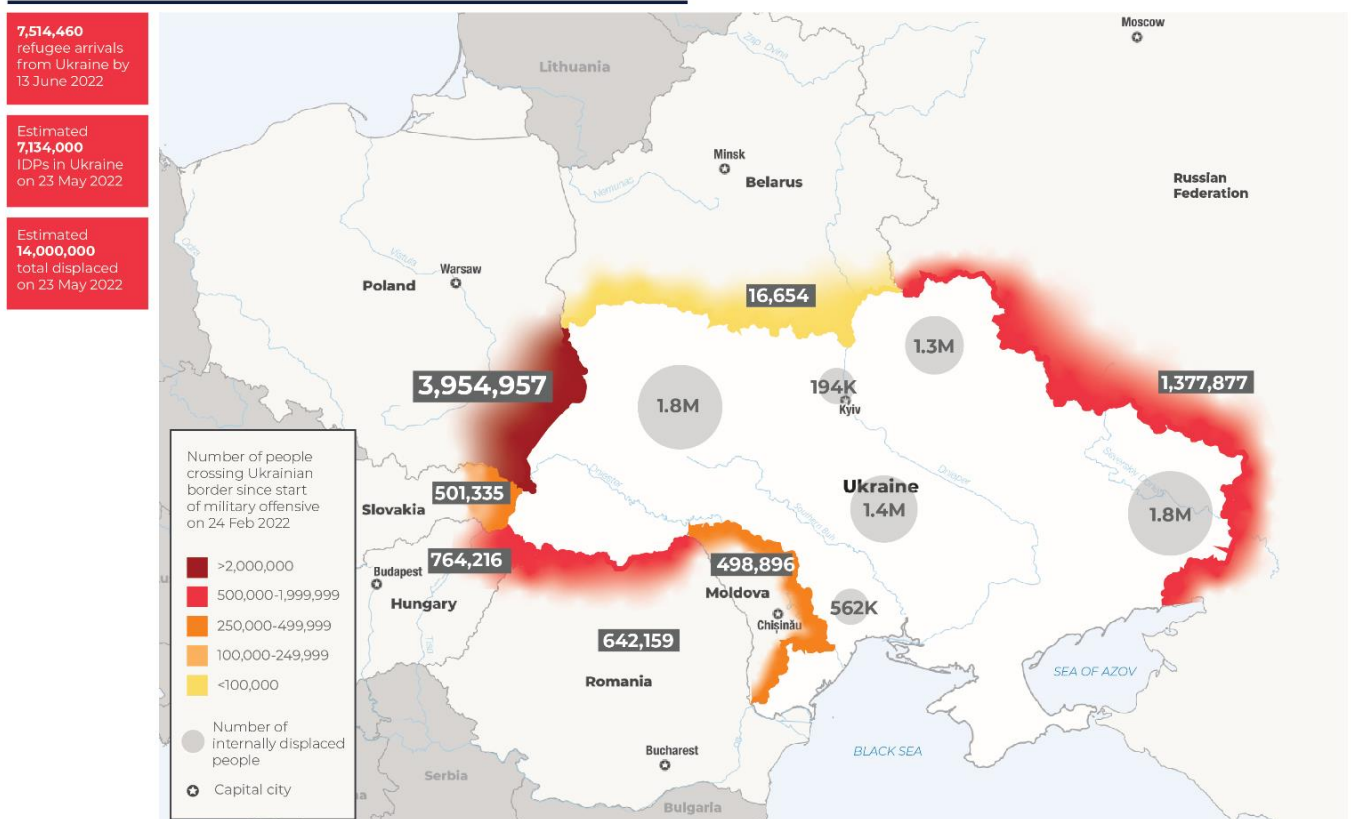
SITUATION ANALYSIS

1. Description of the emergency

Around 8 million¹ people have fled Ukraine into neighbouring countries since the beginning of the armed international conflict on 24 February 2022. Most of those fleeing Ukraine have entered the immediate neighbouring countries, primarily Poland, Russia, and Romania (see the map below for estimated figures). Beyond the immediate neighbouring countries, Germany, Czech Republic, France, Greece and Spain have indicated the highest number of refugees' registrations for international protection.²

Updated: 15 June 2022

Magnitude of IDPs and People Crossing Ukraine's Borders Ukraine and Impacted Countries Crisis



The maps used do not imply the expression of any opinion on the part of the International Federation of Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities. Data source for people crossing borders: UNHCR Ukraine Data Portal, 13 June 2022. Data source for people crossing the Russian border: EMERCOM of Russia, 20 May 2022. Data source for people displaced within Ukraine: UNHCR/IOM, 2 June 2022.

¹ UNHCR, 15 June 2022, For Russia, EMERCOM 20 May 2022.

² [Situation Ukraine Refugee Situation \(unhcr.org\)](#), 15 June 2022

The number of people moving into neighbouring countries continues to be much lower than at the start of the conflict. At the same time, more than 2.5 million Ukrainians have entered back to Ukraine since 28 February 2022. However, this figure reflects cross-border movements and does not indicate permanent returns.³ IFRC is closely monitoring the flow of people to anticipate needs and situations, which changes daily.

A further 7.13 million are estimated to be internally displaced within Ukraine, more than half of whom originally resided in the eastern regions of the country.⁴ This reality indicates that the geographical needs within the country are fluid as the context evolves and as populations seek refuge in other parts of the country.

Critical infrastructure has been affected, damaged, or destroyed, including approx. 1,900⁵ educational facilities and nearly 300⁶ health facilities. Many pharmacies are closed, and stocks of medicines are low, leaving people without access to health care and life-saving medicines. Hundreds of thousands of people are living without access to basics, such as water, food, and electricity.

Access to medical supplies, food, water, utilities, and other vital goods and services deteriorates, which pushes people to seek refuge to meet their basic needs. For those who have left Ukraine, people without social and family networks are increasingly struggling to find or cover the cost of accommodation. Host families face increased pressure to offer support in the immediate and longer-term. After two years of responding to the Coronavirus disease (COVID-19) pandemic, health systems in neighbouring countries are also struggling to meet increasing demands. Given the nature of this crisis, people affected will face long-term mental health needs that those existing resources may not be able to support.

Severity of Humanitarian Conditions



With more than 5,500⁷ documented attacks on vital civilian infrastructure across Ukraine, the conflict has damaged crucial supply chains and restricted access to services and goods. The bigger concentrations of damages are in Luhansk, Kiev, and Kharkiv oblasts. According to Ukrainian estimations, **the direct civilian infrastructure damage would equal at least 2.6 billion USD**. Total physical losses for Ukraine's economy as a result of civilian infrastructure damage could have reportedly reached 104 billion USD.⁸ Attacks on civilian infrastructure are highly likely to remain prevalent amid active hostilities in Ukraine.



Critical medical supplies are becoming increasingly scarce, including medications and oxygen, putting growing pressure on an already deficient healthcare system. According to the World Health Organization (WHO), the health system in Ukraine has been severely disrupted, with around 300 health facilities situated in areas affected by hostilities and 1,000 health facilities in changed areas of control.⁹ The high concentration of IDPs in the east of the country is overstressing the existing health facilities. Moreover, healthcare staff and facilities themselves are impacted in the hostilities, harming the security and delivery of impartial and efficient health care. Diminished capacity to provide basic health care along with disruptions of safe drinking water risk causing outbreaks of serious diseases, such as cholera.



The shortage of agricultural workers, destruction of food production infrastructure, and reduced access to arable land are likely to result in **decreased food production and availability in Ukrainian markets along with exacerbated food insecurity in short**. It has been estimated that 20-30% of winter crops areas are likely to remain unharvested

³ [UNHCR](#), 15 June 2022.

⁴ [IOM Ukraine Internal Displacement Report](#). 23 May 2022.

⁵ [The Ukrainian Ministry of Education and Science, Ukraine Data Explorer \(humdata.org\)](#), 15 Jun 2022.

⁶ [WHO Surveillance System for Attacks on Health Care](#). 13 May 2022.

⁷ [Airtable - ACAPS Ukraine Civilian infrastructure damages dataset](#)

⁸ [Kyiv School of Economics \(kse.ua\)](#), 9 June 2022.

⁹ [OCHA. Ukraine: Humanitarian Impact. Situation Report. 15 April 2022](#); [SSA Home | Index \(who.int\)](#)

during the 2022-2023 season.¹⁰ Additionally, nearly 15% of agricultural storage capacity is in areas outside the control of Ukraine's government.¹¹ A risk for the remaining storage facilities is, however, posed by their location in the vicinity of transportation hubs which are likely targets of active hostilities. At individual level, above-average levels of food stocks and/or financial resources will likely serve as buffer for some households for a certain period.¹²



Estimated 4.6 million people in all Ukraine have no proper access to safe water whereas estimated 1.4 million people currently have no water supply in the eastern part of Ukraine. Hostility-related damage to infrastructure and power cuts put an additional 4.6 million people across Ukraine at risk of losing access to piped water.¹³



Conflict premises have the tendency of posing risks of conflict-related sexual violence, trafficking for sexual exploitation, and abuse of vulnerable groups. Leaning on this trend, it is worth noting that women, children, older people, people with disabilities, and other **vulnerable groups comprise more than 90% of the refugees fleeing Ukraine.**¹⁴ Recent observations have also noticed a high number of unaccompanied children among refugees. Transgender people relying on hormone replacement therapy have reported inadequate access to the medication they rely on. Immigrant women's employability in European labor markets is a recognized challenge compared to the non-immigrant population. To an extent, childcare issues have made high-educated women receive lower-skilled jobs that enable more flexibility. A higher number of refugee women in low-pay jobs, in turn, increase the likelihood of them dropping into lower income deciles. In comparison to non-immigrant women, immigrant women's probability of ending up into the lower income decile is assessed 61%¹⁵ higher. The consequent risks include exposure to human trafficking and sexual exploitation. In various cases, displaced women and children face security issues that derive of informal and unvetted sources of shelter, which poses a potential security risk.



Migration flows in this crisis continue to be complex. While more than 7 million of internally displaced persons (IDP) remain in Ukraine, at least 8 million refugees have fled to neighbouring countries and beyond. The consequent population movement entails almost 15 million individuals.¹⁶ Additionally, nearly 2.5 million have crossed back into Ukraine.¹⁷ These crossings include pendular movement back and forth as people travel to check, for instance, their houses and family members. For the time being, although this enables only precarious conclusions of returnee movement trends it should be taken into consideration in preparation of a long-term plan to support returnees. The several profiles could increase the risk for those people who are out of the current international protection mechanism adopted along the transit and host countries, such as irregular migrants no applicants to TPD and others.



Neighboring countries' capacities to provide long-term and safe shelter are being stretched due to some **plausible short-term challenges.** First, the development of solidarity among local people toward refugees should be monitored, which can weaken as the conflict remains a static everyday phenomenon. During the latter half of 2022, willingness and/or capacity to accommodate new refugees or continue accommodating current ones could diminish. Second, it is worth remembering that many refugees are opting for self-funded private housing in destination societies and, a considerable share of their financial resources goes to housing. Therefore, host governments decreased direct economic support to refugees

¹⁰ FAO [Information Note](#)

¹¹ Ibid.

¹² [Food and Agriculture Organization \(FAO\). Ukraine - Humanitarian response update. 11 April 2022.](#)

¹³ [OCHA. Ukraine: Humanitarian Impact. Situation Report. 15 April 2022.](#)

¹⁴ UNHCR, Ukraine Regional Refugees Response Plan and Flash Appeal, April 2022.

¹⁵ [VOX, CEPR Policy Portal \(voxeu.org\)](#), 17 June 2022.

¹⁶ IOM, Ukraine International Displacement Report, General Population Survey, round 4, 3 May 2022.

¹⁷ [Situation Ukraine Refugee Situation \(unhcr.org\)](#), 17 Jun 22

would also diminish refugees' economic resources available for housing. As an example of this is the Polish government's decision to cut its economic support to refugees. Third, in some countries, especially Poland, a high number of refugees has increased the number of inhabitants in bigger cities, such as in Gdansk and Krakow where the increase has been 34% and 23%¹⁸, respectively. More population has the potential of increasing demand for apartments and, consequently, the overall rent level. This phenomenon could also provoke social tensions since higher rents affect local population's living standards as well. Beyond self-funded housing arrangements, hotels and guesthouses in neighboring countries are reportedly pressuring accommodated refugees to leave in order to take advantage of the peak tourism season.



The conflict is adversely affecting children's access to education. Moreover, it is worth recalling that the conflict follows the COVID-19 pandemic which closed Ukrainian schools for nearly eight months. In Ukraine, schools are either operating in distance modalities or have suspended learning activities. Ukrainian school-age refugee children outside of the country, in turn, struggle with language barriers and transportation in host countries. Although most of the conflict's implications on human capital will materialize in longer term, the losses are estimated to have reached at least 90 billion USD¹⁹ at the time of writing. Reportedly, around 5.7 million school-aged (3-18) children would have been affected by the conflict.²⁰ Amongst the IDPs in May 2022, 52% of households reported at least one child between 5 and 17 years.²¹ Reportedly, among refugee fleeing Ukraine, around 2.5 million are children.²²



The conflict in Ukraine is also unleashing a **three-dimensional crisis in food, energy, and financial markets**. Soaring staples prices, energy price hikes and supply shortages are increasing pressure on households worldwide in the poorest countries, likely to push up to 323 million people into acute levels of food insecurity.²³ The Russian Federation and Ukraine produce around 30 per cent of the world's wheat and barley, one-fifth of its maize, and over half of its sunflower oil. In addition, the Russian Federation is the world's top natural gas exporter and second-largest oil exporter. Belarus and the Russian Federation also export around a fifth of the world's fertilizers.²⁴ Preliminary analysis suggests that as many as 1.7 billion people in 107 economies are exposed to at least one of three risks, mostly in Africa, Asia and the Pacific, and Latin America and the Caribbean.²⁵

¹⁸ [UMP_raport_Ukraina_ANG_20220429 \(metropolie.pl\)](#)

¹⁹ [Ukraine's recovery challenge | VOX, CEPR Policy Portal \(voxeu.org\)](#)

²⁰ [Ukraine education rna initial report 2022_06_08_mr_al_final.pdf](#)

²¹ UNICEF, Ukraine Humanitarian Situation Report No. 12, 10 May 2022

²² [Ukraine | Situation Reports \(unocha.org\)](#)

²³ [UN. Global Impact of war in Ukraine on food, energy and finance systems. 13 April 2022.](#)

²⁴ [OCHA. Ukraine: Humanitarian Impact. Situation Report. 15 April 2022.](#)

²⁵ [UN. Global Impact of war in Ukraine on food, energy and finance systems. 13 April 2022.](#)

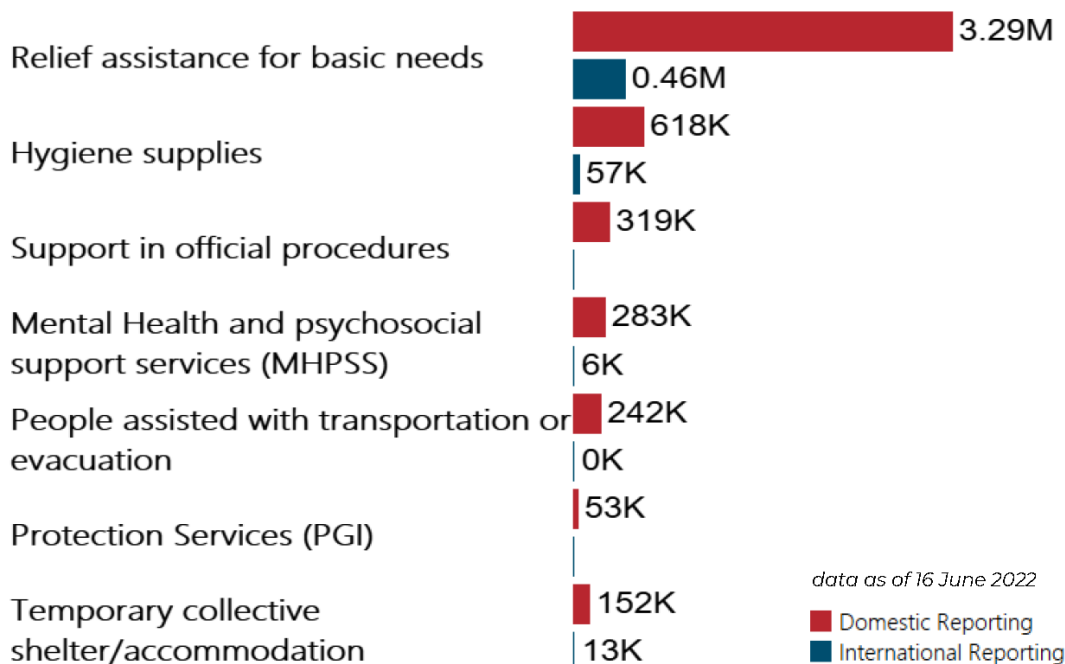
FEDERATION-WIDE SUMMARY OF RESPONSE

Ukraine and impacted countries crisis Operational Update
Federation-wide Overview | 16 June 2022

Response at a glance

33 National Societies reported their domestic or international activities. 30 of these are European National Societies, out of a total number of 45 in Europe.

People reached with



141,229 people received multipurpose cash

CHF **12.6M** have been distributed



Volunteers involved in the operation

114,826 domestically, **111** internationally



164,414 tons of goods distributed by National Societies



Humanitarian Service Points/ distribution points

354* domestically, **1** internationally

*The number reported previously included information points. Both figures will be monitored separately in the future.



85,487 people trained in First Aid domestically



Branches responding

2,021 domestically, **38** internationally



1,957 people accommodated by host families

* Figures in this overview are rounded to the nearest figure for ease of reading. Exact figure for each indicator is available on GO platform.



Ukraine and impacted countries crisis [Financial and Operational dashboards](#)

Explore more National Society data on the [Federation-wide Databank and Reporting System \(FDRS\)](#)

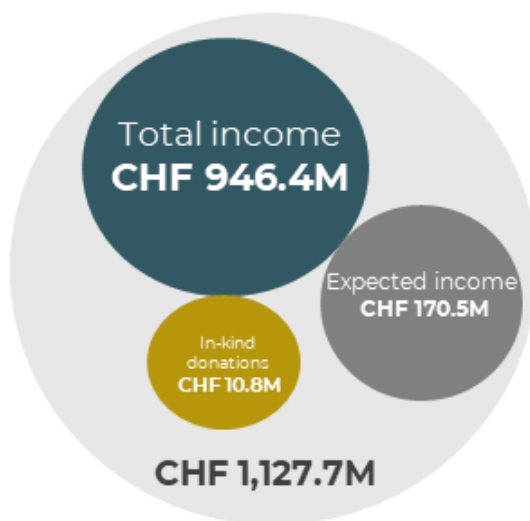
Financial data

Since the beginning of the Ukraine and impacted countries crisis, IFRC obtained financial data from 42 National Societies, 34 reports through Federation-wide data collection and 8 reports through secondary sources. National Societies are not required to give full income and expenditure breakdowns, so the number of reporting National Societies might not be consistent across different sections and breakdowns might not add up to the total figures provided.

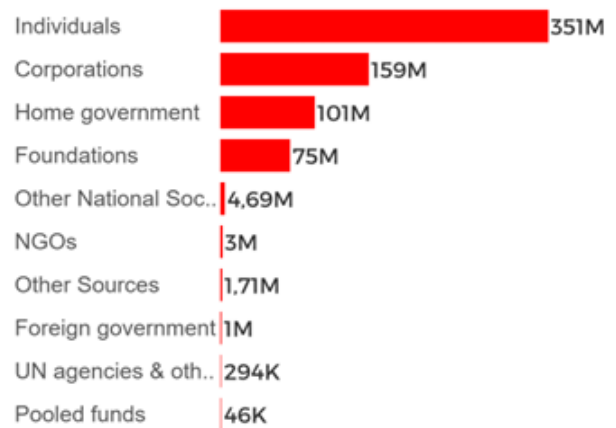
Income

CHF 946.4M

Income data is available for 42 National Societies, out of which 26 with a full or partial breakdown



Sources of income (CHF)



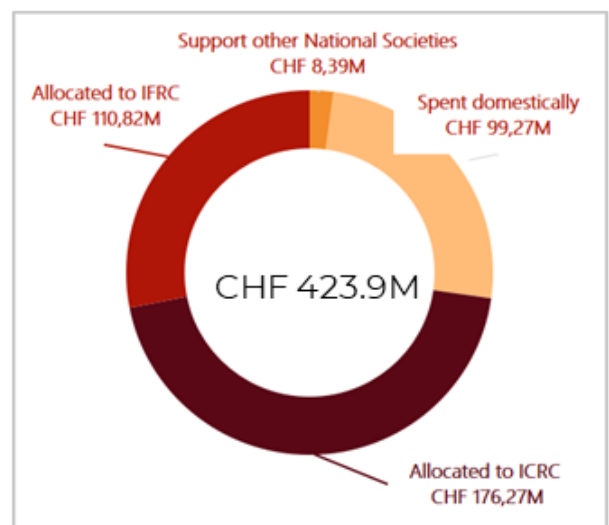
Expenditure/Allocated Funds **CHF 423.9M**

Expenditure data is available for 24 National Societies, out of which 22 with a full or partial breakdown

Many National Societies have highlighted that reports are based on estimations and allocations might be based on initial plans and discussions.

National Societies might report financial figures in their local currency. FDRS uses an average exchange rate over the month before the reported date to convert the currency to Swiss Francs.

This chart shows the expenditure and fund allocation breakdown reported as of 16 June 2022 by National Societies



Financial Supporting Links

Total expenditure (CHF)

12.71M

of PNSs reporting

19

of countries of implementation

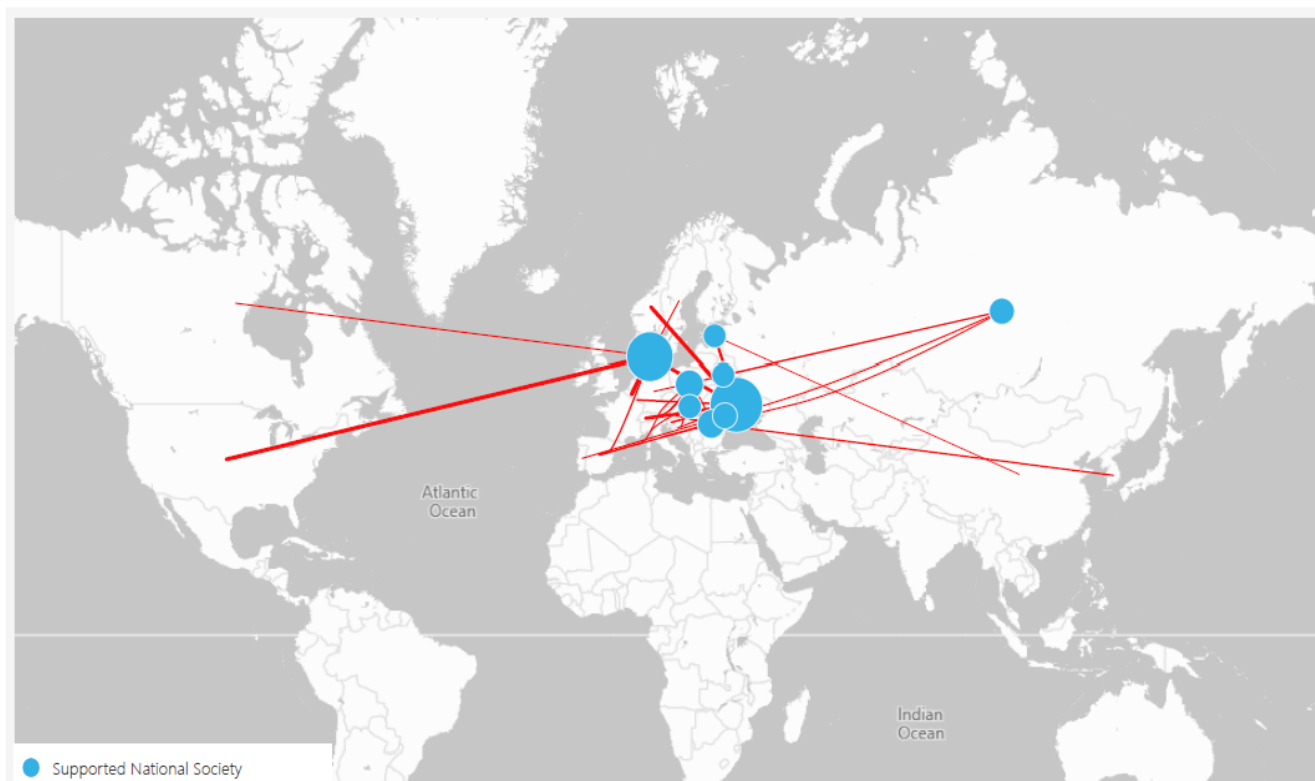
10

Top 10 Supporting Partner NS



Since the beginning of the Ukraine and impacted countries crisis, IFRC obtained financial supporting links data from 19 National Societies showing the solidarity that has taken place within the federation since the beginning of the response.

The financial links lead for the most part to the most impacted countries by the crisis. This in order to directly support the local response of the implementing National Societies. In addition to direct financial support from the Federation, this support enables National Societies to increase their capacity to respond to the crisis.



Federation-Wide Supporting Links Map as of 16 June 2022



Ukraine and impacted countries crisis [Financial and Operational dashboards](#)

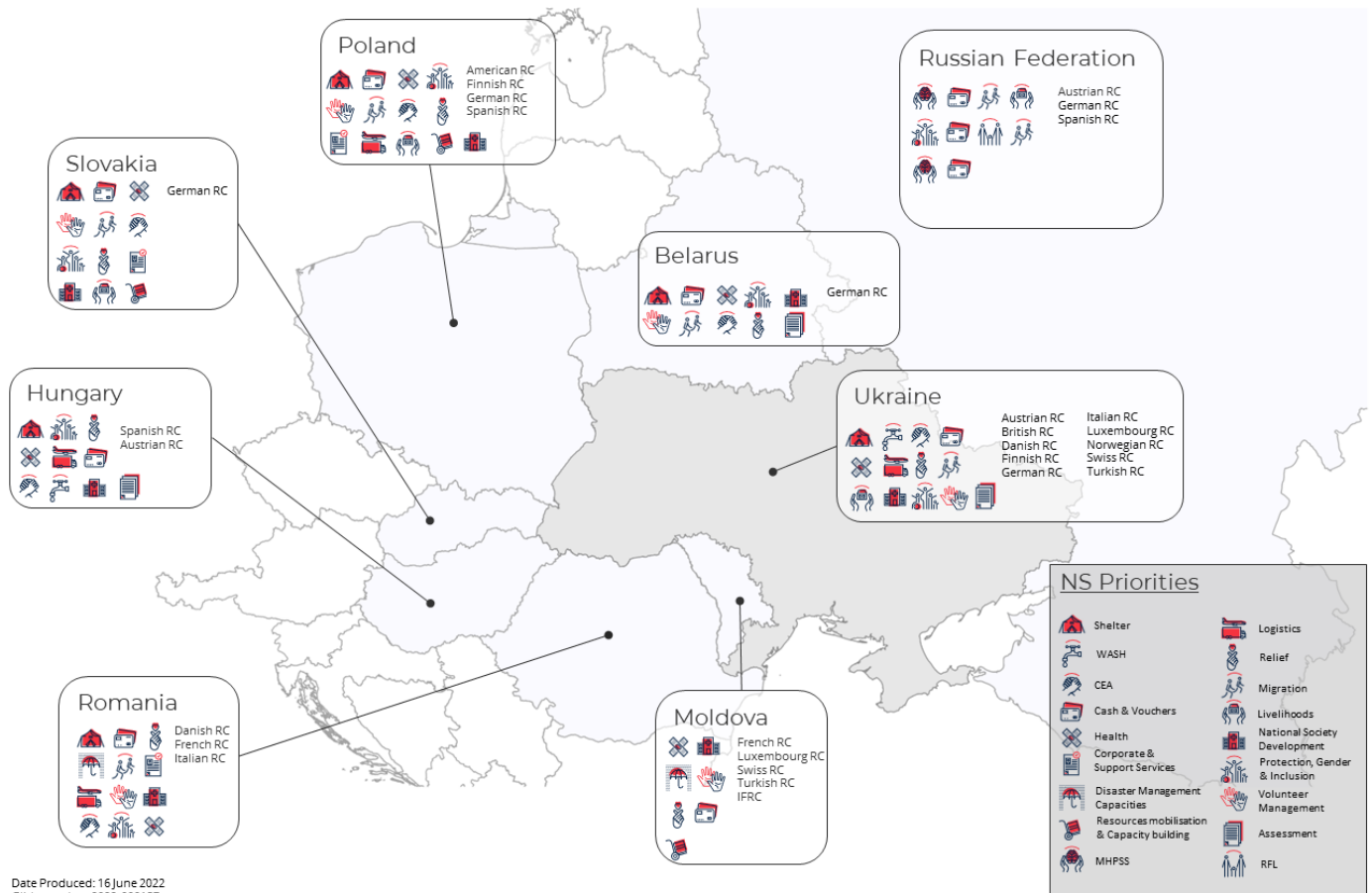
Explore more National Society data on the [Federation-wide Databank and Reporting System \(FDRS\)](#)

IFRC Membership Coordination

The scale and extent of this crisis are unprecedented and has mobilized a significant response from across the IFRC-wide network. Many National Societies have responded internationally to support the sister National Societies, such as URCS, either through the IFRC Appeal or through bilateral support, while many others are working in their own countries to support people arriving.

IFRC membership priorities and presence

Ukraine and Impacted Countries Crisis



Date Produced: 16 June 2022
Glide number: 2022-000157
The maps used do not imply the expression of any opinion on the part of the International Federation of Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities.
Produced by SIMS
Sources: GADM, IFRC

Public

In Ukraine, the IFRC is represented by its Secretariat and several Partner National Societies with an established presence in-country: Austrian Red Cross, Danish Red Cross, Finnish Red Cross, German Red Cross, Italian Red Cross, Luxembourg Red Cross, Norwegian Red Cross, Swiss Red Cross, and Turkish Red Crescent. Partners are working to ensure that URCS has the appropriate technical and management support and the human resources capacity to deliver support to people affected. To ensure effective Membership coordination, the IFRC has mobilized membership coordination support through the Regional Office for Europe to build appropriate channels for membership engagement and coordination at regional and across all country levels in Ukraine, neighboring countries, and countries beyond those bordering Ukraine. Multi-level and multi-sectoral coordination mechanisms have been established by IFRC teams, bringing together representatives and experts of all Member National Societies that are present in-country. IFRC teams in country and on the regional level are facilitating coordination

- between National Societies' on priority areas of engagement in the affected countries,
- the Partner National Societies' support across the response operation,
- sharing information on trends and challenges in the response, and the context,
- identification of solutions to ensure that all the members can engage in an adequate response

- working towards harmonization of approaches through multiple levels of sectoral working and coordination groups, as well as facilitating discussions on a leadership level.
- by representing the plans and actions of the Membership through a Federation-wide planning, monitoring and reporting approach

Through the coordination with the [Red Cross EU Office](#), IFRC maintains the coordination relations between the members and EU decision-makers and stakeholders, sharing the operational highlights and the extensive experience and expertise of the membership. From the beginning of the operation, a member of the surge team was deployed to this office to liaise directly with the operation and contribute to the coordination.

The Informal Coordination Group (ICG) has met several times both in person in Budapest and in Ukraine, and remotely, with 22 National Societies participating.

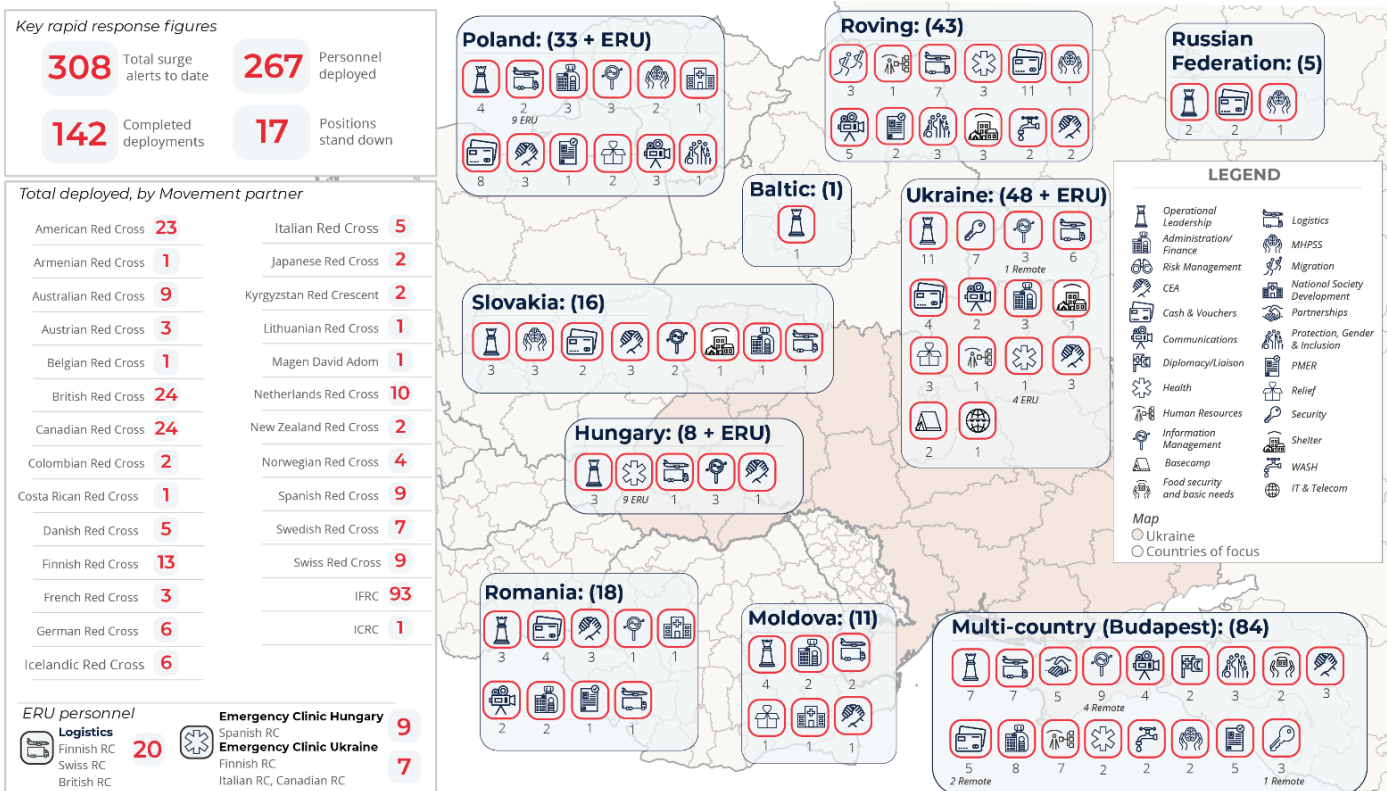
Since the launch of the Emergency Appeal and the activation of the IFRC surge system, [267 IFRC Rapid Response personnel](#) from 25 National Societies and IFRC Secretariat staff have been deployed to support the National Societies in Ukraine, Poland, Slovakia, Hungary, Romania, Russia, and Moldova.

Updated: 04 May 2022

Rapid Response/ERU Personnel Deployed Ukraine and Impacted Countries Crisis



The following **Rapid Response / ERU personnel** have been deployed to this operation. This team is supporting the **Ukrainian Red Cross Society (URCS)** and neighbouring **National Societies** to provide humanitarian aid to the population affected by the crisis.



Movement Coordination

Building from the learnings of the SMCC initiative and spirit, the response to the crisis in Ukraine has been in full coordination from the entire Red Cross Red Crescent Movement, bringing together the expertise and capacities of all actors. In view of the complex, intricate and multi-layered nature of this crisis, and given the scale and diverse nature of the needs, it is critical that our Red Pillar, the Red Cross Red Crescent Movement, continues to coordinate and collaborate in full complementarity to maximize our humanitarian response and impact to people in need.

Based on decisions of the mini-summits meetings held across most countries covered by this appeal (Ukraine, Poland, Moldova, Russia, Hungary), the centrality of the host National Societies has been reaffirmed as the principal convener in their own countries, with support of IFRC and ICRC as co-conveners, based on agreed upon roles and responsibilities. The primary responsibility of the convening role is to bring around the table all Movement components that wish to contribute to the collective response as per their available resources and know-how. In addition, strategic coordination between the two international components remains a priority at all levels of operational implementation. This is supported by Movement coordination between the IFRC and ICRC at the regional level, through the two Regional Offices and at a technical support level in Geneva. An Administrative Services Agreement has been signed between IFRC Global Services Centre and ICRC in Budapest to facilitate the establishment of the ICRC Regional Office since mid-March 2022. This mechanism is replicable in other countries as needed. The 2022 Council of Delegates adopted Resolution 8 “Movement Coordination for Collective Impact Agreement (Seville Agreement 2.0)” which gives the Host National Society greater responsibility for the coordination of the Movement’s international activities in its own country and reaffirms that there needs to be consistent investment in and coordinated support for National Societies. The agreement commits the components of the Movement to leverage their complementary strengths and to do better and more for people in need. To this purpose, the coordination platforms for operational situations that have been established in the Ukraine and impacted countries operation largely mirror those set out in the new Seville agreement, namely Movement coordination takes place at strategic, operational and technical level.

In Ukraine, the Movement has built on the robust, existing Movement Coordination functions and relationships to support coordination with URCS at the center. A Movement Coordination Officer has been deployed and has set up a Movement Coordination framework of strategic, operational, and technical level meetings and support. Movement coordination in Ukraine also includes bringing together the various regional approaches into more coherent national approaches, coordinated by the URCS at a national level and assisting URCS in capacity and critical human resource needs. Strategic level meetings between the URCS, IFRC and ICRC are firmly in place, and operational level coordination meetings, including the Movement Emergency Operations Centre (MEOC) involving partner National Societies, are up and running. There are also specific meetings set up to work in complementarity on priority areas of the response. Technical-level Working Groups are also set up to help coordinate Cash Programming, Relief, Logistics, Health, and National Society Development, and are meeting regularly. Movement Coordination in the country aims to support the URCS to lead the response nationally across all areas.

In those countries neighboring Ukraine, the IFRC is working closely with the National Societies to develop a clear strategy to respond to the rapidly evolving situation in each context. This has included working with Host and Partner National Societies in each country to provide technical and human resources support scaling up services for people on the move or staying in their countries. This includes support for areas such as cash assistance scale up or volunteer management and deployment of digital solutions. The ICRC is also engaged in four of these countries – Belarus, Moldova, Poland, and Russia. Movement coordination frameworks have been set up to bring together Movement actors and streamline approaches, with coordination and technical support from both Regional and Geneva levels.

Given the sensitivities of this context, official communications from IFRC, ICRC, and affected National Societies are being crafted in close coordination and cooperation. All Movement partners carefully consider messages to ensure the safety of volunteers and staff directly involved in the response operations and access and acceptance in the affected areas, and trust by local communities and all parties involved.

In addition to the country-level coordination, the ICRC will also convene the global and regional discussions on Ukraine. The ICRC and IFRC will work with the URCS to ensure coordinated reporting and communication on the response through media and social media channels and through formal reporting and tools such as the [Movement Picture](#), whose first version has recently been published.

The IFRC and ICRC have also set up a series of joint briefings to Permanent Missions and donors to ensure that they give a clear and complementary overview of the response and speak to partners with one voice.

Summary of response in Ukraine and neighbouring countries²⁶



UKRAINIAN RED CROSS SOCIETY CAPACITY AND ONGOING RESPONSE

Core areas of operation



Number of staff:	535
Number of branches:	224 registered branches
Number of volunteers:	2,720 regular registered volunteers nationwide, with up to 8,000 volunteers actively responding. Out of them, 3,000 new volunteers registered across the country within one week, supported by a new onboarding mechanism.

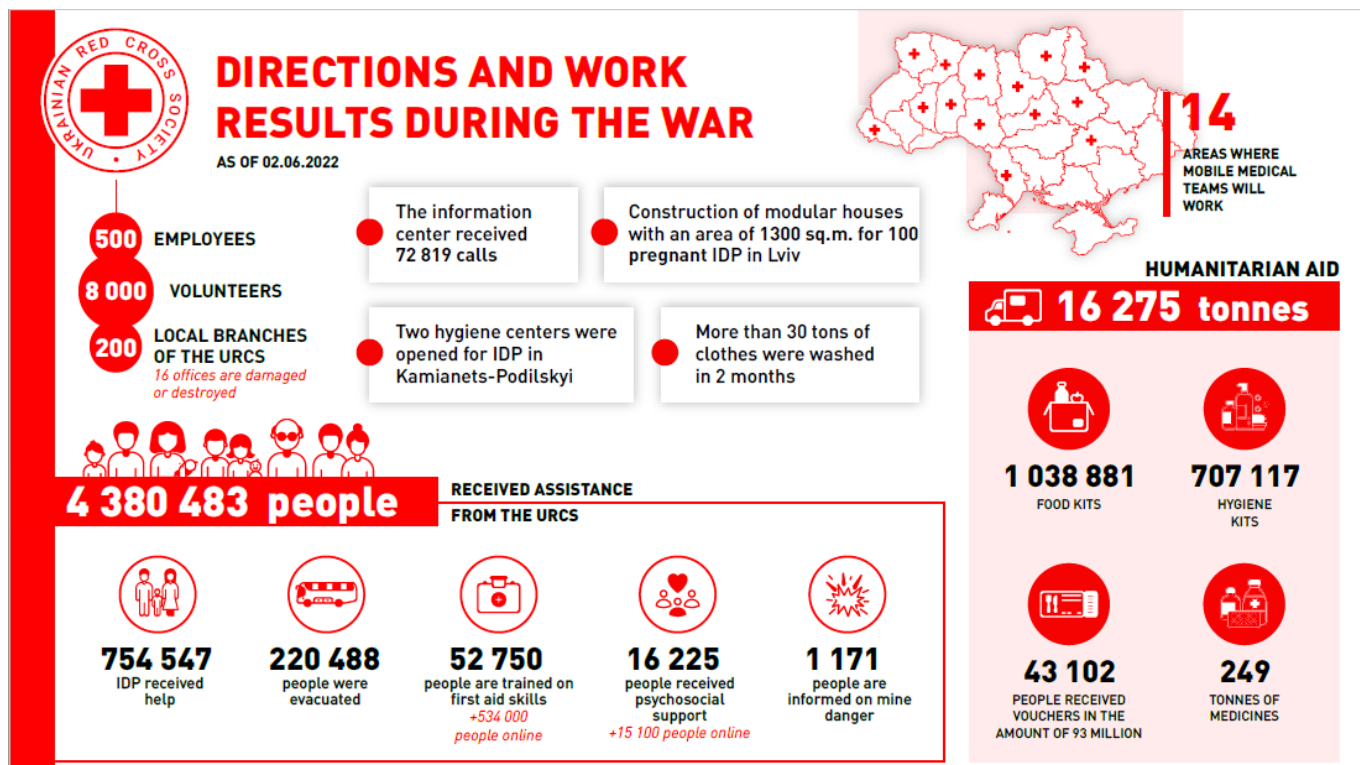
The aim of the Ukrainian Red Cross Society (URCS), founded in 1918, is to ensure human life is protected and to prevent and mitigate human suffering during armed conflicts and natural disasters. The URCS also supports medical services and public healthcare services, assisting the public authorities of Ukraine in their humanitarian activities. Since 2014, URCS has responded to the needs of persons affected by the conflict in Donbas.

Over 2 million people have received assistance from the URCS with the release of emergency relief stocks, the voluntary evacuation of people trapped by the conflict, delivery of food, water, hygiene items, blankets and shelter items dispatched to seven regions in Ukraine to people taking refuge in shelters, voucher assistance, first aid training and first aid and psychosocial support (PSS) interventions. Together with the Movement partners, URCS continued providing emergency health services to internally displaced and public health authorities (through medicines and medical supplies) and plans to significantly scale up its health and CVA response.

URCS is coordinating with local authorities to **holistically assist internally displaced people**, many of whom will not or cannot cross the border into a neighbouring country. This includes the scaling up of assistance at Humanitarian Service Points as well as reception centres which are being established in schools and other community buildings to accommodate a growing number of internally displaced people. Importantly, in the current phase of the crisis, we are also seeing people who fled the country return, and the distinct needs of those returning will also be considered throughout the provision of assistance. **Cash assistance** is a key modality of response, with the agreements in process with the Ministry of Social Policy, the Ministry of Veterans' Affairs and the Ministry of Communities and Territories Development of Ukraine on the support to the most vulnerable and to those households that host IDPs.

²⁶ The number of volunteers registered and the number of branches are indicated as per the 2020 annual Federation-wide data collection, while the number of volunteers actively responding and the number of branches responding are available from indicator tracking tool submissions (if any) for the current operation. This may present a difference in values compared to the second Operation Update.

Humanitarian cargo was received from several Partner National Societies. The ICRC also works closely with the URCS across the country. Across the response, special attention is given to **Protection Gender and Inclusion (PGI)** in view of the multifaceted risks and needs of the affected population.



Capacity and response of neighbouring countries



Polish Red Cross

Core areas of operation



Number of staff:	5,724
Number of branches:	220 registered branches
Number of volunteers:	43,000 regular registered volunteers nationwide, with up to 1,000 volunteers actively responding.

The Polish Red Cross (PRC) has been established in 1919 and is working on the dissemination of International Humanitarian Law (IHL), Restoring Family Links (RFL) and tracing services, voluntary blood donation, social care and assistance to vulnerable groups, health and environmental sustainability promotion, first aid training, education programs, and providing humanitarian assistance in crises and disasters domestically and abroad. PRC has 16 regional and 202 local branches, and is running 2,261 programs (blood donors clubs, rescue teams, youth clubs, etc.). Before the current crisis started, PRC was responding to the humanitarian needs of migrants, including refugees, arriving from Belarus in October 2021.

The Polish Red Cross (PRC) has been involved in providing assistance to people fleeing from Ukraine since the first day of the conflict. Since the onset of this crisis, PRC has supported people entering Poland with:

- Emergency relief covering several sectors including essential household items (water, food, clothes, other Non-Food Items (NFI) and hygiene items).
- Basic health services through first aid and referral to additional health services. Regional and local branches of the PRC working with local authorities assist new arrivals with temporary accommodation, relief items, and information.

Between 24 February and 31 May 2022, 3.7 million people have fled the violence in Ukraine and crossed the border into Poland. As of 30 May 2022, 1,140,475 Ukrainians registered for PESEL Number in Polish Government System. As of 31 May 2022, the Polish RC with support of IFRC has supported 481,050+ affected people with estimated 5,546 metric tons of relief goods essential items including aid transports to Ukraine as well as with the other services." (food and non-food items, hygiene kits, baby kits, etc.)

The IFRC has been present and supporting the National Society in a wide range of technical and support capacities and is currently working to further reinforce the capacity of the Polish RC, so cash transfer becomes a preferred modality in PRC response system at a national level. At the time of publication of this report, significant progress has been reached in cash assistance in Poland:

Registration center is now opened in Warsaw and cash distributions are taking place on a daily basis with the participation of Polish Red Cross trained volunteers. In Warsaw, a total of 645 HHs received a VISA card. Multipurpose cash grant distribution started in Lodz on 1 June. By 17 June, 5,899 HHs were registered using the self-registration app. 4,170 of them were approved for the grant, and 1,685 HHs actually received the Money Gram codes to pick-up the money. 12 PCK staff were hired and trained to run the cash distribution centre in Warsaw. 13 enumerators were also hired to work in this centre. Volunteers are also trained and support the cash distribution. A contact centre was established and enumerators trained to answer CVA program-related questions.

The IFRC and Polish RC started a Shelter scoping mission for provision of support to host families and/or rental assistance (through conditional cash assistance) as a mid-to-long-term shelter response for people staying in Poland. The scoping mission commenced on 18 May and has highlighted significant pressures on accommodation that both rental assistance and host family support can assist with. A shelter expert is currently investigating the different approaches IFRC and Polish RC can adopt to undertake rental assistance and host family support. An agreement was reached to continue with this support modality.



Hungarian Red Cross

Core areas of operation



Number of staff:	1,238
Number of branches:	1,548 registered branches, with 21 branches actively responding.
Number of volunteers:	12,000 regular registered volunteers nationwide, with up to 6,749 volunteers actively responding.

The Hungarian Red Cross (HRC) was established in 1818, and its main tasks include blood donor recruitment, first aid, social welfare, disaster management and Red Cross Youth activities. Its Tracing Service restores family links broken due to armed conflicts or natural disasters. The HRC county, town and area branches cover the entire country. Unconditional help and the permanence of charity are how the Red Cross cares for the weak and vulnerable with its volunteers.

Since the beginning of the crisis, Hungary has received at least 465,000 newly displaced people over the Ukrainian border, plus a significant number of people via bordering countries. Many of the newly arrived displaced people transit through Hungary to go further into Europe. HRC quickly mobilised at the onset of the conflict to provide **essential goods** and to operate health posts (primary care, first aid, psychosocial first aid, and emergency referrals) near the border. Information points and temporary shelters have also been established at the Záhony train station and border crossings. As of 05 June, the Hungarian Red Cross has provided assistance to almost 100,000 ²⁷people, including providing basic needs to 99,573 people, primary health services to 1,645 people, mental health and psychosocial support to 11,736 people and hygiene items to 22,672 people.

To add to the activities already realised, the HRC is in discussions for a mid- to long-term shelter strategy for displaced people who plan to stay in Hungary.

The Spanish Health ERU has been handed over to HRC that is currently running the health program in Zahony fully by themselves. Beyond the primary health services, psychosocial support with specific focus on children has been provided.

On 22 June, HRC leadership formally made the decision to move forward with CVA as a response option beginning in Csongrad County to help the most vulnerable populations impacted by the Ukrainian crisis. Multisectoral needs assessment has been carried out in Csongrad County, key informant interviews, households interviews and focus group discussions have been conducted to assess the most pressing needs of the people affected by the conflict.



Slovak Red Cross

Core areas of operation



Number of staff:	419
Number of branches:	959 registered branches, with 255 branches actively responding.
Number of volunteers:	4,404 regular registered volunteers nationwide, with up to 2,201 volunteers actively responding.

The activities of the Red Cross in Slovakia territory date back to the establishment of the Czechoslovak Republic in 1918. In Slovakia, branches were gradually established in cities, such as Banská Štiavnica, Nitra, Bratislava, and Košice. Since then, in compliance with the Geneva Conventions and their additional amendment protocols and the resolutions of international conferences of the Slovak Red Cross Society (SRC) and Red Crescent Movement, the SRC has performed essential duties in times of peace or warfare.

²⁷ The initial figures that were reported included a higher number due double counting.

The SRC is present at all three of the country's border crossings with Ukraine, providing services, such as shelters, referral to essential services, and first aid. The crisis quickly spread away from the borders, with many refugees finding temporary accommodation across the country. With this shift, SRC is quickly scaling up support not just along the routes where people are on the move, but also for livelihoods, referrals for social services, and other medium- to long-term support for people who are staying in Slovakia. This support includes psychosocial support and providing child-friendly spaces, including in overnight shelter sites; providing social services, particularly referral for services, including education, healthcare, and registration for legal status; providing first aid, health assessments, referrals to clinical care, and COVID-19 testing; meeting basic needs through cash, voucher and in-kind programming; RFL and tracing; and supporting existing and preparing for expanded access to temporary shelters for people on the move.

Since the conflict started the **SRC has reached:**

- **More than 214,000 people with relief assistance.**
- 1,618 people assisted with multi-purpose cash grant.
- 12,100 people supported with PSS.
- 25,700 people supported or accompanied in official procedures.
- Some 22,600 people received primary health services or referred to public health institutions.

Branches in communities with significant numbers of hosted refugees/displaced people are already shifting to longer-term programming, with a particular focus on shelter, livelihoods, education, social services, and other integration services.



Red Cross Society of the Republic of Moldova

Core areas of operation



Number of staff:

7

Number of branches:

20 registered branches, with 15 branches actively responding.

Number of volunteers:

1,260 regular registered volunteers nationwide

The Moldova Red Cross Society (MRCS) mission is to assist vulnerable people in coping with the effects of emergencies and socio-economic crises by mobilizing the power of humanity and ensuring appropriate means and services to protect human life and dignity.

At the beginning of the humanitarian crisis, 8 Branches of the MRCS organized donation points where people could give donations of food and warm clothes for the displaced people. Volunteers provided hot tea, warm food, and personal protective equipment (masks) for COVID-19 at crossing points into the country. MRCS volunteers visited placement centres to provide support for people displaced, play with children, and help in preparing food and other necessary support. Older adults, people with disabilities, and families with many children need a particular focus. Throughout the months following the initial emergency phase, the MRCS has focused on developing its distribution capacity, providing hygiene kits and basic NFIs in multiple regions of the country. Over the coming years, MRCS activities – particularly in disaster management, crisis preparedness, volunteer management, community and mental health, and first aid – will be strengthened significantly.



Romanian Red Cross

Core areas of operation



Number of staff:	384
Number of branches:	47 registered and actively responding branches
Number of volunteers:	5,984 regular registered volunteers nationwide, with up to 7,056 volunteers actively responding

The Romanian Red Cross (RRC) was founded on 4 July 1876, and began work in the present headquarters of the Colțea Hospital in Bucharest. The RRC is the only humanitarian organization in the country which has clear duties as an auxiliary to public authorities, especially in the field of prevention and intervention in case of disaster.

Since February, around 30 RRC branches have been actively involved in the Ukraine and neighboring countries operation. RRC volunteers continue to be deployed at 14 border crossing points between Romania, Ukraine, and Moldova, international airports and railway stations, temporary collective accommodation centers, and RRC branch offices where they are distributing food, hygiene kits, clothing, essential household items, and SIM cards to newly arriving refugees. The RRC is also providing RFL services.

On 25 February, following the National Disaster Response Strategy, a Crisis Cell was established within the RRC to plan and respond nationwide to the Ukraine crisis. The Cell then implemented a nationwide collection and transportation of relief items to the northern and eastern border crossings with Ukraine and Moldova, and HSPs.

Leading the region in cash assistance, the RRC has been implementing a rapidly growing multi-purpose cash assistance program since 27 April, whereby refugees can receive EUR 110 per person per month for three months. Using a newly developed mobile app, refugees can submit their applications for cash assistance remotely, as long as they are present in Romania. Using the app, refugees do not need to travel to a set location, make appointments, wait in line, or have any biometrics taken in order to register. If they meet the set criteria and their application has been approved, refugees can pick up their cash assistance at any MoneyGram office in Romania or receive a direct deposit in their Ukrainian bank account. By 31 May, in just one month of the national cash program's operation, **over 26,000 refugees in Romania were approved for and picked up cash assistance (totaling EUR 2.76 million)**. Refugees are also able to provide feedback through the app.

A Call Centre, operated by Ukrainian volunteers at the RRC HQ, has been in place since the beginning of the recent escalation of the conflict in Ukraine to provide refugees and Romanian people with information. For the cash assistance program, the Call Centre was redirected to be used to support Ukrainians to register using the new app.

Service Centers in Bucharest, Iasi, and Sibiu have been in operation since early May to help refugees navigate the RRC financial assistance program self-registration app—including elderly people, people without smart phones, those who do not understand the process, and people who are having technical problems.

Supported by the Danish Red Cross, the RRC has established a logistics hub near the border with Ukraine in Suceava County. This hub acts as an entry point for goods and supplies destined for Ukraine. Humanitarian convoys, totaling approximately 150 trucks carrying relief items, from the RRC, ICRC, Italian Red Cross, Turkish Red Crescent, Hellenic Red Cross, Bulgarian Red Cross, Georgian Red Cross, and Kuwait Red Crescent have been directed by the RRC to warehouses in Chernivtsi, Odessa, and Uzgorod in Ukraine.

Social Service Points, where refugees can access free food, hygiene products, and other essentials, along with information on other RRC services, have been established and are operating in Tulcea, Botosani, Iasi, Maramures, Satu Mare, Constanta, Cluj, and Vrancea.

Psychological, educational, legal, and vocational support services are being provided to refugees in Maramures, Satu Mare, Bihor, Arad, Alba, Timis, Salaj, Bistrita, Mures, Sibiu, Brasov, Covasna, Bacau, Braila, Teleorman, Bucuresti, and Ilfov.

Medical services for refugees in urban areas are being carried out by RoRC branches in Iasi, Satu Mare, Bihor, Arad, Timis, Alba, Brasov, Salaj, and Mures.

Social activities for children are being conducted by RoRC branches in Satu Mare, Mures, Arad, Timis, Cluj, Sibiu, Brasov, Covasna, Prahova, Teleorman, Bucuresti, and Calarasi.



The Russian Red Cross Society

Core areas of operation



Number of staff:

300

Number of branches:

600 registered branches, with 47 branches actively responding.

Number of volunteers:

Approx. 20,000 volunteers registered and actively responding

The Russian Red Cross Society (RRCS) provides assistance to vulnerable populations in health and care, disaster management, humanitarian values, and organisational development. Since May 2017, the IFRC and the Russian Red Cross Society have been implementing projects that provide humanitarian assistance to 10,000 most vulnerable conflict-affected displaced people from eastern Ukraine in the Russian Federation.

Following the movement of people from Donbas area, from 18 February, RRCS has been providing food, winter clothing, hygiene items, mental health, and psychosocial support (MHPSS), RFL, health promotion and infectious disease prevention, and cash and voucher assistance in temporarily accommodation points (TAPs) located on the territory of the Russian Federation. **As of 9 June 2022, the RRCS delivered more than 1,442 tons of humanitarian aid for displaced people.** The hotline of the RRCS receives hundreds of requests from Ukraine and Russia daily. Most of the requests are related to the possibility of evacuation of civil population, humanitarian corridor and issues of detained persons.

The RRCS activated its internal emergency coordination mechanism in the Rostov regional branch and adjacent branches delivered assistance to the region. The RRCS joined local authorities in Rostov in the primary assessment of the situation and needs of people arriving in the region and accommodated in temporary facilities. The RRCS is recruiting additional volunteers to assist with relief efforts in the region, training them on the principled humanitarian approach of the Movement and the Code of Conduct.

The RRCS continues to leverage domestic resources, coordinating and collecting in-kind humanitarian aid in different regional branches to provide humanitarian assistance to displaced people from Donbas as long as needed, while also working closely with ICRC and IFRC in line with the Movement principles and approach.



Core areas of operation



Number of staff:

424

Number of branches:

158 registered branches and 60 actively responding

Number of volunteers:

Approx. 17,000 volunteers registered and 126 actively responding

The Belarus Red Cross (BRC) is the largest humanitarian organization in Belarus, present in all 158 districts. BRC works in humanitarian aid (including COVID-19 response), home-based care and active ageing, community mobilization, health promotion and disease prevention, disaster response, and refugees' integration. BRC has also been responding to other population movements since mid-2021 which has impacted an estimated 20,000 people spread across several countries, mainly Belarus, Poland, and Lithuania, and provided support to 700 people in the dedicated logistics centre.

BRC is assisting with the provision of hygiene kits and food and coordinating with both local authorities and international actors (including IOM and UNHCR). BRC has reached some 3,332 people with relief assistance. More than 3,500 services on psychosocial support were provided. Around 910 people have been assisted with temporary accommodation. 201 Telephone Helpline processed 290 requests. 466 RFL services were provided, including 170 requests for tracing. 557 people passing through the border crossing point Gden received assistance, including 119 children. 2,601 services were provided at the Poddobryanka border crossing point (for people coming from Ukraine to receive services and returning) – meals, referral for medical support, PSS, and availability of mobile pharmacy. 81 people passing through Novaya Huta received assistance, including 19 children. Assistance is provided by all the regional branches of Belarus RC.

BRC is following developments closely and mobilizing its teams for further provision of assistance in Belarus to displaced persons from Ukraine. It is in close cooperation with the border services of the Republic of Belarus, the Department of Citizenship and Migration of the Ministry of Internal Affairs of the Republic of Belarus, and

international partners to ensure maximum preparedness for the changing situation. The Ministry of Foreign Affairs of the Republic of Belarus, the State Border Committee of the Republic of Belarus, and BRC signed an agreement on cooperation in humanitarian assistance to migrants to ensure effective coordination of joint actions to assist migrants. BRC also works closely with IFRC and ICRC, which have offices in Minsk.

National Societies' response activities in Ukraine²⁸

<p>Austrian Red Cross</p>	<p>To date, 25 people have been deployed by AutRC to support the Ukraine response, either bilaterally or through IFRC/ICRC, including secondments from the Finnish Red Cross. The teams are present in Lviv and Zakarpattia Oblast.</p> <p>Branch support: in May, AutRC and URCS Head of Zakarpattia regional branch visited eight district branches to assess their capacities and needs. Results show that there is a need for supporting infrastructure, including repairs and IT equipment.</p> <p>WASH: The IDP shelter assessment and assistance programme has reached a total of 3,699 people living in collective centres. These centres continue to be assessed and supported, now increasingly in the areas outside of Lviv. In Zakarpattia regions, WASH facilities in urban locations are being identified to open laundromats.</p> <p>Relief: The distribution of family kits (food parcels and hygiene kits) continued throughout the month in Zakarpattia region. According to the initial results of a relief post-distribution monitoring survey, people appreciate the type and quantity of items received.</p> <p>Health: AutRC provided eight ambulance cars that will be transported to Ukraine in the first week of June to support the operation of MHUs in Zakarpattia, Kyiv and Chernihiv regions. The MHU in Irpin is providing assistance to the conflict affected population. A temporary medical centre was set-up in Lysychansk, where the medical situation is critical.</p> <p>CVA: Planning of CVA support and coordination with local authorities and other CVA stakeholders has taken place in Kyiv and Zakarpattia regions. In the surrounding areas of Kyiv improved access in terms of security enabled discussions with URCS branches and local authorities regarding options for CVA support and further planning is ongoing. In Zakarpattia, alongside a general capacity assessment of eight URCS branches in the region, preconditions for CVA support were explored regarding the external environment and own capacities.</p> <p>CEA and PGI: Surveys to collect feedback, views, and levels of satisfaction from people being assisted by the RC are conducted in Lviv and Zakarpattia region. In Lviv, the focus is on identifying the perception of IDPs living in temporary shelters. In Zakarpattia, a post-distribution monitoring survey to assess the satisfaction with the relief item distribution is currently being conducted, also identifying the preferred means of communication as well as the preferred modality of assistance. The WASH & shelter assessment conducted in collective shelters also identifies issues around protection, gender, and inclusion (gender-disaggregated facilities, accessibility, lightening, etc).</p>
<p>Danish Red Cross (DRC):</p>	<p>Since the beginning of the conflict, DRC has supported URCS in responding to humanitarian needs throughout the country. In the joint operation of the southern Movement humanitarian supply chain, DRC has helped ensure the dispatch of more than 3,800 tons of life-saving and essential relief support to all areas of the country with a specific focus on the hardest affected regions. DRC has procured and dispatched more than 1,600 tons of relief items directly through the supply chain providing relief support for close to 290,000 people. The support has included 150,000 one-day food rations for people in transit and shelters, 20,000 one-month food kits and hygiene kits covering needs for one month for 44,450 people including specific kits for babies, elderly, women and for institutions. More than 66,700 people have received support for sheltering and household needs including 4,800 full sleeping sets, 911 mattresses,</p>

²⁸ Bilateral support

	<p>23,260 kitchen sets, 27,400 blankets and 10,350 tarpaulins. DRC is the leading actor supporting URCS in delivering psychosocial support and since the beginning of the conflict more than 5,800 people have received direct psychosocial support or training from URCS staff and volunteers. This includes more than 4,300 children participating in recreational activities and more than 250 people receiving PSS trainings. DRC has also supported URCS to reach more than 13,000 people online with PSS awareness raising and introductions to Psychological First Aid (PFA). During May, DRC has conducted its pilot cash distribution in Chernivtsi reaching 431 people with multi-purpose cash grants covering basic needs for 3 months with a total value of close to 90,000 EUR. In the coming months, DRC will target more than 30,000 people with cash transfers.</p>
<p>German Red Cross</p>	<p>In May, with the support from German Red Cross, the URCS completed its Silpo voucher program for evacuees and IDPs in Dnipro, Zaporizhzhia, Poltava, Kropyvnytskyi, Cherkasy and Zhytomyr, to a total of 20,125 beneficiaries. Also, German Red Cross supported URCS in the delivery of over 125 tons of NFIs.</p> <p>The URCS, with support of German Red Cross, launched the start-up phase of the home-based care program in certain districts of Lviv, Volyn and Rivne regions, with a total of 422 people covered in May.</p>
<p>Luxembourg Red Cross</p>	<p>Since the start of the armed-conflict escalation, the focus of LRC operations in Ukraine shifted to emergency relief in support of the URCS in the east. LRC team in Kramatorsk adapted swiftly to the large-scale humanitarian needs. Over 1 million euros were spent until end May and were allocated for assistance in the health, shelter, food, and hygiene sectors in Ukraine and Moldova. Nine hospitals and three emergency services were provided with almost 30 tons of medical supplies. Also, Luxemburg RC supported private households and eight hospitals were supported with 15 tons of construction materials covering over 7.6 thousand people. Seven URCS Branches in Luhansk and Donetsk regions were supported with the direct distribution of essential relief items: around 58 tons of hygiene items, including 7,749 hygiene kits, and 110 thousand food kits, 6 generators, 1.4 tons of baby food, and 700 bedding kit and household goods. Altogether around 337,000 people were reached with the Luxemburg RC support.</p>
<p>Swiss Red Cross (SRC)</p>	<p>SRS is supporting the URCS in humanitarian assistance and NSD in Ternopil and Ivano-Frankivsk regions.</p> <p><u>Health</u></p> <ul style="list-style-type: none"> • SRC is distributing medicine in Ivano-Frankivsk and Ternopil through health authorities in coordination with the URCS branches (valued at CHF 12,468). • SRC is recruiting a home-based care (HBC) delegate to work embedded in the URCS HQ and support the URCS in the scaling up HBC/HVNS on the national level. • HBC services are being expanded in both Ternopil and Ivano-Frankivsk branches, and both branches also prepare for roll-out of PSS activities (with the support of Danish RC). • Salary support of 21 URCS visiting-nurses, who provide home-based care for the extremely vulnerable. <p><u>Shelter / NFI</u></p> <ul style="list-style-type: none"> • Technical WASH/Shelter Assessments were conducted in 25 Collective Centers in Ternopil and Ivano-Frankivsk housing 1'500 IDPs; key humanitarian needs were identified, and as a result, measures for improving living conditions in the centers are now being implemented (i.e., procurement of laundry machines, water boilers, improvement of kitchen and bathroom facilities and hygiene conditions, distributing vouchers for small non-food items) • Distribution of 1,103 Bedding Kits in Ternopil and 442 Kits in Ivano-Frankivsk is completed in the IDP shelters. • 468 hygiene kits distributed at 19 CCs. • Household appliances and fire safety equipment supplied to 10 CCs. SRC/URCS teams ensured the technical installation and assembly work. • 8,000 beds (with mattresses & sheets) ordered for Ukraine; some have been delivered and others in the supply pipeline). Of the delivered beds: <ul style="list-style-type: none"> -774 beds (with mattresses & sheets) supplied to 9 CCs. -3,152 beds (with mattresses & sheets), supplied to URCS, for onward distribution

	<p><u>CVA for basic needs</u></p> <ul style="list-style-type: none"> • SRC supported voucher distributions (2x ~250 HHs) in Ivano-Frankivsk • SRC and URCS Ternopil regional branch are in discussions for a CVA feasibility exercise/pilot. • 950 households (IDPs & other very vulnerable persons) provided with vouchers to purchase critically needed items; individual vouchers valued at UAH 1,500/2,200, with a total of UAH 1.6 million (CHF 53,300) distributed. • Design of pilot project to distribute multi-purpose cash (MPC) to vulnerable IDPs (in June); targeted beneficiaries will include IDPs who meet one of the criteria: (1) older people (70+); (2) multi-child families (with 3+ children, all under 14 years of age); (3) single-parent households; or (4) people with disabilities. <p><u>Logistics</u></p> <ul style="list-style-type: none"> • Warehouses: follow-up to prepare functionality of new warehouse and empty the old one. • Handovers of cars to the URCS branches ongoing. • Fleet management training and general logistics trainings are planned for both branches. <p><u>NSD and Branch Development</u></p> <ul style="list-style-type: none"> • Salary support of 22 URCS staff involved in SRC relief operations in western Ukraine. • Training, coaching and mentoring of key URCS staff involved in relief operations & support services in order to build emergency response capacities. • Provision of office equipment to support URCS operational capacity (12 computers, 3 printers and other IT equipment). • Donation of 4 vehicles to the URCS to upgrade its operational capacity. • Renovation of URCS offices and supply of furniture in order to upgrade its operational capacity. • Support for 2 URCS warehouses, equipped to store and distribute relief commodities.
<p>Italian Red Cross</p>	<p>Italian RC is providing support to the URCS in enhancing their Emergency Response Team capacities. Also, Italian RC supports the development of Mobile Health Units (MHUs) in Vinnytsia and Zhytomyr regions (10 MHUs in each). Also, Italian RC has delivered 1,000 tons of humanitarian aid, 7 ambulances and 1 medical car to Ukraine via Chernivtsi pipeline.</p>
<p>Norwegian Red Cross (NorCross)</p>	<p>NorCross support to Mobile Health Units (MHUs):</p> <ul style="list-style-type: none"> • 6 MHUs are operating in Khmelnytskyi oblast and 5 MHU in Ternopil oblast. • The main health problems identified are cardiovascular diseases, acute respiratory infections, diseases of the musculoskeletal system and diabetes. • The number of people covered by the healthcare services is 2,211, and by PSS – 584. <p><u>First Aid:</u></p> <ul style="list-style-type: none"> • Specialized ambulance donated by NorCross to URCS FA team provides transportation services for IDPs from evacuation trains (coming from conflict affected zones) to shelters or special care centres within Ternopil region. So far, 11 IDPs with disabilities and/or limited mobility were transported by FA team. Besides, through the support of NorCross the respective local structures, such as state Ambulance service and State Emergency Service, have got an opportunity to transport wounded soldiers and civilians coming with evacuation trains within the territory of railway stations • 177 IDPs in shelters and collective camps were trained/sensitized on First Aid. When they return to their home oblasts, they will be able to apply and disseminate these skills. <p>It is planned to deploy NorCross operations in Eastern Ukraine (3rd location)</p>
<p>Turkish Red Crescent (TRC)</p>	<p>Since the start of the emergency response, various humanitarian relief materials (including tents and containers, sheltering items, hygiene items, food and drinking water, clothing, medicine and medical materials) with a total worth of 1,828,716 euros have been delivered to Ukraine through shipments made in 15 parties by 61 trucks. In total, 195,925 people were reached in Ukraine and Moldova with the shipments containing 1,911,656 pieces of humanitarian items with a total weight of 842 tons.</p>

National Societies' response activities in secondary impacted countries

In addition to countries bordering Ukraine, the impact of the crisis is also affecting countries beyond immediate neighbouring states. In the first instance, this includes other European countries receiving increasing numbers of refugees and displaced people, particularly diaspora countries and countries where they have connections or family members/friends. National Societies in these countries are using domestic capacities and funding to support these new arrivals. Approximately 55% of the 54 National Societies in the IFRC Europe region have reported actions in response to the situation. These actions are related to their response domestically, internationally or in raising resources for the response in Ukraine. The IFRC has established a support and monitoring strategy for the National Societies beyond Ukraine and immediate neighbouring countries and a matrix for the prioritization of resources based on the needs and operational strategies of each National Society. The strategy seeks spaces for coordination, peer support, knowledge management, resource allocation and technical support in an adequate and orderly manner. The IFRC has also established a mechanism to provide support to nationals temporarily stranded in foreign countries (outside of Europe and the Central Asia Region) who face short-term difficulties in terms of basic needs and are supported by Red Cross Red Crescent National Societies upon the request of authorities. The main services are focused on providing information through fixed and mobile HSPs and the provision of health services, re-establishment of family contacts, psychosocial support, distribution of humanitarian aid (water, food, clothing), and shelter solutions. The impact of the crisis is also seen at a global level, where countries in other regions of the world are starting to see this affecting economic and food security terms. The IFRC monitors, analyses, and considers scenarios for this potential indirect impact beyond Europe, outside of this Emergency Appeal; and while domestic resources are being depleted to host and provide support and humanitarian services to new arrivals, consideration to grant support to targeted NSs are being considered – based on the proportional needs, relative to available funding.

Albanian Red Cross (ARC)

Albanian Red Cross organized a fundraising campaign to collect funds from the public and institutions. For this campaign, the entire ARC volunteer network in 39 branches was mobilized, collecting donations in public spaces daily using the motto "Donate for Ukrainian Red Cross in help of civilian population". These efforts are further supported via social media channels.

Bulgarian Red Cross

Since the onset of the conflict, the Bulgarian Red Cross is working on two main streams: providing international humanitarian assistance to the Red Cross Society in Ukraine, and assisting people arriving from Ukraine to Bulgaria. Until now, the Bulgarian RC has sent 15 trucks with more 225 tons of humanitarian aid to the RC in Ukraine. Current main focus is to support people remaining in Bulgaria. To ensure resources for the emergency operation, the NS initiated two nation-wide campaigns for fundraising and for in-kind donations which are still ongoing; however decreasing incoming resources. Approx. BGN 4,057,616 were collected as well as tons of relief items. Around BGN 2,491,161 were spent, mainly on procurement, direct cash assistance and medical treatment of people. The NS has supported 105,601 people, mobilizing its staff and volunteers who gave more than 28,500 hours of volunteer labour. Main activities are provision of relief items, food, shelter items, MHPSS, RFL, health, and planning a CTP. The NS operates two own telephone lines with national coverage, providing: consultations and psychosocial support, including in Ukrainian language to more than 8,493 people; and health and medical related information and assistance to more than 1,041 people. In addition, the Bulgarian Red Cross supports an email for information requests on health and medical issues: help@redcross.bg More than 2,462 people have been referred and another 368 accompanied to access services with support via the Bulgarian RC branches and more than 400 people have been supported in maintaining family links via the RFL services of the NS, mainly via provision of free sim-cards, wi-fi routers, chargers, tablets. To support RFL service, the NS has disseminated safety tips on keeping family contact, published in Ukrainian language, also available [on social media](#). A link for real-time translation in gesture language is embedded in the Bulgarian RC website. The NS has been providing financial support to people for the purchase of medicines, medical items, and coverage of medical treatment, including for medical transportation abroad. Currently, the NS is preparing to launch CVA programme. The

	<p>NS is negotiating more donations from the public and private sector in Bulgaria to be able to continue delivering requested and needed items to the RC in Ukraine. The NS has teams 24/7 at border checkpoints; maintains distribution points in all 28 branches, and in some heavily populated areas, local branches sustain several distribution points, including at municipal level, managed by volunteers.</p>
<p>Croatian Red Cross</p>	<p>17,608 displaced Ukrainian nationals have entered Croatia by 13 May 2022, out of which 8,760 are adult women (49,7%), 2,677 are adult men (15,2%), and 6,171 are children (35,1%). 97 RC branches have been assisting displaced Ukrainian nationals in 97 locations, involving more than 400 local RC staff members and over 700 volunteers. As of 08 June 2022, the total number of people the Croatian Red Cross assisted is 13,681, out of which 4,088 are under 18 years of age. The Tracing Service of the Croatian RC handed out 2,391 SIM cards, 4 routers and 50 phone chargers. Psychological first aid is provided at all locations where the Red Cross is present and may be received in the local Red Cross branches in cases when people are accommodated privately. More than 7,000 food parcels, 9,000 hygiene parcels, and 3,000 childcare parcels were distributed to displaced Ukrainian nationals. Psychosocial support services were provided more than 9,000 times. The Croatian Red Cross launched a national appeal to collect financial and in-kind donations needed to support the ongoing operation of assisting the people who arrived in Croatia as well as supporting other National Societies in their response activities. The Croatian Red Cross has also delivered humanitarian aid in the form of food and hygiene parcels, first aid kits, and bedding valued over HRK 1,100,000.00.</p>
<p>Estonian Red Cross</p>	<p>ERC volunteers have helped in regional reception centers in Pärnu, Tartu, Saaremaa, Rakvere and Tallinn with several activities including COVID-19 testing, information sharing, emergency needs assessment and PSS support. In accommodation centers as well in aid and information sharing points, refugees are provided PSS services in different ways in different places. In-kind humanitarian aid is distributed at ERC local branches. In cooperation with Estonian Association of Pharmacists, volunteer pharmacists assisting Ukrainian refugees on the passenger ship M/S Isabelle standing in the port of Tallinn. There are about 1,600 refugees on board, who can get counselling from a pharmacist on minor health concerns and, if necessary, over-the-counter medicines. The project is covered by the Estonian Red Cross. ERC tracing and restoring family links services are active and collaborating closely with ICRC colleagues. 20 RFL volunteers are trained. The RC's hotline service was one of the primary information sources for the public. ERC organizes a participatory 5-day summer camps for Ukrainian's children and their family members</p>
<p>French Red Cross (FRC)</p>	<p>French Red Cross supports the phone response unit of the Ministry of Europe and Foreign Affairs in France, participates in the reception of people fleeing Ukraine and sets up activities to restore family links.</p> <p>The French Red Cross has decided to provide emergency financial assistance to people fleeing Ukraine and settled in France. The aim of this scheme is to enable these people, through the distribution of personalised support vouchers, to meet their essential needs (purchase of basic necessities, mobility expenses, clothing, para-pharmaceutical products, etc.) An initial scheme aimed at helping 25,000 people was set up with the support of the State on 25 April in 21 departments identified by the General Directorate for Social Cohesion. This first scheme was 80% financed by the French Red Cross from its funds dedicated to the Ukrainian crisis. In order to reach a maximum number of people throughout the country, the French Red Cross is setting up a new operation, this time based on the needs identified by its network and entirely financed by its own funds dedicated to Ukraine. Public concerned: Any person (adult or child) having fled Ukraine (Ukrainian nationals or foreign residents of Ukraine) and intending to stay on French territory and not having, despite the various financial aids from the public authorities, the means to live properly in France or Any person who is in possession of the provisional residence permit (APS) set up for the benefit of people fleeing the conflict in Ukraine and who has not yet been granted a residence permit by the French State. The aid is distributed in the form of a personalised support cheque. Amounts : • teenager (from 12 years old) and</p>

adult: 250€/person • child (up to 11 years old): 50€/person This financial support scheme is for the moment (and depending on the evolution of the different support schemes) a monthly aid from 23 May and on the express request of the territories: it can be paid several times to the same person over a 7-month period. Dissemination of international humanitarian law: In response to requests from schools, the French Red Cross has provided schools with tools to disseminate IHL and has increased the number of training courses. The French Red Cross has also made several videos explaining the principle of neutrality and the uses of the emblem, how humanitarian aid is delivered, the role and mandate of the ICRC in times of armed conflict.

On 21 March, 20 sick Ukrainian children, accompanied by their parents, arrived in France to be treated in the framework of European solidarity. This operation was repeated on 14 April with four children repatriated from Ukraine to be hospitalised in French hospitals. 300,000 kits were provided to people fleeing the country, including food, hygiene products and products for children, and 1,200 emergency kits for volunteers. FRC also developed communication materials such as a video on neutrality, use of the emblems, IHL experts, etc.

The French Red Cross has created a dedicated program: “Red Cross hello”, to reinforce this mobilisation in welcoming and accompanying people fleeing Ukraine. Through a digital space and a free telephone line for the public, this system aims to provide a complete response to people fleeing Ukraine (“I need help”), but also to the public ready to give their time or their help (“I want to help”). This platform simplifies and makes accessible information and services for people fleeing Ukraine and for all those who want to get involved and accompany them. Data is already available in French, Ukrainian, Russian, and English. It lists the essential information for the arrival on the French territory through the services offered by the French Red Cross (domiciliation, clothing, food aid). It proposes answers to practical questions about accommodation, transport, rescue, and telephone. Its content will evolve according to the needs of the people and the measures put in place to meet them <https://bonjour.croix-rouge.fr>

Georgia Red Cross Society (GRCS)

The GRCS restored the MHPSS Interagency Working Group and coordinates with relevant organizations. GRCS made mapping of MHPSS services available in Ukrainian language, and the informational posters regarding the public services are being disseminated. GRCS National Hotline is fully operational and provides PSS and practical information to incoming callers. The registration form is currently being revised to monitor and analyze calls from the affected population. The Guide on “How do you talk to children about war?” has been translated and adapted to local context, and is currently being disseminated to people caring for children (parents, teachers, older siblings etc).

National fundraising campaign launched: GRCS has raised over 2,5 million Georgian Lari through its National Fundraising Campaign. The funding is earmarked as donations to people in Ukraine and cannot be mobilized for a response within Georgia. 40 tons of humanitarian aid were sent to Ukraine via two trucks, consisting of food and hygiene items, including baby nutrition and hygiene items and some equipment and food for pets. Another 60 tons of humanitarian aid will be sent to Ukraine.

Hellenic Red Cross (HRC)

Hellenic Red Cross has provided the Ukrainian Red Cross with humanitarian aid. Currently, there have been three deliveries over the past month. The NS has sent over 58 tons of humanitarian aid, consisting of food, blankets, antiseptics, water bottles, power generators, baby milk, and pharmaceutical aid, reaching the warehouse of the Ukrainian Red Cross in Chernivtsi.

In the Romanian-Ukraine borders, the Hellenic Red Cross placed a mobile health unit that provided medical aid to affected people reaching the borders. Meanwhile, in Greece, we are helping manage the population movement in coordination with the Ministry of Migration.

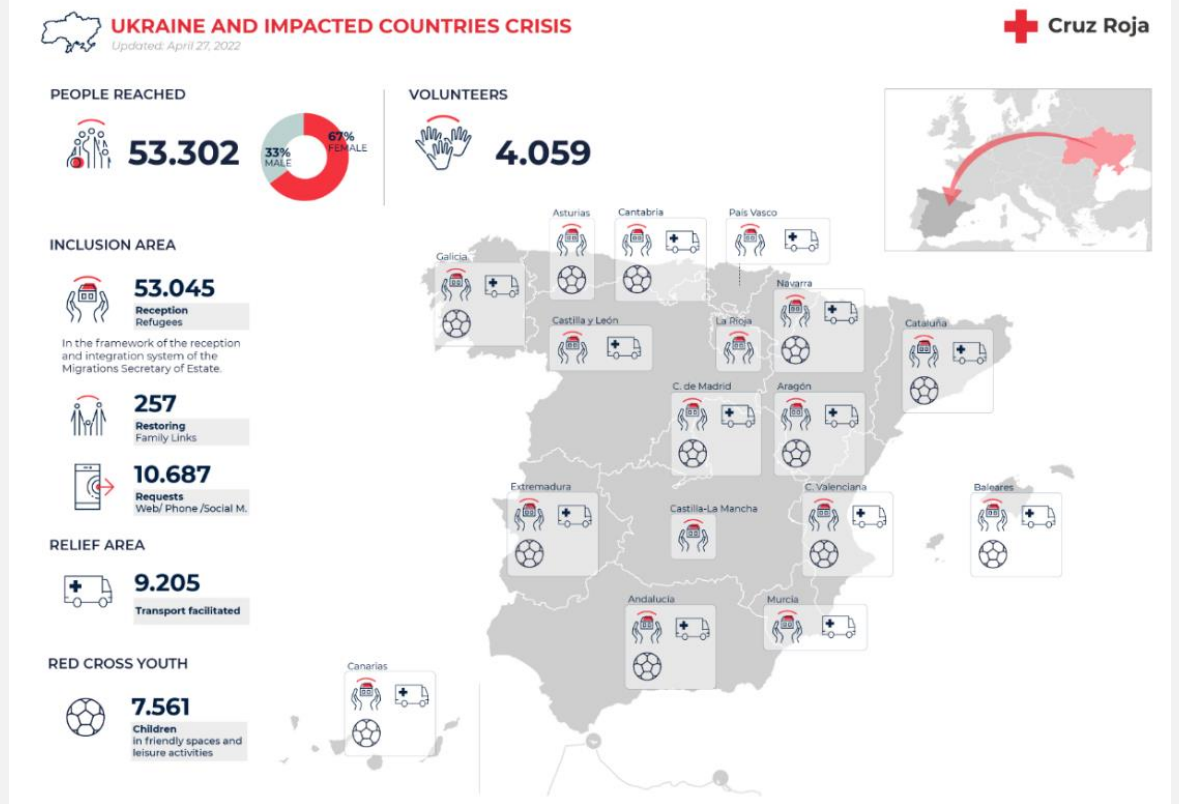
Lithuanian Red Cross (LRC)

Approximately 50% of Ukrainians have already received Temporary Residence Permit in Lithuania. LRC is preparing Country Plan to respond to Population Movement crisis. Mid-term response will include Cash and Voucher assistance to most vulnerable persons and families

	<p>from Ukraine. LRC will also focus on information provision to people from Ukraine regarding State support so that more people are involved in social security net. # of visits to LRC branches for humanitarian aid or other support (PSS, General Information on Arrival to Lithuania, Legal Advice, etc.) - 79,239; total # of humanitarian kits distributed - 32,421; # of volunteers involved in action since 1 March 2022 - 20,584; # phone calls answered by Hotline staff - 3,349; # of Family vouchers (50 EUR value vouchers for families with up to 3 y.o. children) distributed - 1,190; # of Hygiene vouchers (EUR 20 value voucher for individuals) distributed - 5,222; # of SIM cards distributed - 522; # of people who had their costs for medicine and/ or medical equipment reimbursed - 326.</p>
<p>Red Cross of Montenegro</p>	<p>With the first arrival of Ukrainian refugees to Montenegro, the Red Cross of Montenegro has been providing different types of services to this population, including humanitarian assistance, PSS, organizing workshops with children and adults, RFL services, support/accompaniment regarding access to different rights, supporting vulnerable categories in accessing rights to health (pregnant women, children, people with disabilities). Red Cross prepared and printed information material in four other languages on how the Red Cross could provide assistance and safety tips for the families.</p> <p>As of 1 April, the Red Cross of Montenegro signed the agreement with the IFRC, within the Emergency Appeal- Ukraine and impacted countries, in order to respond on immediate needs of refugees. With this fund RC successfully procured planed items (food, hygiene, clothes) amount needed for immediate response.</p> <p>As of 1 March, Red Cross of Montenegro launched a national fundraising appeal to support people affected by the conflict in Ukraine. As of 9 March, 1,329 Ukrainian citizens asked and received the assistance from the RC, mainly in the coastal municipalities. Refugees from Ukraine mostly ask for humanitarian assistance, support referring to the registration process, support/accompaniment in access to health services and education system.</p>
<p>Netherlands Red Cross (NRLC)</p>	<p>In most shelter locations, the NLRC assists the municipal shelter locations with conducting needs assessments and providing basic needs such as food and First Aid, and supply distribution such as hygiene kits. The NLRC fully manages a few shelter locations. At main entry points such as train stations and airports, Humanitarian Service Points have been set up to provide information, basic needs and guidance to shelter locations. At all locations, RFL services are available.</p> <p>The NLRC is partnering with other NGOs such as the Refugee council and TakeCareBnB to match Ukrainian refugees with shelter. The NLRC collaborates with other organisations to provide information to Ukrainian refugees through the website RefugeeHelp. The government is primarily responsible for all shelter locations.</p>
<p>the Red Cross of Serbia</p>	<p>So far, the Red Cross of Serbia, in coordination with 41 Red Cross organizations in the Republic of Serbia, has assisted refugees from Ukraine in the form of food items, hygiene items, books, drawing supplies for children, and provided information on meeting their health and other needs. To provide accommodation, the Red Cross directed refugees to the Commissariat for Refugees and Migration. Through an interactive questionnaire, the Red Cross collects information from its organizations from all over the Republic of Serbia on refugees from Ukraine who address them, paying special attention to the expressed needs. The Red Cross of Serbia, in addition to providing humanitarian aid items, conducts activities aimed at protecting people on the move, especially women and children. By providing psychosocial support and empowerment activities for girls and women on the move, the Red Cross Serbia seeks to enable them to provide first aid to their family members, as well as to avoid dangers of exploitation, but also to inform them how to safely seek help in the case of sexual and gender-based violence. Recognizing the fact that the danger of human trafficking, especially of women and children, increased during periods of large population movements, the Red Cross of Serbia called on all its organizations in cities and municipalities to especially promote activities aimed at preventing human trafficking by raising awareness of people at risk. The Red Cross is also operating a Tracing Service by exchanging family messages. Driven by the need for an urgent</p>

response and the provision of adequate assistance to the population of Ukraine, both in Ukraine itself and those who left it, the Serbian Red Cross opened a dedicated account. All collected funds, which currently amount to over RSD 2,800,000, will be paid in favor of the Appeal for Emergency Aid of the International Federation of Red Cross and Red Crescent Societies.

Spanish Red Cross (SRC)



The dashboard summarizes domestic response activities by the SRC as of 27 April. In Hungary, the Spanish Red Cross-deployed Health ERU was successfully handed over to Hungarian Red Cross on 16 June. Currently, HRC runs the health program fully by themselves. Beyond the crucial health Links services provided by the health ERU during the most critical timeframe for more than 3 months in Zahony (Border with Ukraine and one of most relevant entry points for refugees from Ukraine), the donation of health equipment, the health supplies and 2 vehicles, make an important contribution to the strengthening the health capacities of HRC. Thanks to this support, HRC is better prepared to response to potential new waves of refugees crossing the border when it comes to the health services.

Needs analysis and scenario planning

Needs analysis

Based on estimations provided by local authorities and Red Cross Red Crescent National Societies, **the total number of people affected by the conflict can be estimated to be up to 18 million, with over 7 million displaced internally and almost 8 million fleeing Ukraine.** Each responding country is facing their own set of unique needs, constraints, and gaps in resources. National Societies are working to carry out rapid field assessments, but comprehensive needs profiles remain scarce. Most of those crossing borders out of Ukraine are women and children. Almost 2.6 million people have crossed back into Ukraine. Still, available information and narrative stories suggest people are returning for short periods to check on family members, collect belongings, or assess the state of their homes. The pendular and unpredictable flow of people in this situation adds immense complexity to determining and anticipating needs. We also know there are distinct protection needs for third-country nationals fleeing Ukraine, who face more barriers to registering under the EU temporary protection measure and gaining access to social protection services. In all countries, the National Societies are uniquely positioned to respond as auxiliary to the public authorities in the humanitarian field. While the situation develops,

the Red Cross has exclusive access and is currently the only actor to deliver humanitarian assistance at scale in many contexts. The IFRC's wider membership is contributing to the response in support of affected National Societies. Complementarity between this Emergency Appeal and the action of the International Committee of the Red Cross (ICRC) is ensured through country-level coordination mechanisms at strategic, operational, and technical levels and with IFRC and ICRC senior leadership oversight.²⁹

The 3.6 million people targeted by the operation fall into three categories defined in the immediate response strategy:



People in Ukraine, including displaced persons and returnees, host communities and those sheltering in places that the Ukrainian Red Cross can reach. Millions of people are directly affected by the conflict in Ukraine, and there are an estimated seven million people displaced within the country, with widespread destruction to housing, facilities, and livelihoods assets. This will be done in close coordination with the ICRC to reach maximum impact.



People on both sides of the borders, attempting to cross to safety. Many lack the capacity to support their basic needs including food, water, shelter, and sanitation while National Societies have a permanent and flexible local presence. Support to border areas is also coordinated with the ICRC as per the evolution of the conflict.



People in neighbouring countries and beyond who face short-term difficulties in terms of basic needs, as well as long-term socio-economic risks and recovery needs (including people temporarily stranded in foreign countries and supported by Red Cross Red Crescent National Societies upon the request of authorities).

Operation Risk Assessment and mitigation measures

The rapidly changing context and changing situation of the IDPs and refugees/displaced population being constantly on the move requires a continued dynamic process of planning that responds to the needs of the affected people and can be adjusted when needed. Different profiles of people to be targeted are being identified, and the National Societies are updating their services to accommodate the affected population's needs. This will include further analysis and adaptations to the operational strategy based on the needs of people if refugees/displaced populations move beyond neighbouring countries.

Detailed assessments of host families are still ongoing, and the strategy will need to be adjusted when more details are available. Digital communications with people assisted, for example for cash assistance, will be leveraged to deepen understanding of people's changing needs. IFRC will further develop and revise its operational strategy as the trajectory of the crisis becomes clearer and the scope and scale of humanitarian needs and Red Cross and Red Crescent operations. Security Risk Management (SRM) is well integrated as an essential enabler into IFRC's risk management framework to ensure it effectively carries its duty of care responsibilities, protects its assets and donor investments, and promotes sustained and safe access to assist individuals impacted by the armed conflict in Ukraine.

Building on a robust structure including the Global Security Unit (GSU) in Geneva, a Regional Security Coordinator (RSC) based in Budapest and dedicated field level Security Coordinators in Ukraine, the IFRC is in a strong position to cooperate with all Movement partners (ICRC, HNS and PNS) and other stakeholders in systematically assessing safety and security risks, implementing effective risk mitigating measures and formulating contingency plans fit for purpose.

This SRM structure not only provides strong decision-making support to line managers at all levels but strengthens operational effectiveness and will support SRM capacity development opportunities for HNS staff and volunteers.

²⁹ See page 8 for details on membership and Movement coordination.

Operations Constraints

While during the first wave, most refugees and displaced people seemed to have the economic means to support themselves and English skills to mobilize, there are reports that the profile of refugees/displaced people is now changing and that more women with children and older persons are among recent returnees.

A range of vulnerabilities can be envisaged as the context constantly changes. A lack of updated detailed assessments of protection risks and vulnerabilities affects operational planning and delivery.

In addition to a continuously challenging and rapidly changing security environment, hostilities in Ukraine and large-scale population movement cause workforce shortages, dysfunctional markets, destruction of the vital primary industries, disconnected logistics networks, broken health services and closure of educational institutions. The disruption of significant infrastructure, major supply chains, and livelihoods lead to an economic decline on households and individual levels, leading to poverty and weakening society's resilience and fallouts in the energy sectors. These factors are highly disruptive to operational planning and delivery and require agile and adaptable approaches.

Humanitarian diplomacy remains a critical function in this crisis, which requires complementary and collective advocacy among Movement partners at varying levels of the operation. This includes careful consideration of the auxiliary role and Red Cross laws of National Societies and the provisions of the Geneva Conventions and their operational resonance. Movement responsibilities under international humanitarian law are fundamental to this response. Just as important is our advocacy for access to humanitarian assistance and basic services for all migrants and displaced people, irrespective of status and at all points of vulnerability along their routes. This will require a longer-term vision as the situation evolves and the needs of both refugee and host communities' change.

During the first phase of the operation, volunteer capacity for scale-up was identified as one of the limitations for the timely implementation of the planned activities. National Societies with the support of the membership are developing/updating country plans to strengthen their volunteer programmes for activities scale-up in parallel to the use of digital solutions that demand fewer physical human interactions.

Limited capacity in Support Services (Human Resources, Administration, Finance, etc.) at the national society headquarters and branches but also in the IFRC regional office was identified at the beginning of the response. Some back up was provided by the Global Services Centre and priority should be given to strengthen Corporate Services to support the effective delivery of relief as well as strengthening national societies' capacity.

Community engagement and accountability capacity and systems in-country, particularly for feedback was identified early on as a key area and gap in neighbouring countries. Pre-existing capacity in Ukraine was severely affected also. Feedback provides a way to listen to affected people's concerns (displaced people, refugees, host communities), their priorities, respond to queries and to identify any rumours and misperceptions, particularly important in this response where misinformation is prominent. Furthermore, the lack of a comprehensive overview of the multiple resources for information and knowledge on the channels that people prefer and trust is also a gap with multiple apps and products being developed by different organisations but in isolation. A harmonized approach is needed to enable easy access to information for affected people to reliable information and effective feedback processes.

A. OPERATIONAL STRATEGY

The IFRC Secretariat, with its member National Societies, has launched a Federation-wide response plan for **1.2 billion Swiss francs, which aims to assist 3.6 million people affected over two years** along three main pillars: **Health & care and Water, sanitation and hygiene services (WASH), with integrated assistance support** (that includes **Shelter, Livelihoods, and multi-purpose cash assistance**) **with the establishment and scaling up of Humanitarian Service Points, and protection and prevention**. Globally, 46 National Red Cross and Red Crescent Societies have supported the response to date. **The IFRC Secretariat is supporting this Federation-wide response plan by appealing for 550 million Swiss francs to scale up support to National Societies in Ukraine and neighbouring countries.**

Although the geographic scope of hostilities has reduced compared with the first few weeks of the crisis, the needs of people across Ukraine, including refugees/displaced populations and those remaining in hard-hit areas, continue to deteriorate. Hundreds of thousands remain without or have reduced access to water, gas, electricity, and mobile communications. At the same time, internally displaced persons (IDPs) in western Ukraine face challenges securing adequate shelter and finding ways to support themselves and their families. The Red Cross Red Crescent Movement has been scaling up its response to respond to the increasing needs within Ukraine as well as in the neighbouring countries.

This Operational Strategy is part of a Federation-wide approach, focusing on activities across 3 following priorities, with an overall focus on National Society Strengthening.

- 1) Health and Care, including Water, Sanitation, and Hygiene (WASH);
- 2) Integrated Assistance, including Shelter, Multi-Purpose Cash, and Livelihoods;
- 3) Protection and Prevention.

B. DETAILED OPERATIONAL REPORT

HEALTH & CARE INCLUDING WATER, SANITATION AND HYGIENE (WASH)

(MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT / COMMUNITY HEALTH)

National Societies since the beginning of the crisis have supported over 973,719 people with Health & Care, including WASH services at border crossings, health centres, collective centres and host communities as part of the Federation-wide response.



Health & Care

Objective:

Most vulnerable displaced people are provided with high-quality health and care services including *MHPSS*

Needs Assessment

Trauma is severe and MHPSS needs are great. Adults and especially children, will need long-term support to cope with loss and violence. There are severe shortages of vital medical supplies, including insulin, oxygen, trauma kits, and first aid. Half of all pharmacies are closed and nearly 300 attacks on healthcare in Ukraine have been recorded between 24 February and 31 May, while 12 million people are estimated to be in need of health assistance in Ukraine (WHO). About 13 million people are estimated to need access to safe WASH services, due to damaged water treatment facilities, pipelines, and pumps, limiting repairs because of continuing shelling. 80,000 babies were expected to be born in the first three months since the conflict began. Many of the damaged health facilities are maternal wards. The risk of outbreaks of respiratory and diarrheal diseases is high in areas suffering from lack of access to safe water and sanitation facilities. Also, the risk of severe illness and death of COVID-19 of most vulnerable, prevails as vaccination uptake remains suboptimal.

Neighbouring countries are still struggling with two years of COVID response, now coping with increased needs of migrants and staffing shortages. Health through cash is gaining interest among many NS. The activities can range from general and low risk (transport to care) to specific and higher risk (cash for pharmacy, cash for treatment).

Key Highlights

The Health & Care Response Plan focuses on three priorities to ensure efficient crisis response and recovery, contributing to efforts to leave no one behind and to serve the most vulnerable population groups first.

Ensure access to direct health support and to basic Health & Care services and commodities

- Immediate response through direct health support: Coordinated International Response – deployment of Emergency Response Units: clinics, mobile and search health teams,
- Supporting Public Health authorities to ensure the inclusive access to health services (preventive and curative) and strengthening communities' resilience
- Scaling up MHPSS and First Aid activities including hotline services
- Ensuring continuity of care and referrals for communicable and non-communicable diseases
- Promoting access to vaccinations (COVID-19, polio, measles, diphtheria)
- Launching awareness-raising campaigns to overcome the associated stigma
- In coordination with PGI, developing and disseminating key messages on GBV risks and on access to support services.

Further advancing the auxiliary role and capacity of Red Cross Societies with competencies of staff, volunteers and people-centred sustainable development initiatives

- Strengthening the health competencies within National Societies
- Recruitment and training of volunteers in First Aid
- Recruitment and training of volunteers in MHPSS
- Active engagement with communities, identifying needs, health risks and solutions

Coordination

Coordination of efforts with internal and external partners including with Movement partners, and participation in health clusters in Ukraine and impacted countries, collaboration with UN and non-UN partners as well as community-based organisations.

Ukraine

The URCS trained over 45,600 people in first aid. The Hotline is working on a list of reserve volunteers and providing support to the population on mental health and psychosocial support in partnership with the Ministry of Health of Ukraine. A webinar on PSS was conducted for around 900 persons, with 2,000-person video coverage after.

With the IFRC support, the URCS is currently piloting a training on home care provision to be conducted online for both informal caregivers and the URCS volunteers who provide support at home to older adults with restricted mobility. After a piloting stage, the training on home care provision for URCS instructors is planned for URCS to scale up the activity and access of the population to basic home care knowledge throughout Ukraine. During the emergency response, the IFRC supported home care services by 11 URCS volunteers in Kyiv city to address the current social needs of people with restricted mobility and pilot and adjust the URCS home care approach under different security situations.

The URCS health strategy, authored by IFRC, translated to Ukrainian has been sent for URCS SMT for signoff. This document is an umbrella document for different subsector strategic frameworks that several PNS are producing for the URCS. IFRC will coordinate the implementation plan, resourcing plan, M&E plan, and the ITT.

The MoU between the URCS Regional Office and the Ministry of Health of Zakarpattia region has been signed. This MOU defines the services between the URCS and the MoH for the health service centres and mobile health units. For MHU's the intention to cover all regions where safety conditions allows operating. Up to 50 mobile teams country wide, with at least 3-5 mobile teams operating in each region has been planned to be established.

At the time of publishing, the health center in Uzhhorod was already operational, since 15 June. The health center was brought in and set up by the Finnish Red Cross, with support from Japanese Red Cross delegates. The center is open for everyone, IDPs and local citizens alike. The treatment and medication are free of charge. Operating budget has been approved and agreements with MOH signed. The recruitment of staff is ongoing with the aim to have people contracted as soon as possible. There is an emergency section at the centre, but all more critical situations will be referred to the nearest hospital. All visits and treatments are recorded into

the health authority database ensuring that these records are available for local health services in the future wherever the patient should seek medical care next. The Ukrainian Red Cross is also providing other services along with health services, including a specific space for mental health and psychosocial support to those who have been forced to flee.

Polish Red Cross provides health services through 19 health teams across the border with Ukraine. Ukrainian Red Cross Society, together with Movement partners, continued emergency health services to internally displaced and public health authorities (through medicines and medical supplies). Danish Red Cross (DRC) is supporting URCS in psychosocial support services and organizational development. Efforts have continued to scale up PSS activities across the country. DRC is also working on ensuring that URCS staff and volunteers have the necessary capacities for conducting PSS activities. In cooperation with URCS' Volunteer and Organizational Development (OD) Unit, DRC disseminates MHPSS Information, Education and Communication materials and training.

In Western Ukraine, DRC supported recreational activities for around 300 children and is initiating the development of several Child-Friendly Spaces (CFS) in Western Ukraine. Almost 11,500 people were reached online with a PFA orientation for people with support from the IFRC PSS Reference Centre. Also, 216 adults received information materials on coping with stress and how to support their children.

Belarus

MHPSS surge support was involved, combined with Russia) in training for staff and volunteers of Belarus RC. Recommendations for the current PSS activities were provided. A meeting with UN agencies was organized to ensure the coherence of the PSS actions implemented in Belarus. 3,358 PSS support services were provided in the BRC branches.

At the Novaya Huta border crossing point, a health care professional was stationed to assist. Mobile pharmacies were established in Nova Guta. A Mobile pharmacy was also established in Poddobryanka village, where people crossed the border from the Ukrainian side, received meals and medical examinations, and crossed the border back to Ukraine. The telephone helpline 201 of the Belarus Red Cross is providing psychosocial support to people.

Belarus RC provided First aid and PSS at border crossing points and in sanatoriums where refugees from Ukraine stayed, now such assistance is provided in the branches. Referral is ensured under challenging cases. Belarus RC is providing wheelchairs and crutches, and walking frames whenever needed.

People from Ukraine in Belarus have a possibility to receive reimbursement of life-threatening costs of medical services. The costs usually include medicaments, special medical procedures, visits to the doctor or stay in hospitals. If a person requires such support, there are two scenarios:

- 1) People come to Red Cross after the payments were done (e.g. urgent operation in hospital, cost of medicaments and stay in hospital after the operation). The person gets reimbursed of the costs.
- 2) People come to Red Cross prior to making any payments. Belarus RC makes a contract with the hospital or pharmacy and transfers funds directly there.

A total of 46 cases of such medical assistance has been supported since May 2022 and additionally 140 COVID tests provided.

Hungary

The handover of responsibilities of the Spanish Red Cross supported ERU Health Posts to Hungarian Red Cross was completed with the signing of the handover documents on 30 May 22 and donation of equipment by HRC and SpRC witnessed by IFRC. SpRC will continue to provide technical support with a last rotation of medical and nursing staff with PSS support for first weeks of June until HRC are able to mobilise sufficient workforce to fully self-manage the health posts.

Meetings with WHO (Budapest) as part of health mapping ongoing and Protection Working Group on access to health care and employment of Ukrainian Health Care staff in Hungary.

On MHPSS, a proposal from the Trauma Center in Budapest has been received by Operational Manager and forwarded to Health Coordinator and to discuss together with MHPSS roving delegate and HRC PSS focal point.

Moldova

Field visit was conducted by health and WASH coordinators in May for joint planning of activities and liaising with partners. Preliminary concept note regarding mobile service points was submitted to Moldova country office for further deliberation and development with NS. On MHPSS, French RC in cooperation with ICRC, is planning to provide a pilot for PSS program “Butterfly” in Transnistria. MRCS and IFRC are planning to scale up MHPSS across the remainder of Moldova in the coming year, in partnership with French Red Cross.

Poland

From the beginning of the crisis until 31 May 2022, Polish RC has supported 8,433 affected people with primary health services and 982 people with Mental Health and PSS services. Furthermore, PRC Search and Rescue teams continuously support the newcomers at the border crossing areas, reception centre and train station with first aid, PSS, referrals and primary health services.

A volunteer profile was created for Polish Red Cross (PRC) NS volunteer management to find volunteers for MHPSS training and future activities. PFA training is conducted for 20 participants in Lublin for Humanitarian Aid Group members, Rescue Group team leaders and Volunteer Management Coordinator. Additional to the first phase of the training, 20 volunteers and staff members will be taking part in the second phase of the training in the Rzeszov district. Development of the online training materials and online training with interpreters to cover requests from certain branches around Poland are completed. A poster on MHPSS and PGI (IFRC jointly with the NS) has been translated and is being set up at border points

The **DG SANTE** funding agreement for PFA and the establishment of support hotline focusing on psychosocial support for the persons fleeing Ukraine in the four neighboring EU countries, including Poland, has been finalized. The Polish RC, with support of IFRC, will utilize DG-SANTE funding in order to implement a range of MHPSS activities and support services. As the Ukraine crisis evolves, so to do the needs of the affected population, with a perceived lack of free and/or structured, services available in this space both nationally and across the response.

Training of trainers (ToT) in Budapest and MHPSS “team meet” for sharing and catching new ideas were completed. The Poland team is getting more familiar with online training materials and online training with interpreter in preparation to cover requests from certain branches from around Poland.

Romania

There was a visit to Romanian Red Cross HQ to assess capacity and PSS components in existing programs. A road map for MHPSS Capacity Building was developed during the visit and received by MHPSS Focal Point in NS. Training development program was created – 2 managers, 12 trainers and 290 volunteers will be trained. A plan is being developed for a care system for volunteers and staff.

Russia

In response to the crisis the RRC has established a hotline, which has been providing MHPSS and PFA in addition to RFL, information and referrals. Trained RRC specialists have also been providing assistance in Temporary Accommodation Points (TAPs) and at least four regional branches and RRC is expanding the number of branches to cover more people in need.

IFRC has conducted two rounds of deployment of MHPSS Officer to provide technical assistance to RRC on MHPSS with special focus on displaced people in post-conflict situation. IFRC also supported establishing and training of MHPSS teams (143 RRC staff and volunteers) in 4 regional RRC branches located near the border with Ukraine (Rostov-on-Don, Belgorod, Voronezh and Volgograd).

Over 4,000 people have been provided with MHPSS so far: some 3,000 in TAPs in-person and 1,204 more via hotline.

IFRC continues provision of support to Russian RC in increasing access of displaced people to health services through provision of medical insurance and covering HIV treatment in Belgorod, Volgograd, Lipetsk, Volgograd and Voronezh.



RRC volunteers working in a distribution point on the border.

Slovakia

Slovak Red Cross provides first aid, PSS, and health referral services at border crossings, transit hubs, and other sites. In addition, the NS has expanded access to referrals and adapted transportation for people with mobility challenges to access needed health services. In support of these services, three German Red Cross nurses have been deployed to provide supervision and support contingency planning and quality assurance.

IFRC continues to organize regular training on Psychological First Aid for Slovak Red Cross branches and volunteers involved in the emergency operation. Minimum information on MHPSS and PGI (IFRC + NS) has been translated and is being set up at border points. NS is looking into supporting affected population in accessing health services through cash for health services. This could include reimbursement of medications, prenatal care and vouchers for psychological counselling. First aid services continue at the border, with refugee-focused health services in eastern Slovakia expanding to include transportation of people with chronic illnesses or mobility challenges who cannot access regular transportation to access registration services, accommodation, or other services. The two-week pilot project for this service demonstrated a consistent demand, and plans are in development to ensure the provision of accessible transportation for these vulnerable populations through a combination of the expansion of the Slovak Red Cross' existing disability transit services and the establishment of referral networks for people requiring higher levels of care while in transit. PSS training is continuing to expand to new branches, with high levels of engagement and uptake.

Discussion is ongoing on MHPSS capacity building strategy for immediate, medium and next two years with National Society Headquarters – using DG SANTE funding. Coordinating with UNHCR to discuss at risk groups and referral pathways.



Water, Sanitation and Hygiene

Objective:

Comprehensive WASH support is provided to the most vulnerable people, resulting in an immediate reduction in the risk of water-related diseases and improvement in dignity for the targeted population.

Needs Assessments

WASH assessments are ongoing in Ukraine and impacted countries. This includes field visits to observe humanitarian service points, reception centres, longer-term accommodation centres and host communities. In Ukraine, centres hosting IDPs were assessed by multi-sectorial teams. In Ushgorod, IFRC and the Austrian Red

Cross have undertaken the interventions. In Lviv, the joint assessment is undertaken by the Austrian Red Cross and ICRC. Specific needs of the refugees and IDPs staying within host communities have not yet been identified in most countries and require further assessments. A substantial effort in understanding the situation and needs of marginalized groups is also necessary to develop an appropriate response. Kobo has been used to collect data in a systemized and organized way complemented with a narrative report.

Key Highlights

Based on the outcome of the assessments, various projects have been proposed to different National Societies with and through IFRC country teams. The main focus lies on hygiene and health promotion activities. Details on those interventions are being discussed individually with each country as the situation in the country varies for both the refugee side and the capacity of the National Society. However, these interventions aim to complement the distribution of Hygiene items provided in the different centres and to host communities to reduce the risk of possibly emerging diseases. Longer-term hygiene activities will be embedded in the overall health program where joint hygiene and health promotion activities are being envisaged with a special focus on Community outreach through Community engagement.

Voucher for Hygiene items is currently being discussed in a few countries alongside discussions regarding the introduction of CVA activities. The need for rehabilitation and repair and the provision of WASH infrastructure at the different centres and host communities has been identified in Moldova and Ukraine. In Moldova, WASH is envisioned primarily in terms of hygiene kits distribution and support to humanitarian service points in the event of an influx of refugees in future.

In Ukraine, the Austrian and German Red Crosses lead on the ongoing activities that involve WASH. The Austrian Red Cross in Lviv provides basic infrastructure, such as washing machines, heaters, etc., to centres where the need has been identified while conducting the cross sectoral assessments.

Information, Education and Communication Material (IEC) material for WASH (in collaboration with Health and MHPSS) are currently being developed for the affected population, focusing on vulnerable and marginalized groups in Ukraine and surrounding countries with the support of the Netherlands Red Cross. In cooperation with CEA, the operation team is working to identify the best platforms, channels and spaces to reach these groups.

An internal Roma working group has been established and is being also supported by Netherlands Red Cross. The community has been identified as one of the marginalized groups that need support within that operation. The group is currently collecting different data, background information, and contacts of other NGOs working with Roma communities. Once sufficient data is available, it will help design an appropriate response. Information will be made available to all sectors.

Coordination

Internal RC coordination: All programs will be designed based on assessment results with the direct involvement of the National societies, PNS, and IFRC. There is strong coordination between Ukrainian Red Cross, Austrian Red Cross, German Red Cross, ICRC, and the Federation in Ukraine. The Austrian and German Red Cross lead on current WASH activities. Ongoing coordination with region and PNS for possible need of British Berkefeld HFK portable gravity water filter system which can be donated from donor in Portugal.

External Coordination: Engagement and representation in country-level inter-agency coordination mechanisms and working groups in Moldova (Accommodation and Transportation Working Group) as part of the Regional Refugee Response Coordination led by UNHCR and Ukraine (Ukraine WASH Cluster) also directed by UNHCR.

Challenges

While there is still uncertainty about how the situation will develop, there is a need to plan for mid-and longer-term interventions. Due to the challenging situation, National Societies are overloaded with work which makes planning and implementation of projects difficult – Yet the process is ongoing. Most countries mainly want to distribute hygiene items and other in-kind donations until cash programs are in place. In some cases, continuous distributions of in-kind hygiene materials, including menstrual hygiene items, will be required.

Ukraine

Cross-sectoral assessments have been launched by the Austrian Red Cross, German Red Cross, URCS and ICRC at around 30 IDP centres in Lviv region and surrounding Uzhhorod. Austrian Red Cross teams immediately respond to needs by handing out cleaning kits, washing machines, heating systems, microwaves, fridges, drying racks etc. Cross-sectoral assessments have been undertaken in Uzhhorod by IFRC and the Austrian Red Cross. IFRC and the Austrian Red Cross are participating in the WASH Cluster facilitated by UNHCR. Hygiene kits are being distributed in Zakatpattia region through IFRC and the Austrian Red Cross. Support for piloting trial hygiene kit for older persons and persons with disabilities.

Belarus

Belarus Red Cross is distributing hygiene items. Upon arrival at the border crossing point, people could receive hygiene items of the most urgent need. Those accommodated in recuperation centres or staying with their relatives and friends receive hygiene items following their requirements.

Hungary

Assessments are ongoing throughout the country at different reception and transitional centres, including a joint WASH-Health-PGI assessment conducted at the Szeged accommodation centre. The biggest needs identified include WASH NFIs (e.g., HP kits, migrant kits, individual kits, baby kits, etc.) in all reception centres, transit centres and host communities. Distributions are ongoing until cash assistance is implemented. 17,000 people were already reached by distributing hygiene items by Hungarian Red Cross branches.

Moldova

Hygiene items are being distributed to both host communities and refugees. IFRC Surge teams conducted a joint WASH-Health-Shelter assessment, and further discussions on mid-term and long-term approaches are ongoing. Preliminary concept note regarding mobile service points was submitted to Moldova country office for further deliberation and development with NS.

Poland

IFRC Surge teams conducted a joint WASH-Health-Shelter assessment. 5,008 hygiene kits have been donated to Lublin municipality for distribution through IFRC pipeline goods in reception centres. In addition to this, 95,275 people were reached by Polish RC with wash-hygiene supplies in the field through the PRC branches, distribution points at reception centres, border crossing areas and other accommodation centres.

The plan for relief distributions and wash hygiene kits is completed and shared with the main actors for action. The IFRC Poland team, in coordination with LOGS-ERU teams in the field are delivering female sanitary products to PRC branches for national-wide distributions through local branches and main humanitarian actors. PRC branches for national wide activity. The activity being conducted with PRC teams in specific areas across the country, particularly in affected regions.

INTEGRATED ASSISTANCE

(SHELTER, HOUSING AND SETTLEMENTS, MULTI-PURPOSE CASH, LIVELIHOODS)

National Societies since the beginning of the crisis have supported over 3.2 million people under the integrated assistance approach with services at border crossings, health centres, collective centres and host communities, while 141,229 people were supported with Cash and Voucher Assistance (CVA) as part of the Federation-wide response.



Shelter, Housing and Settlements

Objective:

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

Needs Assessments

Following the initial shelter assessment in Moldova and Poland (jointly with Health and WASH), a new one was done in Slovakia and Ukraine to analyse the evolving situation, identify the changing needs and define the strategic lines for the shelter intervention in the coming months (linking the initial relief response with a mid-to-long-term intervention). An integrated approach has been defined to secure a more significant impact. Romania and Hungary are planned to be assessed later.

Key Highlights

The focus of all operating National Societies at the beginning of the response phase as part of the integrated assistance approach was the provision of in-kind assistance to cover basic needs related to shelter (clothes, blankets, mattresses, bed linen, etc.) to improve the living conditions in the transit/reception centres where people are staying for a limited period before continuing their journey towards their final destination.

While this has been the focus of the first months, planning for medium and long-term shelter interventions is taking place to support the integration of those who will decide to stay in what they consider a secure destination.

Preliminary discussions and planning on coordinating and providing support to European National Societies to support migration to secondary impacted countries have been established in consultation with the IFRC Regional Office for Europe and the Red Cross EU Office. Mapping ongoing and planned shelter activities in both EU and non-EU National Societies and identification of coordination focal points is continuous. Support and guidance have been provided to various IFRC country-based teams to assist them with their engagement with National Societies on the suitability of host family support and rental assistance in particular. By now Slovakian Red Cross and Polish Red Cross have agreed in developing both mentioned programmes and planning and design it is ongoing, thought two delegates deployed in each of the countries. There has also been a need to engage with some National Societies on what role they may want to or continue to play in collective centres. In the case of Ukraine, a part of the above mentioned, support is also provided to explore other type of shelter assistance options to facilitate the return to some areas previously affected by the fight as construction of transit sites or repair assistance.. There have been efforts to engage with the rest of the countries of the 1st ring (Hungary and Romania) as well as the ones outside of the 1st ring of neighbouring countries to share best practice related to different shelter interventions. This has also allowed an understanding of shelter options and the role of NS in the countries of destination for those intending to more durably relocate.

Coordination

Internal RC coordination: Internal coordination is done at the sectoral level to secure the implementation of an integrated approach to maximise the impact of the intervention and with ICRC, Operating National Societies and Partner National Societies to secure alignment and further reach.

External Coordination: Engagement and representation in country-level inter-agency coordination mechanisms and working groups in Moldova (Accommodation and Transportation Working Group), Hungary (Basic Needs WG), Slovakia (Basic Needs WG) as part of the Refugee Coordination Model lead led by UNHCR and established in neighbouring countries, and with the Shelter Cluster in Ukraine where the Cluster System has been activated, and it is also lead by UNHCR, as co-lead of the shelter cluster for conflicts.

Challenges

While the situation is still quite fluid, a stronger focus is needed to identify better the needs of the refugees (outside Ukraine) and IDPs (in Ukraine) staying within host communities as this requires further assessments in most countries. A substantial effort in understanding the situation and needs of marginalised and most vulnerable groups is also required to develop an appropriate response for the mid-to-long term as they will struggle more to access adequate, affordable accommodation.

Ukraine

The Ukrainian Red Cross Society is coordinating with local authorities to assist internally displaced people, many of whom will not or cannot cross the border into a neighbouring country. Reception centres are being established in schools and other community buildings to accommodate many displaced people. Around 3,700 tons of humanitarian aid were distributed by the URCS, reaching more than 850,000 people. Humanitarian cargo from Partner National Societies includes food items, water, hygiene kits, blankets, shelter items and medicine dispatched to seven regions in Ukraine.

The shelter immediate intervention plan and a first draft of the Shelter Strategy have been developed and are under discussion for acceptance by the URCS. As one of the possible shelter interventions to cover the mid-term shelter needs, the concept note for the implementation of transit sites built with pre-fabricated modules has been defined, to accommodate people who decide to come back to affected areas while reconstruction is taking place.

IFRC on the request of the government has been focused on procurement of 264 flat pack containers for transitional shelter support and a feasibility study on a temporary accommodation through flat pack containers for 264 families it is ongoing.

Belarus

Ukrainian citizens who need accommodation are hosted in recuperation centres and dormitories, meals, clothing and hygiene products upon request, and communication with relatives is ensured. Such services covered 829 people. From March 19 – to April 12, the Ukrainian border zone residents began to receive assistance near the simplified border crossing point Poddobryanka (Gomel region), where the Belarus Red Cross and the Gomel regional department of Emergency provided hot meals and psychological and first aid. A total of 2,601 services for people living in the border zone on the territory of Ukraine were provided at the border crossing point. The service provision was stopped due to security reasons, but Belarus RC is ready to start providing the services again when the situation changes and if there is still a need.

Hungary

HRC has been scaling up its provision of services to short- and long-term accommodation centres being set up by different local administration units as per the requests of civil defence committees, providing different levels of service (such as Child-Friendly Spaces and provision of food or site management) depending on the needs and coordination with other humanitarian actors. Engagement with the Refugee Coordination Module established for neighbouring countries is ongoing, where shelter-related sectoral WG has recently started, along with coordination with the Shelter cluster in Ukraine.

Moldova

IFRC Surge teams conducted a joint WASH-Health-Shelter assessment to define the strategic lines for the shelter intervention linking the initial relief response to a more long-term intervention to meet the shelter needs. As part of the immediate response to the needs of affected families from Ukraine, the humanitarian support received from Portuguese RC and Turkish Red Crescent (Household items like blankets, hygiene kits for adults, hygiene kits for babies) have been distributed by the MRC with the assistance of the IFRC. The first three distributions were as follows. One distribution was at the collective centre in Rishkanovka (40 km from Chisinau, the capital of Moldova) for 60 displaced families from Ukraine (84 blankets and 60 hygienic kits for adults). The event was highlighted by local TV. Another distribution with the same type of



MRC volunteers distributing blankets and hygiene items in Hirbovat to support refugees from Ukraine staying with host families. Source: IFRC, 20 April 2022.

items was in Calarasi (100 km from the capital) for 25 Ukrainian families in host communities, Ungeni (close to the border with Romania) for 15 host families and Basarabaska (76 km from Chisinau) for 17 host families. Thus, around 151 families or more than 400 people are covered so far. Distribution is going to be continued. Engagement with the Refuge Coordination Module established for neighbouring countries is ongoing, where shelter related sectoral WG has recently started, along with coordination with the Shelter cluster in Ukraine. A joint Safeguarding / Shelter scope mission took place from 11 to 19 June to ensure that considerations will be included to secure minimum adequacy criteria of the accommodation conditions and secure required protections considerations in place to avoid abusive practice on the potential continuation of WFP programme or potential host family assistance to be developed by MRCS.

Poland

IFRC Surge teams conducted a joint WASH-Health-Shelter assessment to define, specifically for shelter the strategic lines for the intervention linking the initial relief response to a more long-term intervention to meet the shelter needs. As of the 18th of April 2022, the Polish Red Cross has supported 276,442 affected people in Poland with in-kind relief goods to cover basic needs related to Shelter, WASH Livelihoods/Food, and other humanitarian services. Distribution has been taking place in the border crossing points, temporary accommodation and reception centres, and transit/registration centres. 29 trucks of relief items were received through the IFRC pipeline with the coordination of Logs-ERU teams.

There is significant accommodation pressure, with guesthouses and hotels asking Ukrainian refugees to leave in order to get ready for the peak tourist season. Those Polish RC branches who spontaneously hosted Ukrainian refugees are also running out of resources and wish to return to their normal way of life. Rapid market assessment was developed by the Shelter delegate in Poland and Rental Assistance and Host Family Support programme were presented to Polish Red Cross and they agreed in implementing the program in different branches targeting in total around 1000 HH. Among both programmes, host family support will be prioritized, since the benefit for the refugee's families are higher (as showed by PDM report). By now planning and design of the project it is ongoing, and a first phase will be developed as a pilot in one of the branches. PRC Recruitment of national staff to support with the implementation of the programme on going.

Romania

More than 7,000 beneficiaries in accommodation centres provided by the authorities, other NGOs or through private initiatives have received aid in essential items: 70,559 kg of food and hygiene products, 500 blankets, 500 mattresses, 1,000 sheets, 4,500 sleeping bags, 500 towels, tableware, pillows, and others. In addition, phones, cards and external batteries were given to those in need to keep in touch with family. In addition, the RoRC has provided hot meals, financial support for the purchase of medicines and plane or train tickets.

Although Romanian RC is hesitant to engage in shelter because of capacity and because of the role of government, in recent weeks there has been an increased interest and need to explore potential shelter interventions. This includes host family support.

Russia

Fifty-five (55) regional branches of the Russian Red Cross (RRC) are involved in providing humanitarian support to displaced families through 118 humanitarian aid collection and 130 humanitarian aid distribution points. The RRC coordinates collection of humanitarian aid in Russia and has collected and delivered more than 1,400 tons of humanitarian aid to the displaced people. A temporary warehouse for storage and sorting of humanitarian aid was built by the RRC in the Rostov Region for that purpose. RRC has also raised over RUB 185 million (over 2.4 million CHF) for the humanitarian assistance to the displaced and delivered over RUB 135 million of that already.

Russia Red Cross collected humanitarian assistance (clothes, hygiene sets, PPEs, shoes, blankets, baby blankets, baby potties, household items and stationery for children) and delivered 365 tons of humanitarian aid to the displaced people.

Slovakia

A shelter assessment was conducted and further analysis were conducted by the shelter delegate in Slovakia to study the shelter assistance to cover mid-to-long-term needs by providing support for hosting arrangements and/or rental assistance. IFRC supported the development of a schematic human resource structure outline for potential Rental Assistance Programming, driven through National Societies. Initially, Slovakia is expected to provide a test case for review. Branches are distributing household items on an as-needed basis to cover basic needs in hotspot/reception centres, transit centres and long-term shelters. The Slovak RC HQ and IFRC Team engaged with all Slovak RC branches. The vast majority are highlighting accommodation pressures as one of the greatest needs in the municipalities they support, and likely to grow in future. Rapid rental market assessment was conducted, and Host family support / Rental Assistance was presented to Slovakian Red Cross, which agreed to implement the programme. By now planning and design of the project it is ongoing, expected to be developed in 6 branches SRC recruitment of national staff to support with the implementation of the programme it is ongoing.



Cash and Voucher Assistance

Objective:

The most vulnerable displaced communities have their needs addressed through the use of cash.

Key Highlights

- Amount of cash distributed (CHF): **12.6M** (Federation-wide data, as of 16 June 2022)
- People reached by conditional and/or unconditional cash and voucher assistance: **141,229** (Federation-wide data, as of 16 June 2022)
- Self-registration app is fully launched in Romania and piloted in Poland and Moldova. The self-registration app is planned to be piloted in Slovakia, and is being considered for Ukraine, depending on operational needs.
- Cash distributions are ongoing through two main payment solutions: the IFRC VISA cards and MoneyGram.
- In the countries with an ongoing cash intervention, automatized chatbots are available to beneficiaries through Telegram, Whatsapp or Viber. Trained staff and volunteers on cash and voucher assistance incorporating, PGI, PMER, CEA and MHPSS.
- There is a strong focus on automation to support the scale-up of cash within this response.
- Supporting the design, hiring and migration to a centralized cash processing structure.
- Support the hiring of Ukrainian & Russian speaking caseworkers to help countries offering the self-registration model with "customer" support cases
- Shortened and streamlined the process to request funds for cash distributions with the support of OIAI and IFRC Finance (Regional and Geneva) by minimizing the documents required for submission and balancing the risk of having too much money with the FSP while having enough cash on hand or pre-authorized for distributions.
- The recruitment of the long term CVA structure is ongoing.

Coordination

Internal RC coordination: Discussions continue with PNS concerning CVA activities and access to Framework Agreements with Financial Service Providers and RedRose. Data sharing agreements between the IFRC, ICRC and National Societies are being drafted and submitted by each IFRC country team.

External Coordination: Continued engagement at country and regional Cash Working Groups. A Data Sharing Agreement has been signed between the IFRC and UNHCR, and different coordination agreements are being signed at the country level depending on the operational needs of each context.

Challenges

Availability to deploy CVA profiles to cover different gaps within the CVA team (both at the regional and the country level) while the long-term structure is being set-up has challenged the continuity of operations.

Swift variations on the movement patterns of the targeted population have presented a challenge to the way information is processed, maintained and integrated. The increase in volume of the CVA caseload has generated a massive workload to process the registered people and set-up their profiles to successfully receive cash. This has created the need for automating, integrating, and simplifying the system and the team structure.

Ukraine

IFRC continues to lead the RCRC Movement Coordination on cash assistance in Ukraine. This includes regular engagement with operational PNSs and ICRC. IFRC will continue to provide technical support to partners and ensure that interventions are developed, delivered, and monitored harmonized, adopting similar tools and approaches to the extent that it is possible and ensuring that learning and good practice are shared and replicated.

The IFRC CVA delegates supported the Danish Red Cross in Chernivtsi as the first to roll out the cash distribution programme in Ukraine, with distributions starting in June. Danish Red Cross undertook registration of vulnerable host community members in Chernivtsi; beneficiary lists were provided by the local authorities and URCS and DRC conducted verification with encashment through Red Rose/MoneyGram. Lessons learned and recommendations from the use of RedRose have been documented and shared with partners.

URCS have advertised for a Cash Focal Point, who would be within the URCS structure as a counterpart for the IFRC CVA colleagues.

The IFRC, URCS and the Ministry of Veterans Affairs have drafted an MoU to support 94,000 recipients with cash for basic needs. This MoU commits to 4 months of cash assistance for severely disabled war veterans and is expected to begin in August – November.

URCS, with the support from the World Food Programme, Save the Children, Estonian Refugee Council, German RC and URCS funds are implementing a voucher-based assistance programme. So far, around 25,000 people have been reached with local retail store vouchers (worth 2,200 UAH ~ 70 CHF) in Zhytomyr, Cherkasy, Kropyvnytskyi, Poltava, Dnipro and Zaporizhzhia. Altogether 40,550 vouchers were purchased for this support.

The needs assessment conducted by the IOM among displaced and non-displaced populations shows that there is a heavy need in financial support/cash assistance (66% and 48% respectively). This shows a clear need in the forthcoming cash assistance by the RCRC. Cash assistance is being considered a key modality to support the people for multi-purpose use, for shelter and support to demobilized soldiers.

Weekly coordination of operational PNSs and ICRC are ongoing along with external coordination with the national Cash Working Group (CWG). CWG plans to create task teams on Social Protection and GBV, in which IFRC will participate. Identifying gaps that could be covered by RCRCM members is a priority, including branch development where the capacity has been reported low.

CVA and IM delegate to support set up of the Red Rose platform for a pilot project in Khmelnytskyi. Encashment through RedRose/MoneyGram expected in June-July.

Coordinating with ICRC to explore possibility of leveraging their FSP agreement with PrivatBank so that URCS can secure an agreement with similar terms.

URCS to confirm level of support required to meet their commitment as part of the ICRC/URCS/Ministry of Social Policy tripartite agreement to deliver 15.6 million CHF of MPCA.

Hungary

- HRC and IFRC coordinated with the Ministry of Foreign Affairs and Ministry of the Interior to advocate to start the response by providing cash and voucher assistance (CVA) in Hungary to the most vulnerable population who have fled Ukraine.
- The IFRC CVA Coordinator for Hungary is working with external partners to start a cash sub-working group under the established BNWG to harmonize CVA planning amongst multiple actors to ensure CVA operational quality, complementary targeting, aligned transfer values, joint systems and a unified CVA approach.

- County-level needs assessments are underway to determine the level of need within local municipalities to inform MPCG programming.
- The IFRC surge team is undertaking cash preparedness activities within the NS and providing additional staffing, information mapping, equipment, tools, training, application technical assistance and logistical supporting CVA pilots in four counties- Gyor, Csongrad, Borsod and Fejer.

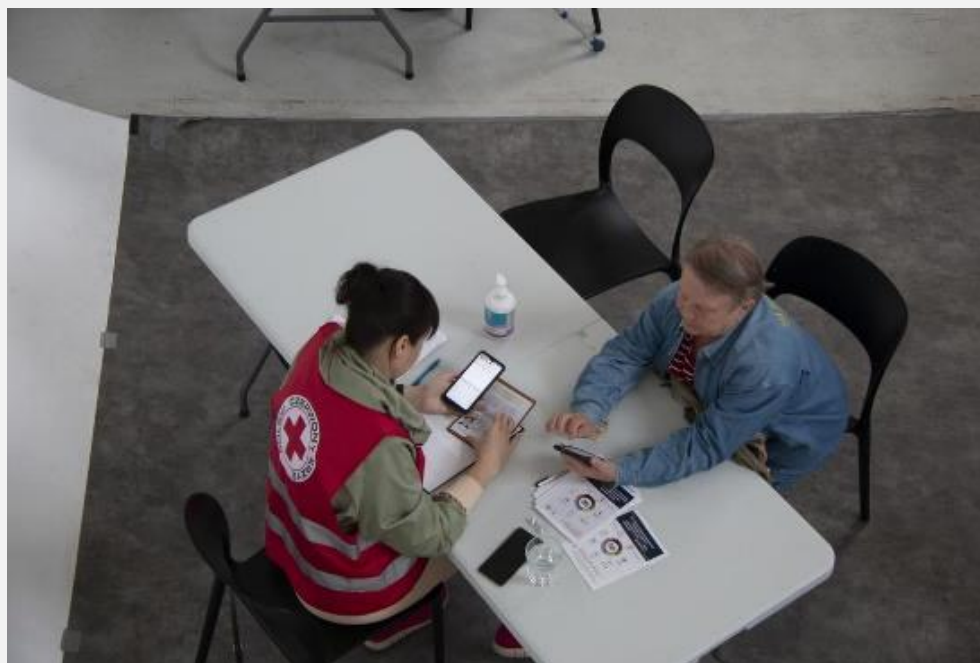
Moldova

- CVA project is focusing on the potential gap between support for refugees and support for families hosting refugees.
- A pilot of the self-registration app and both payment systems (MoneyGram and Visa) has concluded in Moldova and Transnistria with positive results. SA list of suggestions for improvements has been shared with the CVA team and the Information Management system provider.
- Ongoing discussion about drafting technical MoU with the external partners regarding participation in improved Host Family support cash assistance program as of September 2022, and participation in broader ESSN type social protection program for vulnerable Moldovan and integrated refugees.
- Ongoing coordination for potential implementations of CVA for:
 - host families
 - contingency plan for an in-transit wave due to the upcoming winter
 - seasonal adaptation program: 65,000 refugees x USD 100 x 1 time
- Ongoing adaptation of the self-registration app to the host family model
- Ongoing discussion about contingency budget so that money can be transferred to the FSP in 24-48h. CHF 5M has been requested to be “pre-positioned” for crisis response purposes throughout the remainder of the year and into spring of 2023.
- Communication established between Romanian and Moldavian Red Cross Societies in order to support CVA and other activities.

Poland

The IFRC is currently reinforcing the capacity of the Polish Red Cross so that cash transfer becomes a preferred and modality in PRC response system at national level. IFRC is currently providing support to Polish RC through the recruitment of 5 CVA experts, 13 Enumerators for Cash Registration and Application activities, and improving the NS data collection techniques and training volunteers in data management.

The CVA Registration center is fully functional in Warsaw and cash distributions are taking place on a daily basis with the participation of Polish Red Cross professional enumerators and trained volunteers.



Svetlana registers for assistance at an IFRC cash distribution in Warsaw, Poland. "I plan to use the money for medical treatment. I have numerous health issues:" Photo Credit: Carina Wint, IFRC

Furthermore, program provides capacity building to Polish Red Cross. This includes: recruitment and training for new CVA team (in May two CVA officers were recruited), inclusion of PRC staff into program design and implementation, sharing of best practices, development of new tools and solutions (improving data collection

techniques, data management, coordination with local authorities, establishing relations with local NGOs, coordination through clusters/working groups, training for volunteers and strategy development).



A safe children's play area in the IFRC/Polish Red Cross distribution centre in Warsaw is well used, while parents talk in-person to get cash support. Photo credit Susan Cullinan/IFRC

The coordination is ongoing with PRC Branches to recruit more volunteers and find new possible places for registration and distribution activities to scale up the current CVA activities. In the first phase of the operation, the CVA team targeted 30,000 people.

The PRC Contact Center is operational to offer beneficiaries and target group access to timely, quality information and referrals via phone, chat, and email. The initial services offered are payment resolution inquiries, information about the cash programme, ability to report incidents and issues, and internal and external referrals to meet needs. A Telegram/Viber chatbot was set up, allowing the operation to provide information on essential questions and create tickets if a specific issue requires further follow-up. The Red Rose team set up the operating system and prepared a logical pathway for the registration and distribution process.

Warsaw - in-person registration



A Ukrainian refugee receives help accessing cash assistance at an IFRC/Polish Red Cross distribution centre in Warsaw. Photo credit: Susan Cullinan/IFRC

- Reached 645 HHs with multi-purpose cash assistance using direct registration and VISA debit cards by the time of publication.
- Hired two Polish Red Cross staff as cash officers to support the direct distribution site.
- Preparations for time-limited open enrollment for Warsaw to build invitation database.
- Ongoing work to establish safe CVA referrals with protection-specialized organizations.
- Direct registration of HH for cash assistance continues on a daily basis at the Registration Centre in Warsaw.
- Enumerators' recruitment is done to support with full capacity. Training of 13 enumerators for CVA direct registration and Contact Centre/Infoline completed on 2 June in Warsaw.

- Secured distribution site facility together with PGI and CEA.

Self-Registration / Lodz

- Tested MoneyGram delivery mechanisms to prepare for the MoneyGram rollout through the self-registration
- Trained volunteers in Lodz branch for initial rollout of the self-registration application developed by RedRose.

- Testing of self-registration modality started on 24 May with a small group of HH.
- Self-registration for CVA was launched in Lodz on 1 June as a pilot Branch. Rollout to other branches is in planning phase.
- By 17 June, 5,899 HHs were registered using the self-registration app. 4,170 of them were approved for the grant, and 1,685 HHs actually received the Money Gram codes to pick-up the money.
- Organized training for the volunteers on post-distribution monitoring with the support of IFRC and PRC.

Russia

In coordination with all Movement Components the initial response of the RRC to the emergency included distribution of multi-purpose (food and essentials) and pharmacy vouchers. As distribution continues, 10,000 pharmacy vouchers and 8,375 multi-purpose vouchers were distributed. Feedback collected from the beneficiaries showed that though this kind of assistance was greatly appreciated, the majority of the displaced prefer to receive financial support in the form of cash vouchers, which would provide them with greater flexibility of choice. However, in the view of bank transfers being only available for people registered in Russia (as displaced or refugees or other), bank transfers would not be available to the undocumented displaced people.



Russian Red Cross staff registering a beneficiary for CVA assistance

The RRCS has therefore started to provide assistance via multi-purpose cash to the families registered in Russia and meeting the vulnerability criteria agreed between the Movement partners (including older people 60+, pregnant and nursing women with children under 3 years; households with individuals with disabilities; single-headed households with children under 18 years; large households with 3 or more children under 18 years). The volume of cash assistance will be linked to the size of a household (1-2 members: RUB 5,000, 3-4 members: RUB 10,000, 5 and more members: RUB 15,000). To date, 63 families (245 people) have received cash in three regions.

At the same time, RRC will continue provision of multi-purpose and pharmacy vouchers to the families who meet above criteria, but for various reasons remain undocumented in Russia.

The distribution of CA will continue following a one Movement approach, to ensure consistency in implementation (i.e., same selection criteria, reporting etc.), and to avoid duplication and other inefficiencies

Romania

The CVA programme is the primary focus in Romania. The self-registration process for cash in Romania launched on April 26. On 14 May 2022 (19 days later), Romania hit the original target of 30,000 individuals registered for cash. The Romanian Red Cross and the IFRC continue to run the program through community outreach, humanitarian service points, and community engagement work. A website landing page explains program criteria and drives visitors to download the enrollment app.

As of 15 June, CHF 5,170,433 million have been distributed to 44,609 people (out of an initial target of 30,000).



Volunteers at the Bucharest Service Centre registering people and responding to queries from refugees. Photo Credit: Diana Hohol, RoRC

Slovakia

In Slovakia, Cash and voucher assistance (CVA) is one of the priority interventions for the vulnerable population who have fled Ukraine. Since early May, more than 1,000 households have been registered for cash assistance, with single women comprising the most common household structure.

The transfer value, an average of EUR 167 per household, aligns with Slovakia's Social Protection system and is uniform across all Cash Working Group partners. Red Cross beneficiary selection criteria have been defined with the support of Migration and PGI experts.

The Red Cross is partnering with UNICEF and IOM to identify families whose members include someone with a disability in order to provide additional assistance through a "caregiver's allowance" that can provide the household with an additional EUR 508 per month.

In addition to a chatbot and direct contact with branches, beneficiaries are able to reach out to a full-time helpline, staffed Monday to Friday 9am to 5pm by a native Ukrainian speaker. The call center currently logs up to 25 calls per day, primarily dealing with refugees interested in financial assistance.

In all, staff and volunteers from nine branches have been trained in CVA registrations for visa card distributions. Two other branches have been trained to provide "assisted self-registration," or working together in-person with a beneficiary to complete enrollment using a Red Cross mobile phone. The first cohort of beneficiaries were enrolled using this method in mid-June.

Next steps for self-registration are a moderate district-wide test aimed at 350 households before a nationwide release in early July.



IFRC training session for volunteers and branch directors of the Slovakian Red Cross. Source: IFRC, April 2022.



Volunteers and staff look on as a beneficiary complete self-registration in Banská Bystrica. Source: IFRC, June 2022

Belarus

Belarus RC has an MoU signed between BRC, Ministry of Foreign Affairs and State Border Committee stating that Belarus RC is playing a coordinating role in assisting migrants/refugees. There also is going to be a national plan developed by the Ministry of Interior which will be activated in case of the large influx of refugees, and BRC role will also be described in this plan

A coordination meeting between IFRC, ICRC and Belarus RC was organized, followed by a meeting with UNHCR. Joint approaches of CVA is developed. Belarus RC will have the CVA distribution from the three financial sources: IFRC, ICRC and UNHCR.

Categories of beneficiaries eligible for CVA are defined as: older people, large families, incomplete families (including unaccompanied minors), people with disabilities, pregnant and lactating women. In case of doubt or in case of clear vulnerability which is not within any of the above-mentioned groups, a commission in Belarus RC will make a decision whether the person is can receive CVA. A household of 1-2 persons will be entitled to 1

voucher\cash portion per distribution, 3-4 persons – 2 vouchers\cash portions, 5 persons and more – 3 vouchers\cash portions. One voucher or cash portion will equal BYN 270 (approx. CHF 75).



Livelihoods

Objective:

Communities in crisis-affected areas and the displaced can recover their livelihoods, while refugees' access to employment opportunities is improved

Needs Assessments

IFRC is currently scoping potential support for food security and livelihoods in Ukraine and surrounding countries, identifying interventions that address needs and align with the National Societies capacity, experience and strategic priorities.

Key Highlights

Discussions are ongoing with the URCS Livelihoods Unit on livelihoods support options which could support livelihoods recovery, building on their previous experience. Livelihoods support in surrounding countries will focus on assisting refugees and migrants in accessing labour markets and successfully gaining employment. Some National Societies have already initiated this support. A Federation partner with extensive experience in supporting refugee employability in Europe is offering to provide specialised support.

Coordination

Internal RC coordination:

Consultation with Federation partners and ICRC is ongoing to ensure livelihoods assistance is well-coordinated and complementary, utilising partner expertise and experience in supporting livelihoods within each country and similar programmes elsewhere working with refugees and post-conflict recovery. The IFRC Livelihoods Centre has established a help desk specifically for this response and can provide training for National Society staff and volunteers where requested.

Spanish Red Cross to deploy a Delegate to the Region, to start preparing the Employability programme in interested countries. Beside Ukraine, Poland and Slovakia have shown interest.

External Coordination:

IFRC engages with key agencies supporting Food Security and Livelihoods (FSL) in Ukraine and attends the FSL Cluster to understand current FSL support being provided, identify gaps, and identify where the Federation-wide approach can add value.

Challenges

While the Ukraine RC is prioritizing its emergency response, its Livelihoods Unit is developing possible future interventions for the National Society to consider. The most urgent issue currently discussed is the preparations for actions regarding winterization.

Neighbouring National Societies supporting refugee access to employment would welcome support from Federation partners experienced in employability.

Ukraine

The URCS has provided 25,000 the most vulnerable people affected by the conflict with retail store vouchers, contributing to improved family food security and covering their basic needs.

Ukrainian RC looking to start a large-scale Livelihoods assessment in collaboration with Danish Red Cross.

Ukrainian RC also interested in Employability programme of Livelihoods sector.

The relief project for Lviv region is moving forward, after the approval of the regional branch. The first planning meeting with the IFRC sectoral experts was held on the Relief Project in Lviv region, and a Lviv-level meeting with the URCS and PNS was also conducted to align assistance.

Belarus

Belarus RC is supporting refugees from Ukraine in finding jobs in Belarus. The support is provided case by case. In some workplaces, accommodation is available, significantly improving the family's situation. After assessing needs, Belarus RC will analyse whether the provision of vocational courses is required.

Poland

Spanish Red Cross Livelihoods Delegate currently in the country to look into starting the Employability programme. The program aims to create livelihoods employability connection with the Polish RC in order to reinforce the capacity as well as development and implementation of livelihoods employability programmes for improving the access of Ukrainian refugees to the labor market in Poland. According to employability profiles, different type of activities will be developed. At the moment, the capacities and interests of the different districts are being assessed.

Romania

The RoRC is facilitating Romanian language and Latin alphabet courses and assisting in accessing online courses with their teachers in Ukraine. This aims to encourage those who have sought asylum or protected status to enter the Romanian workforce and schools.

Slovakia

Several branches of the Slovak Red Cross have started livelihoods activities, including assessment and piloting of interventions to support childcare for refugees seeking employment, recognition of foreign qualifications, retraining in underserved sectors, and other interventions.

The IFRC team in Slovakia highlights that the NS is seriously looking into Livelihoods sector, and particularly in activities described under Employability.

PROTECTION AND PREVENTION

(PROTECTION, GENDER, AND INCLUSION (PGI), COMMUNITY ENGAGEMENT AND ACCOUNTABILITY (CEA), MIGRATION AND DISPLACEMENT,

LONGER-TERM: DISASTER RISK REDUCTION, ENVIRONMENTAL SUSTAINABILITY)

National Societies since the beginning of the crisis have supported over 300,000 people at Humanitarian Service Points, temporary accommodation, and temporary collective centres as part of the Federation-wide response.



Protection, Gender and Inclusion

Objective:

The different people impacted, displaced by or fleeing the crisis are safe from harm including violence, discrimination and exclusion, and their needs and rights are met.

Needs Assessments

The demographics profile of those who have been impacted and the nature of the conflict has exacerbated pre-existing risks including trafficking, exploitative labor, family separation and sexual exploitation and abuse, particularly for children. The conflict is strongly affecting children's access to education: in Ukraine, schools either are operating in distance modalities or have suspended learning activities; for children that have left the country, the main barriers are language and transportation. Within the 8 million IDPs in Ukraine, 52 per cent of displaced household are reporting at least one child between 5 and 17. Around half of those who have fled the country are children.

Discrimination and practical barriers to accessing services is also a risk, particularly for identified groups of refugees such as stateless peoples, third country nationals and groups such as Roma, persons with disabilities and LGBTIQ+ as a result of less protective legal frameworks and discriminatory practices.

Recent Inter-Agency reports and Protection Working Group findings highlighted that many women in particular lacked knowledge of when and how humanitarian distributions are carried out and information about safety and security. Vulnerable populations such as Roma, older people, and female heads of households often lack access to internet or smartphones and information on ongoing events. Many people noted that they did not know whether they were allowed to stay in neighboring countries beyond 90 days or how to get protection visas, as well as how to obtain long-term work, and therefore traveled back to Ukraine assuming it was safe. Women and children, often unaccompanied, face increased risk to sexual exploitation and abuse when crossing borders.

Key gaps that have been identified for these specific targeted population include safe Referral pathways for sexual and Gender-Based Violence (SGBV) survivors, prevention and response mechanisms on human trafficking at borders, access to health services including access to sexual and reproductive health (SRH), with various groups needing access to specialized medication and treatment (hormone replacement therapy, for example), lack of safe and accessible accommodation for women and the LGBTQIA+ community.

On a more institutional level a large gap exists for Safeguarding; specifically, the Prevention of Sexual Exploitation and Abuse (PSEA) and Child Safeguarding. The IFRC and all affected National Societies need important improvements in capacity building, reporting mechanisms, policies or codes of conduct that guarantee a safe environment for all.

The operational strategy for PGI, given the barriers and challenges, remains to focus on mainstreaming across programs and supporting trainings across National Society and IFRC teams. The PGI team remains in close contact with all country teams to support with Safeguarding and protection concerns, mainstreaming, and requests for training, strategy and program support. There is also continued and close collaboration with protection working groups to ensure a wholistic and informed response. Continuous multisectoral coordination meetings with ICRC are established; possible actions are joint training material, information sharing and field coordination.

Challenges National Societies in this operation, though strong in many areas, still require formal institutional and thematic strengthening in PGI, including trained staff and volunteers, policies and frameworks, and organizational history of implementing PGI which lead to successful PGI mainstreaming and programming in emergencies.

Ukraine

The URCS participated in multi-sectoral assessments (WASH, Shelter, Health, Migration/PGI) of selected shelter sites for internally displaced people (IDPs) living in the Zakarpattia Oblast in Ukraine. The assessment team visited approximately 14 sites in total to understand the needs of IDPs and identify recommendations for adjustments/improvements that can be made. The PGI team supported the National Society to conduct a short ToT training on PGI and develop a short list of items for Child Friendly Spaces. The IFRC continues to participate in external coordination with the Protection WG.

PGI/Safeguarding visit planned in June to Lviv to provide PGI and Safeguarding training for the Feedback Manager and staff at the Information Centre in Lviv. The need is clear as the Information Centre is rapidly scaling up and is in need of support to manage sensitive disclosures, which inevitably form a proportion of the complaints received.

Belarus

The IFRC developed a concept note on PGI development. It is planned that a series of sessions with the translation into Russian (combined with the Russian Red Cross) will be organized.

Hungary

In collaboration with the MHPSS team, a session on PGI was delivered as part of a ToT for the Hungarian Red Cross (6 Females- 3 Male). The session included core concepts, case study examples, and RCRC frameworks on

PGI. This exercise is considered a best practice that could be replicated in the other neighbouring countries, not only with MHPSS but also with other sectors.

In addition a joint field monitoring visit to the health ERU in Zahony was conducted. PSEA immediate recommendations were provided; The PGI team provided technical guidance on PGI and Safeguarding for the ERU Spanish Red Cross. Recommendations for long term have also been provided and will be part of a future action plan.

Moldova

Technical guidance on protection risks mitigation for the cash and voucher program has been provided to the local team. In addition, the PGI team plans to visit Moldova in June to do the following:

- Provide Safeguarding & PGI training to the IFRC team in Moldova (6 participants).
- Attend the inter-agency network meeting in person to discuss referral pathways for PGI & safeguarding concerns.
- Provide technical guidance to the IFRC team to ensure they take a safer recruitment approach for the new staff they are recruiting.
- Provided technical guidance to ensure safe programming on any future programmes.

Poland

IFRC Poland team is increasing the number of trainings targeting the volunteers of PRC and humanitarian groups responding to the needs of the affected population. The first training was carried out on March 31 in Hrubieszow branch with a PGI briefing on Safeguarding with 7 participants (4 men and 3 women) jointly with a CEA briefing. An additional PGI Briefing on April 5 was carried out on Safeguarding, under the Cash training for six volunteers (3 men and 3 women). The Polish Red Cross has supported 626 families with the main PGI activities, including child-friendly spaces. IFRC, PRC and ICRC are working closely to establish a Call Center for the operation, providing services for protection activities and referrals and information provision.

A large-scale scale-up of the Polish Red Cross staffing is planned. The PGI team is working with the human resources team to ensure safeguarding measures are integrated into recruitment and screening practices. The new incoming PGI Coordinator arrived in April. In her new role, she is supporting the team in integrating the PGI approach in all aspects of the Poland operation and developing an implementation plan for the PGI activities.

Joint training (MHPSS-PGI) of newly hired Cash team members (for NS) who will be in charge of the reception and queries desk at the cash distribution.

Partnership with Volunteer Management team to develop Safeguarding screening mechanisms for new volunteers: Including development of tools, translations of materials (Statutory declaration, Child Protection Policy) and support to develop presentation for Volunteer Managers in the branch Continued mainstreaming into the CVA programme, including inputs into communications plan, and training of newly hired enumerators (12 – 11F& 1M) in PGI. Partnership with identified vulnerable members of Roma's community direct referral for cash and NFI assistance has been put in place through the PGI and Cash team in Warsaw (estimated 10-12 households) Coordination with GBV working group lead, for cash safe access distributions

PGI, PSEA and Child Friendly Spaces (CFS) training for staff and volunteers in the Polish Red Cross HQ. An estimate of 13 participants have been identified. A misconduct reporting structure set up at the Polish Red Cross is being discussed. PGI-Safeguarding training for 23 staff and volunteers for Polish Red Cross (17 F- 6 M)

Partnership with local organizations (LGBTQIA+, Roma, persons with disabilities and survivors of SGBV) for direct referral for cash and NFI assistance has been put in place through the PGI and Cash team in Warsaw.

The volunteer Management system has been rolled out and will include screening measures to increase safe delivery of services by volunteers.

Russia

With support provided from ICRC, RRC has been working on restoring family links of people displaced by the crisis. The established hotline has received 4.834 requests for support and 84 people have already been found. In total over 27.000 of calls to the hotline have been registered so far.

Slovakia

An assessment on PGI and Migration was finished in Slovakia. Slovak Red Cross internal policies, procedures, and volunteer-related content have been updated to include protection mainstreaming, specifically related to children, women, older people and people living with disabilities. The Code of Conduct for volunteers and the volunteering Basic Induction document are being updated to match the newly created induction training, mainly related to the rights and duties of volunteers. There continues to be participation in external coordination in Protection Working Groups (PSEA and Protection) and operation of child-friendly spaces, including private and comfortable areas for breastfeeding, at all border crossings. Multi sectorial training at Hummene with 21 volunteers where PGI was integrated for the first time (integrated framework of CEA, PFA, Cash and PGI). This was a repeat training carried out given the high demand from volunteers.

Initiation of a pilot by the Slovak Red Cross to provide specialized transportation across Slovakia for displaced people with disabilities or medical conditions. Within the first week, this service was requested and approved 20 times. The most common routes are from and to border points, reception centres, temporary accommodation sites and medical service providers. Protection mainstreaming activities have taken concrete steps forward, with standardization and distribution of safeguarding-related information. Volunteer training, onboarding, and contracts are being updated to include protection and safeguarding procedures and minimum standards.

Several trainings have taken place; Leadership training for the Slovakian Red Cross (5 F- 8 M), PGI-Safeguarding training for Staff and volunteers in Slovakia (10 F-3M), PGI and Prevention of sexual exploitation and abuse (PSEA) training for staff and volunteers in the SRK Bratislava Headquarters (HQ) and the Dunajska Streda Branch. A total of 10 females and 3 males were trained in PGI basic concepts, do no harm, Dignity, Access, Participation and Safety (DAPS) framework and PSEA reasonability's and IFRC reporting mechanism.



Community Engagement and Accountability

Objective:

The diverse needs, priorities and preferences of the affected communities guide the response ensuring a people-centered approach through meaningful community participation.

Needs Assessments

CEA has worked internally and inter-agency across assessment processes to ensure consistent questions are included in any assessments that relate to critical information needs, gaps, and preferred information channels.

Rapid, informal assessments and data gathering by CEA delegates at border, registration and other assistance sites, and review of secondary data have found recurrent requests for information on shelter, jobs, RFL and education. Information requests on temporary protection and cash and other assistance grew over the time period from March. CVA registration processes include consultation on preferred communication channels which provide additional data in countries where CVA is operational already and confirm the comfort of many affected people with digital media. Distinct needs of some specific groups in terms of language and accessibility to information, e.g. of Roma communities, are being identified.

CEA delegates and NS staff have discussed National Society CEA HR capacity and needs. This has fed into plans for NS capacity strengthening through training and NS HR support for the response. Previous capacity strengthening processes such as CEA and Kobo training in Ukraine and Romania have demonstrated their value in developing CEA activities and services such as call centres. But most countries involved in the response had limited dedicated CEA capacity before the crisis.

Key Highlights – regional level

A CEA meeting of CEA delegates in the region in May 2022 was able to identify key achievements, lessons and experiences to date. This informed the development of a roadmap for CEA for the next 12 months. Flexibility is built into the workplan given the unpredictability of the context. A CEA coordination meeting with partner National Societies has moved forward the process to develop a shared community of practice and support to the CEA approach in the response.

A customised approach is being developed for each country according to needs, priorities and National Society capacity. Core activities for information provision, community consultation and feedback systems, National Society capacity strengthening and inter-agency coordination are prioritised, with plans for the longer term to strengthen community connections and build community voice in humanitarian diplomacy products.

A sector-specific approach has been developed for the CVA programme. This is customized to CVA programme of each country in Poland, Slovakia and Romania with training for staff and volunteers, the establishment of helplines in each country, communication materials and process. A particular focus has been on ensuring all digital elements of the CVA programme are accessible, inclusive and “community friendly” and also that in-person provision is created for those who might not be reached through digital processes. hotlines.

A partnership has been established with Netherlands RCS 510 Digital specialist team to support the development of digital solutions as a component of the CEA approach. This complements the NRCS and 510 support to CVA. Areas for CEA support include potential digital options that can help automation of:

- 1. Monitoring social media eg to identify key topics of concern, feedback on the Red Cross and programmes and to identify misinformation and/or sentiment analysis ('rumour tracking')
- 2. Risk communication
- 3. Assessments among people affected
- 4. Two-way communication with people affected
- 5. Information as aid/sharing helpful information
- 6. Feedback and complaints

The CEA team is working with the Migration team to ensure that National Society Humanitarian Service Points meet the information and feedback standards of this standard IFRC migration tool. This includes working to increase awareness of procedures for temporary protection for displaced people from Ukraine.

Next steps for CEA include developing rapid processes for sharing feedback with operational teams, further expanding CEA beyond CVA focus already begun with health, shelter and livelihoods teams (while continuing to ensure good community engagement within it), building capacity for community-based consultations and making CEA impact more visible. Scaling up feedback systems is important given indications of emerging social tensions and fatigue in support of refugees/displaced people in challenging economic environment for some host communities.

Coordination

External Coordination: CEA is actively participating in inter-agency coordination mechanisms in each country where they are active (Poland, Slovakia, Hungary, Moldova, Ukraine) to ensure harmonisation of information needs assessment processes, identify potential areas for collaboration such as training resources and information mechanisms and to avoid duplication. Structures include working groups on Accountability to Affected Populations (part of protection WG) and Risk Communication and Community Engagement (RCCE) structures. In Ukraine, CEA is taking part in an AAP task force set up by OCHA to build a coordination structure around AAP, including an AAP WG under the Cash WG. CEA is also active in an RCCE WG that WHO has set up. This group will focus on health RCCE. Links have also been made to potential partner agencies such as Internews and Translators without Borders/Clear Voices.

Internal RC coordination: Ongoing contact with PNS with a focus on CEA. This has included liaison with America, British, Canadian, Netherlands, Danish, German and Swedish RCS, all providing inputs to the CEA components of the response. A regular forum will follow from the initial meetings for sustained cooperation along country, regional and thematic lines. Regular, biweekly coordination between IFRC CEA and ICRC Information as Aid and AAP at the regional level. A Movement-wide CEA technical working group has been established in Ukraine, which will work on a joint plan of action. Similar groups will be established in other impacted countries as longer-term plans become clearer to build on the current informal cooperation and good relations.

Challenges

The multiple demands on National Societies challenge the pace of scale of some activities, particularly as some CEA-related activities are new to their, e.g. feedback mechanisms. The rapidly evolving information eco-system as agencies set up information provision mechanisms and materials, including chatbots, hotlines and hard-copy materials, challenge efforts to ensure affected people's experience to find needed information and give feedback easily despite the collective will for that.

The unpredictable context and population movements within and across countries make targeting information services and capacity-strengthening measures difficult. The multiple directions of population movement in and out of Ukraine compound this.

The multiple languages involved in the response due to its multi-country nature, together with the limited availability of multi-lingual interpreters and translators, also pose challenges for consistent information provision in finding operators for call centers able to engage with refugees/displaced people and National Society and IFRC staff who need to resolve feedback or queries but who collectively operate in at least three different languages.

Ukraine

A CEA coordinator was deployed to Ukraine to support the URCS CEA approach, including the development of feedback systems; the URCS capacity strengthening and support to PNS CEA approach. URCS also plans to increase its CEA capacity.

For information as aid, the main communication channels used by URCS headquarters are Facebook, Twitter and LinkedIn plus a recently launched telegram channel for sharing information on first aid. A dedicated person in URCS has been established responsible for answering any comments and questions on social media. URCS website was hacked, but online again. A volunteer flashmob has been organized where they are asked once a week, they would post a picture of their work.

URCS re-established its Information centre in Lviv. It has seen rapidly increasing numbers of calls. In its first month it received more than 72,000 calls from across Ukraine. Calls are for information on assistance, other information needed, enquiries about cash assistance, some RFL and other areas. There is a predominance of older women calling indicating their needs. More feedback channels are to be included in the hotline operation. IFRC IM will support setting up a data management process based on SharePoint lists, and Power automates.

It has been agreed to use the CEA in CVA minimum standards to guide the development of the CVA programme. Ongoing development of the information centre includes work to a) establish systems to better highlight the qualitative aspects of the data received and b) establish an information flow on how the branches and the information centre can regularly share information regarding community feedback

CEA support is being integrated into a new project beginning in Lviv to ensure good conditions in the transitional shelters.

A Movement CEA Technical working group for Ukraine (co)-led by IFRC has been established with URCS, ICRC, in-country PNS attending to support the establishment of a coherent and consistent approach to CEA across the response including in information provision, feedback mechanisms, CEA support to sectors. The group shares resources, considers the collective response to feedback coming in, shares training plans and is evolving the shared approach to CEA in the various sectors and across branch and National Society cooperation programmes.

CEA support is being provided to the branch and operation in Uzhorod, an area hosting over 400,000 IDPs. Support is for health communication, information on health services available and to set up a community-based feedback mechanism.

A volunteer perception survey was launched in May to all URCS volunteers, over 6000 in total.

Belarus

Belarus RC conducted needs assessments of people arriving into Belarus. According to Belarus RC assessment, 75% of people require shelter support, 61% need food support (water, vegetables, groceries), hygiene items

(58%), clothes (43%), shoes (42%), medicaments (33%), medical support (9%). There is also a need in psycho-social support and special food for children.

Meetings with UN agencies are conducted to discuss which information would improve the needs assessment and further services provision, to discuss supporting the staff needs of Belarus RC and equipment needs of Belarus RC (tablets to use Kobo). Telephone helpline 201, operated by volunteers, provides information to people leaving Ukraine .

Hungary

CEA surge delegates for Hungary supported the provision of information to people displaced from Ukraine and the design of a multi-sector needs assessment to include qualitative processes including the input of minorities such as the Roma and children perspectives too. Hungarian RCS reached more than 17000 people with information in the first two months of the operation sharing with the top 3 branches in this activity: MVK Győr-Moson-Sopron Megyei Szervezete, MVK Budapest Fővárosi Szervezet and MVK Szabolcs-Szatmár-Bereg Megyei Szervezete.

A joint rapid assessment of needs and opportunities was conducted in Szeged (with WASH and Health) and guided the development of information materials and processes, including posters and credit card size information cards with QR codes linking to other information. In addition, the team developed (together with NSDiE, and PGI) basic induction and training material for new Hungarian RC volunteers to ensure understanding of the Fundamental Principles, adherence to confidentiality, security guidelines, child protection, and social media rules and obligations. The team introduced CEA principles and critical activities into the MHPSS/PGI ToT training held with volunteers. CEA preparations are now underway for the development of communication, information and feedback systems to be part of upcoming CVA programming.

Moldova

A surge CEA officer undertook a scoping of needs and potential CEA interventions. A CEA introduction was done for the Moldovan Red Cross within the PGI/CEA joint meeting with the National Society. A system of Kobo-based needs assessment of the affected population from Ukraine, hosting families, and RAC assessment is set up. CEA related questions are integrated into this regarding information needs and communication channel preferences. Initial liaison with WHO risk communication team at the Europe level following their assessment visit to Moldova for potential cooperation. Plans are being developed to strengthen and integrate information and feedback processes into upcoming operations, including relief, CVA and health interventions. CEA plans are now an integrated part of the longer-term capacity development of the National Society to include skills and processes development in branches and HQ.

Poland

The CEA team developed a Community Engagement and Accountability system to support the first CVA distribution process, which continues to be elaborated. A specific chatbot and feedback mechanism on the Telegram channel, was developed. The section of the PRC website and some tools to support volunteers were established.

As part of the CVA programme, CEA team provided basic community engagement skills training to volunteers who will support CVA in Lodz as part of integrated volunteer training (with PMER, PGI). Tools including the exit survey and feedback collection tools were developed. Training and tools to support operators of a new call centre.

An information line has been started which provides information and responses to queries on the CVA programme and referrals to other parts of the response and also, where appropriate external organisations.

To ensure the coordination between humanitarian actors IFRC CEA team is actively taking part in the CEA working Groups meetings in Poland. The team is also in liaison with UNICEF, UNHCR in Warsaw, and the "Blue Dot" initiative. Review of the implementation plan and budget for CEA; focus on HR capacity for National society – including CEA Officer and Hotline Coordinator and PFA/CEA collaboration, staff training, and volunteers at branch level.

There are approx. 80-100 calls coming in for RFL each day, with a majority being 'general information' requests, such as shelter needs and enquiries for education support. Branches are receiving many requests for advice on shelter. The CEA delegate facilitated a survey to all branches, in the survey, 41 branches reported their experience of information requests from refugees and mechanisms for that. Contact is through multiple channels (in-person, Facebook, email, websites, other social media, other) and usually relate to various types of assistance needed as well as some offers to volunteer.

Romania

There were ongoing development of the CEA approach in the CVA programme. This included supporting the development of a chatbot, establishment of a call centre and production of various information materials for use in in-person and digital communication. Assistance desks and a mobile unit were established to reach unable to access digital tools.

A social media monitoring system has been piloted in Romania. It reviews the two key social media groups and auto-reviewed more than 145,000 messages from the groups which have a collective membership of 18,000 people. Area of focus were for feedback on the CVA programme, topics of discussion about the Red Cross and key issues of concern among the displaced people from Ukraine currently in Romania.

Work is beginning and the feedback system will be expanding it beyond responding only to technical queries but also to broader feedback to track trends and any adaptations needed to programme.

Russia

Identification of needs for basic training in CEA for new volunteers and potential to integrate CEA into the CVA approach being developed. A briefing and introduction for the regional branches of the Russian RCS was provided online. The CEA guide has been translated into Russian and specific tools and guidance to support the rolling out of the CVA programme in Russia provided.

Slovakia

Training for staff and volunteers at HQ and branches in basic CEA in combination with PGI and PSS training. Tailored a CEA approach for the CVA programme which includes branch-based activities, digital communication, the establishment of a helpline and other outreach to ensure the community is informed, the programme is inclusive and that participants in the programme can have any queries responded to and provide their feedback. A feedback system solution was identified with IM, and the operators trained to use it for logging calls and flagging referrals (with a confidential protection escalation process).

Cooperation with shelter team began to enable community consultations as part of the design process of a shelter solution. Initial consultations indicate some fatigue among host communities as economic conditions are difficult and duration of the crisis is unclear. Two volunteer and staff CEA trainings (linked with PSS and PGI) took place Bratislava and Dunajska Streda.

A joint workshop was co-facilitated by IFRC and UNHCR on accountability to affected people. Recruitment of Ukrainian-speaking community liaison officers to staff the call centre and be trained for community activities e.g. needs assessments.



Migration and displacement

Objective:

Specific vulnerabilities of displaced populations and people on the move are analysed and their needs and rights are met with dedicated humanitarian assistance, protection and humanitarian diplomacy interventions, in coordination with relevant stakeholders.

Needs Assessments

IFRC is conducting in-country assessments (currently in Slovakia and Hungary) to establish the needs and support required for displaced populations in each context, including establishing and scaling up Humanitarian Service Points (HSPs) to integrate child-friendly spaces and other PGI/CEA interventions. Assessments for

specific countries remain ongoing as the migration flows continue to shift. A joint monitoring visit was done to see the activities in border crossing points and recuperation centres in the Gomel region, Belarus.

Key Highlights

- Implementation of a minimum service package provided at HSPs in line with the HSP Toolkit. Development of guidance note on the distribution of migration kits for refugees/displaced people in Ukraine and neighbouring countries. Joint meeting with the European Commission on implementing the Temporary Protection Directive, with RCEU Office, IFRC and ICRC Brussels.
- Delivery of a virtual leaflet on Temporary Protection with links to official websites providing information on Temporary Protection and access to basic services in 26 EU countries.
- Development and sharing of a *Migration and Displacement Update* to support IFRC teams both at country and regional levels.
- Delivery of a quick guidance *Humanitarian Service Points - Information for a Rapid Response* to support IFRC Operation Teams at Country level and National Societies in a better understanding of the HSP concept.
- Continuous analysis of population movement flows, temporary protection status applications in neighboring countries and protection gaps and needs.
- Analysis of Temporary Protection registrations data at EU level with a focus on first and second-ring countries.
- Starting an analysis of the international protection systems in non-EU countries such as Serbia, Bosnia and Herzegovina, North Macedonia.
- Establishment of regular coordination ICRC on Migration and Protection issues in neighboring countries.
- Drafting the development of a Migration Long Term Approach document for the operation.
- Support to CEA team in adding a component on Migration and Displacement in the Cross-regional CEA team meeting (23-24 May).
- Operational Strategy revision mainstreaming migration and displacement analysis, data and terminology

Coordination

Internal RC coordination: Working with the RCEU Office and ICRC Brussels to identify issues around implementing the EU temporary protection directive and specific areas to engage in collective humanitarian diplomacy efforts with the EU Stakeholders. Working with IFRC IM colleagues to monitor the flows of people both entering countries and returning to Ukraine as the situation remains highly fluid. Presentation to Partner National Societies across the IFRC network on Migration and Protection issues concerning the current response.

External Coordination: Attending UNHCR coordination meetings on the refugee response and helping to triangulate information. IFRC operation team continues to liaise with sectoral actors, including UNHCR and IOM, at the regional and country-level to analyse further migration flows and the needs of displaced populations, including gaps in the response for future planning.

Challenges

Migration flows in this crisis continue to be very complex, and it is difficult to track exact numbers given the nature of border crossings. Those who have crossed a border into a neighbouring country have now travelled back to Ukraine. Still, these movements are pendular. Many people are crossing the borders back and forth for reasons including checking on their houses and family members or accessing specific assistance in neighbouring countries. This means the number of people at any given location continues to change quickly.

There are also differences between the first wave of refugees/displaced people who left Ukraine, who may have had more access to resources, while those left behind or crossing now with far less access to financial and other types of support.

Ukraine

A multi-sectoral assessment (WASH, Shelter, Health, Migration/PGI) of selected collective centres for internally displaced people (IDPs) in the Zakarpattia region was conducted. The assessment team visited approximately 14 locations to understand IDPs' needs and identify recommendations for adjustments/improvements that can be made. Ongoing identification of humanitarian diplomacy issues facing IDPs to be raised in different intersectoral forums (i.e. within RCEU dialogue with stakeholders, protection cluster meetings etc.).

The URCS continues to provide services to people displaced or travelling. Around 83,000 people were evacuated from the besieged areas with the URCS assistance, especially to those with limited mobility.



Photo: Ukrainian RC volunteers handing out hot food and drinks to people arriving at the Lviv station. Source: IFRC, 16 April 2022.

Belarus

Various organizations began collecting and delivering humanitarian aid as the situation developed, including state and public associations and the population. The Belarus Red Cross acted as coordinator of all the humanitarian assistance on the territory of the Republic of Belarus. It launched a collection of donations to people leaving Ukraine who applied to the Belarus Red Cross for support. All offices of the Belarus Red Cross are mobilized. Volunteers are involved in receiving, sorting, forming kits and shipping aid.

Hungary

Scaling up two Humanitarian Service Points at border areas of Szeged and Csengersima where holistic services are being provided to people crossing. Continuing to identify Humanitarian Diplomacy issues facing refugees to raise within the EU network of National Societies (i.e. concerning standards for accommodation sites, treatment of third-country nationals etc.). Identifying the needs of those planning to return from Hungary back into Ukraine, including the specific types of support they may require.

Moldova

Adaptation of safeguarding materials to be introduced to the NS to be disseminated amongst staff and volunteers. Development of critical messages for relief distribution based on PGI standards. Creation of a ToR document to identify a roadmap for interventions and provide assistance with planning NSD immediate actions.

Poland

IFRC is supporting the analysis of migration data, including numbers of people in the country, informing the distribution of migrant kits.

Romania

The Romanian Red Cross continues to support refugees transiting Romania with transport costs not covered by the government or other agencies. The Romanian Red Cross has opened eight social shops (Botoșani, Cluj, Constanța, Iași, Maramureș, Sibiu, Teleorman, Tulcea), and two are in the process of opening (Sălaj and Satu Mare), where Ukrainian refugees can, free of charge, pick up necessities.

Russia

With support from the German Red Cross, IFRC, ICRC and Spanish Red Cross, RRC is working on development of mobile humanitarian service points to be placed on the most frequented border crossings. These mobile points will provide immediate relief, First Aid, First Psychosocial Aid, information and referral services and include a child-friendly space. Support / accompaniment in official procedures (migration, temporary protection, asylum) is included into the range of services provided to the affected families in the RRC regional branches.

Slovakia

There has been coordination between Hungarian RC and German RC for the supported transfer of a blind refugee travelling to Germany. The National Society has undertaken assessments at several Humanitarian Service Points, registration centres, and temporary shelter sites in Kaluza, Hummene, Michalovce and Kosice, looking at issues around migration and protection to provide recommendations. A total of eight sites were visited. Ongoing identification of humanitarian diplomacy issues facing refugees to raise within the EU network of National Societies.

Enabling approaches



National Society Strengthening

Objective:

National Societies respond effectively to the wide spectrum of evolving crises and their auxiliary role in disaster risk management is well defined and recognised.

Programmes and interventions in the frame of the operation are tailored following a much better understanding of each National Society, its structure, capacities, strengths, and weaknesses. Individual solutions are implemented to enable scale-up of operation with a particular focus on volunteer management systems and structural improvements.

To strengthen capacity of National Societies to respond, IFRC prioritizes reinforcing their financial systems at HQ and branch level, HR systems, supply chain capacity, monitoring and reporting capacities, risk management culture and volunteering management and continue regular analysis of the contexts and contingency plans to adapt and help NS prepare to changing contexts. IFRC supports the dialogue around local branch enhancement and connections with headquarters structures, development of policies, reinforcing the National Society statutes and Red Cross laws and supports leadership development at all levels of the NSs to reinforce the NS auxiliary role and increase NS capacity to sustain humanitarian services through domestic income generation.

IFRC is hiring NSD coordinators for the entire region and separately for Ukraine, Poland, Moldova, Belarus and Russia to support National Societies and ensure sustainable development of NSs during the operation and beyond. Regional Branch and Volunteering development coordinator is also in the process of being recruited.

IFRC is focusing on the coordinated approach to NSD following the strategy of one integrated, holistic National Society development plan for each country. For that purpose, efficient cooperation, coordination, and timely inputs are needed from all movement components. In the current phase, HR support is provided continuously to the National Societies for the preparation and efficient hiring process of new staff and volunteers.

In an attempt to extend quick support to scale up NS response capacities, in-country operational managers and IFRC Crisis Preparedness regional focal point are working on the NS readiness checklist to collect observations about the National Societies response capacity in a consolidated way. This has been updated for Romania, Moldova, Russia, and Hungary now, and the process is ongoing for Slovakia, Poland and Belarus in the following

weeks. Dialogue is continuing with the National Societies to identify better and rapidly adjust the readiness and response capacities needed to deliver humanitarian services.

Ukraine RC has been implementing the identified priorities to strengthen its Preparedness and Response capacities (PER) since 2019. As a result, support was extended to NS to build up EOC and draft a Contingency plan and essential SOPs. Following the changes in the humanitarian landscape, additional support will be provided to the NS response capacity.

Ukraine

The following areas were identified as a priority for capacity-building:

- Logistics of URCS (to strengthen capacities of URCS in Eastern Ukraine) recruiting advanced logistics experts with accounting skills
- 7 clusters (operational hubs) are to be created, support for the recruitment of staff is needed
- Cash interventions: provision of cash for IDPs in the western part of Ukraine
- Financial and HR systems to be improved
- Volunteer management and branch development including the recruitment of new staff, volunteer training and visibility, and development of an insurance system for volunteers
- Field visits and monitoring
- URCS is looking for support from the IFRC to strengthen its headquarters and branch levels capacities
- URCS will be supported by the NSD delegate

Belarus

IFRC plans to support the identified staff positions in Belarus RC (Headquarters and branches) to ensure better operation coordination and reporting. Several pieces of training will be organized, including the involvement of external experts (MHPSS, PGI, CVA, information management, volunteer management, RFL and others).

Moldova

NSD is the primary of three key pillars for IFRC's country strategy in Moldova. IFRC NSD related approach was established based on strengthening the effective response role of the MRC (having gradually increased infrastructure, Human Resource base using recruitment staff necessary in current operation and further) and strengthening its partnership. Regular meetings are organized with the leadership of the MRC and partners. NSD related Taskforce ToR discussion was carried out, preliminary mapping table of partners' planned interventions was developed and regularly updated.

IFRC supports MRCS in expanding partner relationships within and outside of the RCRC Movement, looking to long-term intervention. Discussions are around two directions: due to response and support provided in the current crisis and development in a long-term perspective. MRC has been supported to improve the distribution of relief items and infrastructure by renting a warehouse and having necessary facilities.

Poland

IFRC has contracted two service providers to have an extensive place for relief goods and two warehouses fully functional in Lublin supporting Polish Red Cross efforts, including cross border operations to Ukraine and Romania. So far, 29 trucks of relief goods have been received via the IFRC pipeline.

IFRC, PRC, and ICRC are working closely to establish a Hotline and CEA mechanism for Polish Red Cross activities in response to the Ukraine Refugee Crisis. The Volunteer Management coordinator is working with branches to strengthen the volunteer management system. Six meetings with branches and two meetings with Polish Red Cross were held. Data collection on the number of volunteers currently involved in the operation is underway for member and sporadic volunteers. The staff strategy to meet the demands of the Polish Red Cross, partners, and refugees needing assistance has been developed and shared with PRC Senior Management team. 36+ new positions identified, Job descriptions created, and recruitment is underway.

Volunteer profile created for PRC NS volunteer management to find volunteers for MHPSS training and future activities. PFA training is scheduled for 20 participants in Lublin for Humanitarian Aid Group members and 11

Rescue Group team leaders. In addition to the first phase of the training, 20 volunteers and staff members will participate in the second phase of the training in the Rzeszov district.

First draft of one NSD action plan prepared for Polish RC to be discussed with the NS.

Volunteer management system, provided by the Spanish Red Cross is localized, adopted to the Polish Red Cross needs, and ready to be used in Poland. IFRC volunteer insurance scheme is established for the volunteers of Polish RC. Volunteer management training conducted with particular focus on:

How to manage the new volunteer application system

Creating and monitoring activities in the **CiviCRM**

Coordination with different sectors for volunteer training and sector leadership. Importance of volunteer development in the operation and capacity building of the National Society. Polish RC volunteers are continuously recruited, trained, and activated for CVA program in Poland and other different activities.

SpRC with Ixiam company supporting Polish RC in the new volunteer database for Poland (CiviCRM + Webform for National Societies involved in the Ukrainian crisis). Ready for implementation 1 June in Polish, English, Ukrainian and Russian.

Capacity building of local PRC Lublin branch by training SOP of IFRC Logistics.

Reorganizing Lublin joint warehouse to optimize warehouse volume capacity.

Russia

Revised country plan of the RRC includes development of a One NSD Plan, building on the results of OCAC process that the National Society went through recently. As immediate action, RRC is introducing volunteer coordination and DM coordination functions in all branches working on the response to the crisis in Ukraine and affected countries.

Romania

Eight additional branches have been assessed, and the need for training for new staff and volunteers is consistent with other branch assessments. Training in PGI, MHPSS and CEA commenced in the first week of May. The need for additional assets such as vehicles and warehousing is also consistent. Discussions are ongoing about using the Spanish Red Cross proposed volunteer management system. IFRC Surge Finance has started visiting branches engaged in the operation to train in IFRC financial procedures.

Ukrainian refugees eligible for employment as asylum seekers or with protected status are being hired as translators and phone operators in CVA call centres. RoRC is facilitating the receiving and transport of goods donated by the Kuwati RC to Ukraine. RoRC continues to provide bi-weekly convoys of food and essential items to URCS at their request. The French, Korean and Swedish RC have all visited the RoRC to begin preliminary discussions on future bilateral engagement in health, logistics and MHPSS.

The ICRC in Bucharest has increased its capacity to 2 delegates - RFL and Cooperation and the IFRC operational plan have been shared. The ICRC has also increased its capacity in Suceava with a hub used for both logistics and delegate rotation. A visit by the Secretary-General from Canada, France, Danish and the Netherland RC's was facilitated and support provided to travel onwards to Ukraine.

Slovakia

SRCS is heavily understaffed. The decentralized organizational model needs to be adjusted with improved coordination for a more efficient response. IFRC support is necessary to recruit new staff at headquarters and branch level, implement a volunteer management system, and train volunteers and volunteer leaders. Financial capacity at HQ is also to be improved. A volunteer management system needs to be adjusted with insurance and remuneration elements.

During the third week of May, a workshop was held with subsidiaries and HQ to identify the next steps in the development of the operation.



Coordination and Partnerships

Objective:

Technical and operational complementarity is enhanced through cooperation among IFRC membership

Membership Coordination

Following the Informal Consultative Group (ICG) meeting in March, the Membership Coordination function has been stepped up for this response. A Membership Coordinator has been in the position since 24 February and has set up weekly operational coordination meetings with Heads of Disaster Management in partner National Societies to discuss key topics and progress, challenges and opportunities across the response. The Membership Coordination function has also been supporting partner National Societies with specific enquiries, meetings, and operational engagement.

Further work has been done to contact National Societies and partners working in Ukraine and neighbouring impacted countries to consolidate more recent mapping information of existing activities and planned engagement of partner National Societies in these countries, and this is being used to update the existing table and transfer the data to a more visual format for inclusion on the GO Platform. The Membership Coordinator is also working closely with the IFRC team and the Movement Coordination Officer in Ukraine to support Membership engagement in the changing response plans – a new Deputy to the Special Adviser for Ukraine, with responsibility for Membership Coordination, is due to start in early May. The role has also engaged with the team in the Regional Office for Europe (ROE) and the RC European Union Liaison Office to link to "third ring" countries' work and ensure linkages across all countries working with migrants and refugees from this crisis.

Humanitarian Diplomacy

Principled action: Humanitarian Diplomacy (HD) in this operation is grounded in the 1949 Geneva Conventions, which explicitly mandate National Societies (alongside ICRC) to respond to the humanitarian needs of victims of armed conflicts. Our ability to protect and assist affected populations in accordance with this mandate depends on strict adherence to the principles of humanity, impartiality, neutrality, and independence. The humanitarian principles are our main tool to access the most vulnerable people and gain their trust.

HD Coordination across the RCRC network: IFRC continues to play a critical coordination role to help leverage the collective work of National Societies, and to build on IFRC and Movement HD, migration and protection expertise in Budapest, Brussels, Geneva, and New York. The HD network continued to meet regularly to discuss HD priorities among IFRC, ICRC and NS, and to exchange information on emerging issues, resource needs, and high-level events. During the reporting period IFRC Secretariat has been holding a bi-weekly calls during which updates on current HD engagements related to the operation have been shared by colleagues across the HD network.

Through this network, we have been able to provide technical advice and a growing list of resources to help National Societies reinforce their auxiliary role in this response. These include: a revised guide for parliamentarians to the international Red Cross and Red Crescent Movement, operational guidance on the role of NS under IHL during international armed conflict, and a suite of communications assets to safeguard the emblem. In addition, IFRC and the membership continues to track and respond to emerging operational, policy and legal issues, undertaking analysis where needed.

Reinforcing the red pillar: IFRC is engaged in external coordination mechanisms including the Interagency Standing Committee, Humanitarian Country Teams and the NGO Forum, and its Working Group on Ukraine crisis. There are teams in Brussels engaging in EU-level discussions (including the EU civil protection Emergency Response Coordination Centre for information exchange and coordination), and in New York engaging with UN Security Council and UN General Assembly actors and mechanisms. Analysis from these forums, coupled with research and insights generated across the network, help to inform, and amplify our positioning.

Key activities:

- Regular bi-weekly HD Movement calls on the conflict in Ukraine and other impacted countries. The meetings have constituted a platform for exchanges between Movement partners on emerging humanitarian policy trends, changing needs and response gaps. Reoccurring topics have included issues related to International Humanitarian Law (IHL), how to better advocate on behalf of specific population groups that have been displaced and experience situations of increased vulnerability, external coordination in multilateral platforms and the consequences of specific legal provisions for humanitarian needs and humanitarian access in the different countries.
- The HD surge role deployed as part of the rapid response team has contributed to strengthening understanding inside the operation (Secretariat and Federation-wide) of the basis for the respective mandates and roles of the different components of the RCRC Movement in the different countries, the importance of strengthening and consolidating the auxiliary role of the respective National Societies active within the operation as well as ensuring alignment with the language of IHL, RCRC Movement resolutions and other relevant references.
- Regular meetings have been held between IFRC Secretariat HD delegate and ICRC HD counterparts for the Ukraine operation. The meetings have contributed to advance cooperation between the IFRC Secretariat and the ICRC on current humanitarian issues as well as serving as a space to exchange observations on emerging humanitarian issues.
- Although IFRC observed a slight decrease in external ad hoc requests for briefings or presentations towards the end of the reporting period for this update, global concern for the humanitarian situation in Ukraine, as well as interest in the humanitarian response operation, remains high. IFRC continues to try to accommodate requests to the greatest extent possible.
- The HD network, through its collective reach and reading of the changing situation, informs the contextual reading of needs and gaps throughout the Movement-wide operation e.g. through exchanges between Movement representatives on emerging trends in the different countries.
- IFRC Secretariat continues to engage with National Societies that reach out bilaterally to discuss emerging legal and policy related humanitarian issues.
- IFRC continues to meet regularly with government representatives, parliamentarians, embassies, International and local organizations, and other relevant stakeholders to share information about the changing humanitarian needs and bring attention to the RCRC Movement's collective response to these.



IFRC Secretariat Services

Objective:

The IFRC is working as one organization, delivering what it promises to National Societies and volunteers, and leveraging the strength of the communities with which they work as effectively and efficiently as possible.

IFRC Operation Management

An Emergency Operation Center continued to be operational in the IFRC regional office in Budapest and is being integrated into the regional emergency response infrastructure, ensuring coordination and overall management of support to URCS and the IFRC network responding to the emergency. 8 Operation Centers supporting National Societies in impacted countries are up and running.

Logistics

IFRC Logistics Teams are coordinating logistics efforts and ensuring that relief items reach people in need in all impacted countries. The Operational Procurement structure has been established, and functioning logistics structures have been established in Poland (Lublin), Ukraine (Chop, Chernivtsi), Hungary (Bucharest and Debrecen), Slovakia, and Romania. An operating supply chain has been established in Poland, Hungary,

Romania, and Moldova. **Over 2 million kilogram of multilateral goods and more than 5 million kilos of bilateral goods** of aid have been delivered thanks to coordinated logistics efforts with ICRC, Danish Red Cross, Finnish Red Cross, Italian Red Cross, Kizilay, German Red Cross and all neighbouring countries.

Updated: 21 Juni 2022

IFRC Logistics Report: Goods received and in pipeline

Ukraine and Impacted Countries Crisis



This infographic is showing the received goods since the beginning of the operation. It also shows the most received items and the biggest donors. Data source: IFRC pipeline report.

Goods in PIPELINE per country

Country	Total KG	Total M3	Trucks	Aircraft
Hungary	278.949	6.869	31	
Ukraine	36.735	104	2	
Poland	1	1		
Total	315.685	6.974	33	

goods RECEIVED per country

Country	Total KG	Total M3	Trucks	Aircraft
Ukraine	764.770	2.420	46	
Poland	501.125	2.360	40	5
Hungary	499.382	2.047	37	2
Romania	223.111	705	15	
Moldova	55.648	218	2	1
Total	2.044.035	7.750	140	8

Most RECEIVED goods per item

Item	Value in CHF	ItemQty
Hygienic parcel	1.767.937	108.424,00
Migrant kit	1.043.138	25.200,00
Kitchen set	835.859	26.371,00
Tarpaulins	589.717	37.285,00
Blanket	218.037	36.950,00
Mat	199.638	40.300,00

7.536.327

Total donation value in CHF



50% +

Of aid is allocated to Ukraine up to now



13

Total donors



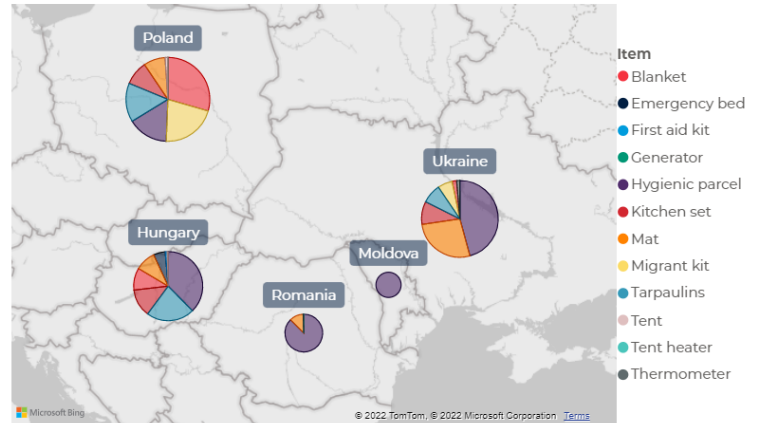
Most goods in PIPELINE per item

Item	Value in CHF	ItemQty
Blanket	460.408	72.369,00
Hygienic parcel	121.200	4.848,00
Kitchen set	118.694	9.536,00
Tarpaulins	94.490	8.680,00
Mat	29.480	13.400,00
Generator	28.000	7,00

Biggest donors

Donor	Consignment Cost
French Red Cross	1.842.050
Austrian Red Cross	1.198.921
Finnish Red Cross	756.137
turkishredcrescentlo	755.172
German Red Cross	542.070
Spanish Red Cross	411.589

RECEIVED quantity of goods per country



Procurement is working to support the National Societies with focus on establishing framework agreements regarding transportation, warehousing, supplier of various goods and services as well as Financial Support Providers (FSP) and Cash Voucher Assistance (CVA) program.

In total, Logistics has supported the transportation of approximately 140 trucks, 2,300 tons of goods from the mobilization table, as well as more than 3,000 tons of goods from bilateral donation to Ukraine and the neighboring countries. Approximate 75% of the total volume has been delivered to Ukraine, and the main items include food parcels, hygienic items, blankets, and household items. This achievement is done in cooperation with National Societies, such as URCS, HRC, Danish Red Cross, Italian Red Cross, Turkish Red Crescent, Polish Red Cross, German Red Cross, and ICRC.

Fleet team is managing 110 Vehicles in 7 countries, which have been mobilized from different sources (i.e., local car rental companies, loaned vehicles from Land Rover, and procured vehicles in Europe and from the United Arab Emirates). These vehicles include ambulances, minibuses, four-wheel drive vehicles, and cars for regular use. Heavy cargo fleet is supported by Italian RC who borrowed 2 x 24MT trucks to IFRC to be used for transportation of cargo out of Debrecen to Ukraine

For mid-term approaches, IFRC and Movement Logistics are focusing on the URCS mobilization, procurement of food, equipment, and prefabricated shelter, winterization planning, supporting CVA and planning for contingency for various scenarios. These will be done through by integrating local markets and utilization of partnership capacities.

For long-term strategies, the focus will be on capacity building of the National Societies' competencies and capacities in procurement, asset management (i.e., stock, fleet, equipment), contingency planning, supply chain management, stock/warehouse management, and reporting. The regional and national level Strategic Planning for Logistics Emergency Response will aim at integrating markets and partnership while integrating the aspects of CVA. Green Response and localization will also play a major role in the coming years. Value chain aspects, digitalization, market analysis, compliance/audit, legal references, and Logistics Code of Conduct are framing the strategic outlook.

- In the Europe region the resources of IFRC and ICRC create a unique synergy, evolving as both organizations are building up their regional structures. There is a joint tripartite mobilization of URCS, IFRC and ICRC, working together on transportation, warehouse, fleet, custom clearance, accessing stocks,

digitalization, and especially merging procurement activities and volumes, allowing the Red Pillar to be stronger in the humanitarian sector.

IFRC Planning, Information Management, and Monitoring (PIMMs)

A Planning, Information Management, and Monitoring (PIMMs) cell has been established at the IFRC regional office in Budapest. This cell includes a Humanitarian Information Analysis function that provides regular situational updates and analysis to inform larger scenario planning for the operation. This function is also providing targeted technical support to responding countries for conducting assessments, data collection and analysis. Because the scale and scope of this response are vast, information dissemination and coordination are unique, and the needs are significant. The PIMMs cell has set up several systems to ensure information collected and products developed at the IFRC regional office in Budapest are being shared operation-wide and getting to those who need it most.

Established IFRC information management systems are being fully utilized, such as the GO Platform (go.ifrc.org) and Kobo mobile data collection service (www.ifrc.org/ifrc-kobo), and an activation of the Surge Information Management Support (SIMs) has channeled remote IM support from over a hundred IM experts from across the IFRC network to support tasks such as development of survey forms, data cleaning and analysis, mapping, data visualization and dedicated support for CVA IM needs.

The GO platform (<https://go.ifrc.org/emergencies/5854#reports>) has been maintained as the key reference platform for the IFRC network. This includes developing and publishing key operational and references information and collection and analysis of 65 Field Reports (as of 22/06) from National Societies responding to the crisis across the globe.

IM Coordinators in Poland, Hungary, Slovakia, Romania and Ukraine have provided direct support to National Societies to reinforce IM capacities and systems, including helping to set up branch reporting systems, spatial data infrastructure, and producing maps and analyses to help inform operational leadership. An Assessment strategy with accompanying Kobo-based data collection forms has been developed, in collaboration with technical sectors and inter-agency partners.

Development of regular reporting and monitoring systems, such as the Federation-wide planning, monitoring and reporting Framework of the operation, have been put in place. Planning, Monitoring, Evaluation and Reporting (PMER) team is working closely with operations teams and country PMER delegates to revise the country-wide National Society response plans, roll out IFRC Secretariat implementation plans, as well as supporting specific projects related to the operation. Three rounds of Federation-wide data collection have been launched to collect: 1) key financial information from all National Societies engaged in the response, either domestically or internationally or both, and 2) standardized indicator data from all NS responding to the crisis, domestically and internationally.

PMER Coordinators in Poland, Romania and Slovakia supported National Societies setting up Monitoring and Evaluation frameworks including for large-scale Cash distributions and Post-Distribution Monitoring harmonized throughout the region and are collaboratively establishing reporting systems for donor-specific requirements as well as standard operational reporting as part of the Emergency Appeal and the PMER Framework of the operation.

PMER coordination mechanism among the Movement Partners operating in Ukraine was set up, to ensure the uniform mechanism of data collection among the partners and to look for PMER capacity strengthening for the URCS branches. The PMER Membership Coordination WG, organized by the IFRC, continued to gather on a bi-weekly basis. The Indicator Tracking Tool for the data collection in the URCS was finalized, approved, translated into Ukrainian and sent out to eight pilot regional branches by end of May. The data collection will take place in early June with the support of the URCS PMER and in-country PNSs in Kharkiv and Luhansk regions (URCS), Chernivtsi region (Danish RC), Lviv, Rivne, Volyn regions (German RC), Dnipro and Donetsk regions (Luxemburg RC). This data collection exercise will help the URCS: 1) to gather the data on a regular (monthly) basis to have evidence-based decision-making, transparency and communication of the support provided, and 2) to build PMER capacities of the regional branches. After the first pilot month, the data collection will be extended nation-wide.

Communications

A team of eight surge communications personnel have been deployed to the region, led by a team leader based at the regional office. Support has been provided by the Europe region communications team and the larger communications team in Geneva.

Teams continue to gather audiovisual content shared across the Movement and externally with media and social media channels. Two photographers were deployed, and a roving AV delegate remains in the field. Key messages are also updated weekly and shared across the Movement.

Media interest in the Red Cross Red Crescent's response to the conflict in Ukraine has been intense, especially in the first month of the conflict, which saw 300k+ media and social media mentions linked explicitly to Ukraine and Red Cross/Red Crescent/IFRC/ICRC; social media posts reached more than 14 million people with @IFRCEurope @RedCrossUkraine, @IFRC among the most influential Twitter users. The IFRC Ukraine web page received 41,500 hits, and four press releases were issued. One further press release was released in the second month, announcing the [launch of the IFRC's largest emergency cash program](#), which was picked up by the Associated Press and shared widely. As media interest has waned two months in, now is the time to focus on proactive media pitching and looking at targeted journalists, such as those working on migration.

There is strong coordination between the ICRC Communication team and those of the impacted National Societies. Three Movement communications calls have been held to date, with strong participation from across the globe. A communications cell has also been created with IFRC, Ukrainian Red Cross and ICRC communications teams to align better messaging.

In the month of May 2022, a lot of audio-visual content was produced profiling the work of the IFRC and responding National Societies in the region. Material was created across six of the eight impacted countries. The material is shared on a weekly basis with the Movement partners, and media as required. A Movement communication call was organized to identify the needs of the partners and share the plans with them.

A press release was issued about three months of assistance with a specific focus on the scale up of the cash program. The efforts of the communications team since the beginning of the crisis resulted in 510,000 media and social media mentions linked to Ukraine and Red Cross and Red Crescent, IFRC and ICRC. On Facebook 2,2 million people were reached and on LinkedIn 575,000 people looked at the content. 472, 000 people viewed the Instagram posts on the Ukraine crisis.

Security

The IFRC security infrastructure is well established with dedicated security personnel integrated at country and regional level to support Operations Managers and to ensure compliance with Minimum Security Requirements. Security coordination with all Movement partners remains strong at country, regional and Geneva level. Security risks to RCRC personnel in Ukraine and impacted countries are regularly re-assessed and security plans updated accordingly to ensure they remain fit for purpose; these now account for an IFRC representational presence in Kyiv. Field movements to and within Ukraine remain subject to strict control procedures. Looking ahead, the IFRC Ukraine security team is positioning itself to support PNS requirements and to undertake URCS capacity development activities on security risk management.

Human Resources

Surge HR capacity has grown and will peak in June (5 staff including 1 roving and 1 based inside Ukraine) however the projected needs of scaling up the operation outstrip this capacity to recruit, contract, and onboard longer term staff, in addition to offboarding exiting delegates and provide general HR support to existing teams. HR is cooperating closely with technical leads and managers to determine hiring priorities and is also pursuing alternatives to generate candidate pipeline, increase recruitment capacity across the board and effectivise recruitment processes themselves as we transition away from Surge and into the longer-term response. Operational support from the Regional office and the Global Services Centre will begin to phase out from now on. Improved tools are being built with IM to facilitate the information flow, greater transparency around the

organisational structure and better oversight generally. Legal frameworks of staff regulations, employment contract templates and salary scales are well underway for Ukraine. CCD recruitment is also moving forward and the overall longer term structure is beginning to emerge.

- 48 Regional and Roving positions under recruitment
- 12 positions in the pipeline for the Country Cluster Delegation
- 13 positions underway for countries other than Ukraine
- 37 Ukraine based positions under recruitment (pre advertisement and open advertised roles)

Surge:

267 Deployments have been carried out, with a gender break-down that represents 53% females and 47% males from 25 National Societies or IFRC, including 3 ERUs from the Finnish RC (Log and Clinic) and the Spanish RC.

Recruitment continues to be the primary focus for this transitional phase of the response. A new dynamic and interactive Human Resources Dashboard went live on 15 June, enabling better forecasting, and troubleshooting from a workforce planning point of view, as well as improved information sharing across the wider operation. An integrated organisation chart is being worked on to visualize the recruitment progress achieved to-date; while highlighting the HR gaps across the entire operation. In the three months of the operation so far, we have recruited, contracted, and hired over 40 longer term (non-surge) staff. There are 148 unfilled positions at various stages of the recruitment pipeline (from pre-advertisement to awaiting decision); 55 designated as "High priority". Currently, two additional remote surge HR Officers are onboarding, and an HR Administration Assistant (also remote) is expected to start before the end of June. Establishing the longer-term structure for the HR team itself remains a challenge because we are experiencing low volume and poor-quality ad response to the HR Coordinator postings, and contingencies are being put in place.

Finance

The Finance team plays a critical role in any operation. Initially Finance as a department, has been supporting this function with Surge staff on multiple rotations except for a longer-term Finance/Admin delegate based in Ukraine. Going forward there is a deliberate action to have a long-term structure in place. Plans are at an advanced stage to have a Finance Coordinator and Finance Delegate based in the Regional Office Europe. Finance Delegate for Poland has been recruited and the recruitment for Finance Coordinator for Country Cluster Delegation in Poland is under way. Revised plans and budgets from various countries affected by this operation are being received and reviewed, after which the PEAR will be revised to match the income. This will give programs more flexibility in implementing their programs. There is a close collaboration with the Cash and Voucher Assistance (CVA) team, since this currently represents the largest budget-line in the operational budget to-date.

Partnerships and Resource Development

Through the Europe Regional Office, the Partnerships and Resource Development (PRD) Team is coordinating the resource mobilization efforts to support the scaling-up of humanitarian assistance. Two PRD surge officers have been deployed to provide support on the resource mobilisation efforts and donor engagement for this emergency appeal. Since the beginning of the operation, Red Cross and Red Crescent Societies, partners, and donors, have been engaged through partners calls, briefings, and bilateral meetings. Currently, the [funding coverage](#) is 51% with a funding gap of CHF 267,426,593 which includes hard pledges, human resources and in-kind contributions. There were six bilateral partners meetings between the Australian Red Cross, American Red Cross, and Hong Kong Red Cross to discuss potential funding and an oversight of the ongoing operations and plans. There is continued discussion and engagement at DG ECHO weekly meetings on the role of the Red Cross. Japanese Embassy in Hungary paid a courtesy to the Europe Regional office and was informed of the overall operation with an emphasis on interventions in Hungary.

Please see the financial report annexed.

Contact information

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

In the IFRC

- **Regional Office for Europe, Head of Disaster, Climate and Crisis Prevention Response and Recovery:** Andreas von Weissenberg, andreas.weissenberg@ifrc.org
- **Head of Country Cluster Delegation for Ukraine, Moldova, Poland, Lithuania, Estonia, and Latvia:** Stephane Michaud stephane.michaud@ifrc.org
- **Head of Country Cluster, Russia, and Belarus:** John Entwistle, john.ENTWISTLE@ifrc.org
- **Head of Country Cluster Delegation for Central and South-Eastern Europe:** Maria Kristensen, maria.kristensen@ifrc.org
- **Geneva, Senior Officer Operations Coordination:** Antoine Belair, antoine.belair@ifrc.org

For IFRC Resource Mobilization and Pledges support:

- **Regional Office for Europe Head of Partnerships and Resource Development:** Andrej Naricyn, andrej.naricyn@ifrc.org

For In-Kind donations and Mobilization table support:

- **Global humanitarian services and supply chain management:** Nikola Jovanovic, Global Advisor Nikola.jovanovic@ifrc.org

Reference documents



[Click here](#) for previous Appeals and updates

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 Red Cross and Red Crescent Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2022/1-5	Operation	MGR65002
Budget Timeframe	2022/1-2024/2	Budget	APPROVED

Prepared on 27 Jun 2022

All figures are in Swiss Francs (CHF)

MGR65002 - Ukraine and impacted countries crisis

Operating Timeframe: 05 Feb 2022 to 29 Feb 2024; appeal launch date: 28 Feb 2022

I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
AOF1 - Disaster risk reduction	1,320,000
AOF2 - Shelter	150,000,000
AOF3 - Livelihoods and basic needs	255,000,000
AOF4 - Health	45,000,000
AOF5 - Water, sanitation and hygiene	30,000,000
AOF6 - Protection, Gender & Inclusion	16,175,000
AOF7 - Migration	8,800,000
SFI1 - Strengthen National Societies	23,180,000
SFI2 - Effective international disaster management	1,450,000
SFI3 - Influence others as leading strategic partners	1,725,000
SFI4 - Ensure a strong IFRC	17,350,000
Total Funding Requirements	550,000,000
Donor Response* as per 27 Jun 2022	264,681,102
Appeal Coverage	48.12%

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	2,481,082	857,114	1,623,968
AOF2 - Shelter	27,352,467	4,254,761	23,097,706
AOF3 - Livelihoods and basic needs	39,926,795	3,702,290	36,224,505
AOF4 - Health	3,163,832	38,229	3,125,603
AOF5 - Water, sanitation and hygiene	1,116,353	49,566	1,066,786
AOF6 - Protection, Gender & Inclusion	629,240	17,766	611,474
AOF7 - Migration	5,857,163	5,863,426	-6,263
SFI1 - Strengthen National Societies	12,133,811	2,143,162	9,990,649
SFI2 - Effective international disaster management	1,712,928	141,157	1,571,771
SFI3 - Influence others as leading strategic partners	30,885	118,900	-88,015
SFI4 - Ensure a strong IFRC	10,197,282	1,056,220	9,141,062
Grand Total	104,601,837	18,242,591	86,359,246

III. Operating Movement & Closing Balance per 2022/05

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	185,783,298
Expenditure	-18,242,591
Closing Balance	167,540,707
Deferred Income	10,024,876
Funds Available	177,565,582

IV. DREF Loan

* not included in Donor Response	Loan :	1,293,301	Reimbursed :	1,293,301	Outstanding :	0
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Emergency Appeal

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Operating Timeframe: 05 Feb 2022 to 29 Feb 2024; appeal launch date: 28 Feb 2022

V. Contributions by Donor and Other Income

Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income
Opening Balance					0	
Albanian Red Cross	20,000				20,000	
Altera Infrastructure	9,578				9,578	
Amadeus IT Group	1,445				1,445	
American Red Cross	38,647,980				38,647,980	
Arcadis NV	204,460				204,460	
Astra Zeneca	8,867				8,867	
Australian Red Cross	1,932,123				1,932,123	
Australian Red Cross (from Australian Government*)	1,386,294				1,386,294	
Austrian Red Cross		1,363,145			1,363,145	
Austria - Private Donors	52				52	
Barry Callebaut AG	30,000				30,000	
Belgian Red Cross (Francophone)	1,029,820				1,029,820	
Bio Rad	1,550				1,550	
Bloomberg	46,000				46,000	
British Red Cross	6,098,829				6,098,829	
British Red Cross (from British Government*)	14,629,530				14,629,530	
Bulgarian Red Cross	10,000				10,000	
California Community Foundation	24,251				24,251	
Camlog Biotechnologies GMBH	10,000				10,000	
Canadian Government		288,088			288,088	
Charities Aid Foundation (from Aldi*)	120,971				120,971	
Charities Aid Foundation (from Analog Devices Founde	95,783				95,783	
Charities Aid Foundation (from Cisco*)	8,104				8,104	
Charities Aid Foundation (from Dow Chemical Compar	106,833				106,833	
Charities Aid Foundation (from Meta*)	139,200				139,200	
Charities Aid Foundation (from Schwab Charitable Glo	459				459	
Charities Aid Foundation (from Vanguard*)	22,803				22,803	
Chilean Red Cross	24,815				24,815	
China - Private Donors	250				250	
Circle K	1,028,112				1,028,112	
CNH Industrial International SA	355,069				355,069	
Coca-Cola Europacific Partners	206,202				206,202	
Coca Cola Foundation	931,980				931,980	
Coyotte Logistics	4,660				4,660	
Croatian Red Cross	10,313				10,313	
CVC Philanthropy Ltd	254,689				254,689	
Cytel Inc	14,100				14,100	
Czapek & Cie SA	20,000				20,000	
Danish Red Cross	2,017,700				2,017,700	
Danone	515,686				515,686	
Denmark - Private Donors	101				101	
Diageo plc	1,016,170				1,016,170	
Dia Sorin	11,743				11,743	
Eurofins Scientific Foundation	26,292				26,292	
European Commission - DG ECHO	105,054				105,054	
European Society Gastrointestinal Endoscopy	10,188				10,188	
Exor NV	1,032,877				1,032,877	
FIA Foundation	511,711				511,711	
Fidelity	88,653				88,653	
Finnish Red Cross	4,677,699	473,655			5,151,354	

Emergency Appeal

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MGR65002 - Ukraine and impacted countries crisis

Operating Timeframe: 05 Feb 2022 to 29 Feb 2024; appeal launch date: 28 Feb 2022

Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income
Fortum Oyj	206,421				206,421	
France - Private Donors	100				100	
French Government	0				0	2,566,923
French Red Cross		1,822,996			1,822,996	
German Red Cross		300,944			300,944	
Germany - Private Donors	511				511	
Great Britain - Private Donors	6,387				6,387	
Hellenic Red Cross (from Greece - Private Donors*)	417,903				417,903	
Icelandic Red Cross	94,350				94,350	
Icelandic Red Cross (from Icelandic Government*)	160,650				160,650	
IFRC at the UN Inc	893,003				893,003	
Inficon Holding AG	25,000				25,000	
International Inner Wheel	11,905				11,905	
Interogo Holding	5,120,830				5,120,830	
Ireland - Private Donors	1,444				1,444	
Irish Government	1,023,408				1,023,408	
Irish Red Cross Society	6,681,611				6,681,611	
Italian Government	2,044,948				2,044,948	
Italian Red Cross	635				635	
Japanese Government	16,367				16,367	7,457,953
Japanese Red Cross Society	13,963,262				13,963,262	
Johnson & Johnson foundation	4,699,560				4,699,560	
Knockward Ltd	10,038				10,038	
Lars Amundsen Foundation	100,000				100,000	
Latvian Red Cross	25,404				25,404	
Lincoln Electric Co	23,093				23,093	
Lindt & Sprüngli	1,000,000				1,000,000	
Luxembourg Government	511,711				511,711	
Luxembourg - Private Donors	3,680				3,680	
Malaysian Government	56,057				56,057	
Mondelez International Foundation	61,000				61,000	
Nestle	630,126				630,126	
Netherlands - Private Donors	50				50	
New Zealand Red Cross	687,658				687,658	
Nissan Europe	511,237				511,237	
Norway - Private Donors	250				250	
Norwegian Red Cross	539,617				539,617	
Norwegian Red Cross (from Norwegian Government*)	10,003,475				10,003,475	
Offshore Techonology Conference Inc (OTC)	24,701				24,701	
Olympus Corporation	471,735				471,735	
Other			26,876		26,876	
Paraguayan Red Cross	32,770				32,770	
Procter & Gamble	698,985				698,985	
Red Cross of Monaco	305,194				305,194	
Red Cross Society of China	280,287				280,287	
Red Cross Society of Georgia	200,000				200,000	
Russia - Private Donors	140				140	
Siemens Gamesa Renewable Energy	130,973				130,973	
Singapore Red Cross Society	816,524				816,524	
Slovenian Red Cross	318,334				318,334	
Sonoco Products Co	46,813				46,813	
Spain - Private Donors	103				103	
Spanish Government	1,447,625				1,447,625	
Spanish Red Cross		419,960			419,960	

Emergency Appeal

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Budget Timeframe	2022/1-2024/2	Budget	APPROVED

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MGR65002 - Ukraine and impacted countries crisis

Operating Timeframe: 05 Feb 2022 to 29 Feb 2024; appeal launch date: 28 Feb 2022

Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income
Spanish Red Cross (from Amadeus IT Group*)	504,500				504,500	
Splunk	378				378	
Swedish Red Cross	10,153,652				10,153,652	
Swiss Red Cross	3,000,000	130,020			3,130,020	
Switzerland - Private Donors	200				200	
Taiwan - Private Donors	934				934	
Taiwan Red Cross Organisation	160,025				160,025	
Takeda Pharmaceutical Company Ltd	2,278,441				2,278,441	
The Canadian Red Cross Society	16,567,095	5,582			16,572,677	
The Canadian Red Cross Society (from Canadian Gov	5,523,493				5,523,493	
The Netherlands Red Cross (from Netherlands Govern	9,438,481				9,438,481	
The Netherlands Red Cross (from Netherlands - Privat	310,184				310,184	
The Philippine National Red Cross	46,394				46,394	
The Republic of Korea National Red Cross	700,000	21,362			721,362	
Uber Technologies Inc.	239,457				239,457	
UNDP - United Nations Development Programme (fron	93,190				93,190	
United States Government - USAID		145,651			145,651	
United States - Private Donors	13,720				13,720	
Total Contributions and Other Income	180,785,018	4,971,404	26,876	0	185,783,298	10,024,876
Total Income and Deferred Income					185,783,298	10,024,876