



DREF Operation - Final Report

Colombia | Anticipatory Actions Electoral Elections

DREF Operation	MDRCO020
Date of issue: 19 April 2023	GLIDE n°:
Operation start date: 03 June 2022	Operation end date: 31 August 2022 Operation timeframe: 2 months
Host National Society: Colombian Red Cross Society	DREF Allocated: 143,150 Swiss francs (CHF)
N° of people affected: 60,000 potentially affected.	N° of people assisted: 200 people directly. 10,982 people indirectly.
Red Cross Red Crescent Movement partners currently actively involved in the operation: International Committee of the Red Cross (ICRC), German Red Cross, Spanish Red Cross and the American Red Cross.	
Other partner organizations actively involved in the operation: National Unit for Disaster Risk Management, and entities belonging to the National System for Disaster Risk Management.	
The Colombian Red Cross spent a total of CHF 50.121. The remaining balance of CHF 93.029 will be returned to the Disaster Response Emergency Fund.	
<i>The major donors and partners, of the Disaster Response Emergency Fund (DREF) included the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden, and Switzerland, as well as DG ECHO, Blizzard Entertainment, Mondelez International Foundation, Fortive Corporation, and other corporate and private donors. The IFRC, on behalf of the Ecuadorian Red Cross, would like to extend thanks to all for their generous contributions.</i>	

A. SITUATION ANALYSIS

Description of the disaster

On 29 May 2022, the first round of the presidential elections in Colombia was held for the government period of 2022 to 2026, in which the winning formula (President and Vice President) had to obtain half plus one of the total amounts of valid votes, otherwise, a second round would be held. Since no political party obtained the required number of votes, on 19 June 2022, a second round was held between the two candidates with the highest number of votes. However, the political campaigns for these elections were characterized by a strong polarization, given the opposing tendencies of the main political parties in contention, which was accentuated by the media confrontations caused to a large extent by the effects of the protests and mobilizations prolonged during the year 2021, which acquired greater connotations of violence, such as confrontations between protesters and police.

Under this scenario of polarization, and with the background of the 2021 electoral mobilizations, different organizations such as the Electoral Observation Mission and the Colombian Red Cross Society (CRCS) prepared electoral risk maps to target the territories with the greatest potential for mobilizations and social unrest, considering demographic, political and historical criteria, and their correlation with the recurrence of damages to public order. As a result, it was identified that the departments with the highest probability of occurrence of a massive event of social mobilization included Antioquia, Cundinamarca (including its departmental capital: Bogotá), Cauca, Valle del Cauca, Risaralda, Cesar, Huila, Nariño. Of these departments, the National Society prioritized those that had the highest rate of affectation during social mobilizations of 2021, which were affected in their mobility for more than 40 days.



Prioritized geographic locations. Source: CRCS, 2022.

In this sense, this Disaster Response Emergency Fund (DREF) Operation was implemented within the framework of the second round of presidential elections in Colombia, for the 2022 to 2026 government period. The implementation of the DREF contemplated the execution of anticipatory (first trigger) and contingency (second trigger) activities, to contribute both to the promotion and dissemination of the principles, values, and actions of the Red Cross, as well as providing humanitarian assistance to prevent situations that put human lives at risk or that affect public order.

Despite the foreseen scenarios, the Colombian Ministry of Defense concluded that the second round of the presidential elections passed with absolute calm and without any disturbance to the public order¹, which was

¹ Digital Source : <https://www.elpais.com.co/politica/segunda-vuelta-presidencial-se-desarrollo-en-completa-calma-ministro-de-defensa.html>

added to the guarantee of access to voting. In fact, voter turnout for the second round improved by 3.1 percentage points, compared to the first round². Consequently, the day of the presidential inauguration, 8 August 2022, also took place in complete serenity throughout the national territory, thus debunking preconceptions of expected events and social disturbances that could affect people.

In this sense, only the activation of the first trigger corresponding to the anticipatory activities of promotion and prevention from the humanitarian action were conducted. Consequently, the technical goals framed within this trigger were met, such as the communication campaigns on respect for humanitarian organizations and respect for the Red Cross emblem, strengthening the capacity of volunteers, communication, and dissemination of the values and principles of the Red Cross and the strengthening of the telecommunications network.

Summary of current response

Overview of Host National Society

For the first round of elections, the Colombian Red Cross Society (CRCS) kept its national crisis room active for 24 hours and had all its personnel and equipment available for the attention of any type of emergency at the national level with 154 municipal units and support groups, 978 volunteers available, 113 employees in the branches, 96 vehicles available, 37 TAB ambulances and 1 TAM ambulance. The National Society responded nationwide to public order incidents as they occurred. It also disseminated the Red Cross Fundamental Principles Campaign.

For the second electoral round, the CRCS once again activated its national crisis room, with the aim of establishing continuous contact with the local teams, and, in this way, monitoring the situation experienced in each of the 32 departments of the national territory. Additionally, it made its infrastructure and assistance capacity available if timely action was required in the event of mobilizations or protests. In particular, the CRCS generated an alert so that its fleet of ambulances and vehicles, such as primary health care centers, would be ready in the event of an emergency so that patients could be treated, and emergency transfers could be made to health centers.

In a complementary way, this DREF Operation was activated, with which an action plan was implemented that conceived a comprehensive strengthening strategy for the response and availability of resources, as well as the activation of the response capacity of the branches of the CRCS, which required this support to deal with emergencies derived from the disturbance of public order. Specifically, the lines of intervention and activities proposed to provide humanitarian assistance through this DREF were comprehensive health management, the construction of Peace and Institutional Doctrine, and institutional strengthening.

Concerning the first line of action, referring to comprehensive health management, two care approaches were conceived: a) Health and emergency care, which constitute of first aid care activities, campaigns respecting the Medical Mission and ambulance transfer; b) Emergency psychosocial assistance, composed of psychosocial support activities, volunteer briefing-debriefing, and psychological first aid.

For the second line of action, referring to peacebuilding and institutional doctrine, humanitarian action was projected from the protection, gender, and inclusion (PGI) approach, to develop basic training for the CRCS staff and volunteers. On the topics of code of ethics, the Security Policy Framework for a Safer Access MAMS, the uniform use manual, minimum approach to protection and safe referral, prevention and mitigation of violence and the principles of the National Society of the Colombian Red Cross, making use of visibility material for this purpose.

In the third line of action, institutional strengthening, the capacities of the National Society of the Colombian Red Cross, the prioritized branches' personnel and volunteers in telematics and personal protection issues were strengthened.

² Digital Source: <https://www.moe.org.co/wp-content/uploads/2022/11/DIGITAL-Resultados-Presidenciales-2022.pdf>

Given the normality in which both election day passed, the conditions required to activate the response actions consistent with the second trigger were not reported.

To summarize, the response actions of the CRCS, according to their moment of activation or trigger were:

Table 1. CRCS response plan within the framework of the DREF of Electoral Elections

Line of action	Action	Trigger
Health	Campaigns of respect for the Medical Mission	First
	First aid attentions	Second
	Ambulance transfers	
	Psychological support	
	Psychological first aid	
	Volunteer mobilization	
	Volunteer briefing and debriefing	Simultaneous
Protection, gender, and inclusion	Basic training: Minimum approach to protection, safe referral, prevention, and mitigation of violence	First
	Basic training: Code of ethics, security policy Framework for Safer Access-MAMS and uniform use manual	
	Promotion of fundamental principles of the Red Cross	
	Visibility and protection	
	Assessment of the specific needs of the affected population	Second
	Activation of community communication networks	
Institutional strengthening	Strengthening and protection of volunteering	First
	Strengthening of communication	

Overview of Red Cross Red Crescent Movement in country

Although the ICRC did not develop a specific action to address the possible contingency, as of March 2022, and in view of the presidential elections, the ICRC called on the incoming government to take on some priority challenges. Thus, as part of the humanitarian reports, the ICRC urged the government to include in the political agenda the prioritization of attention to and protection of victims of the armed conflict, as well as the adoption of measures against the use of weapons and explosive devices. Likewise, regarding the disappearance of persons, to take the necessary measures to prevent it, and to establish mechanisms for the collective search for disappeared persons. Finally, about health care, it urged state institutions to collaborate to ensure the protection of the Medical Mission and to avoid blockades of ambulances and obstructions to the passage of medical supplies.

Overview of non-Red Cross Red Crescent (RCRC) actors in country

Among the main external actors that adopted measures related to the second round of presidential elections, it is possible to identify the authorities of the Colombian State, such as the Ministry of the Interior and the National State Registry Office, as well as independent organizations such as the Mission of Electoral Observation (MEO) and the MEO of the European Union, who adopted measures from their capacity and competence.

Based on the foregoing, the Ministry of the Interior, through Decree 830 of 2022³, issued regulations for the preservation of public order during the period of presidential elections, including the limitations for electoral

³ Digital Source: <https://www.funcionpublica.gov.co/eva/gestornormativo/norma.php?i=187126>

propaganda, opinion programs, and interviews during the election's days, dry law, curfew, border closures, vehicle restrictions, suspension of permits to carry weapons and the prohibition of political meetings in open spaces.

For its part, the National Registry of Civil Status increased the number of polling stations at the national level in such a way that it could guarantee greater access and participation of the population in rural areas or areas far from the municipal capitals. Additionally, and as one of the recommendations accepted by other actors in the electoral process, the Registry Office reviewed its procedures to detect opportunities for improvement, focusing on double registrations on ballots, witness accreditation, and training for trial voting juries, which was more practical and detailed.

Lastly, the Mission of Electoral Observation (MEO) deployed 3,169 observers nationwide, belonging to 347 civil society organizations to be present at the polls in 553 municipalities. Similarly, the MEO activated a crisis room at its facilities in order to receive and deliver information to the media, authorities, and citizens about what was happening during the elections. In complementarity, the MEO of the European Union followed up on the electoral process by monitoring the recommendations accepted by the Registry Office in 2021, as well as by observing the polling stations with foreign volunteers.

Needs analysis and scenario planning

Needs analysis

Health

Based on previous events involving disruption of public order, parliamentary and government elections, roadblocks, protests, and other types of events of public relevance, there have been repeated cases of people injured or killed, property and health facilities vandalized, or transportation of attacked health personnel that reflects the risk for the normal development of the Medical Mission. This is how it becomes necessary to have a security guarantee for the performance of the actions of the Medical Mission and the safeguarding of medical personnel. Said actions of the Medical Mission that are provided during emergencies mainly involve the provision of primary health services, including first aid to people who cannot reach hospitals for treatment, and the transportation of medical supplies, among other related issues.

Given the number of difficulties that have arisen for medical care and compliance with the Medical Mission throughout these social mobilizations, it was evidenced the need for the Colombian Red Cross Society under its framework of neutrality and impartiality, to support pre-hospital care, first aid, support for the transfer of patients by ambulance and the transport of medical supplies, starting with the inculcation of respect for the Medical Mission.

Taking this context into account and the lessons learned as of 2021 about this type of event, the following actions that the health team can carry out are:

- People injured by the events during the blockades and demonstrations may require first aid actions - Second trigger.
- Coordination of mobilization and transfer of patients between affected areas and medical centers, as well as between medical centers. All according to the level of care required and the priority of the actions that guarantee adequate medical care - Second trigger.
- Support actions to activate campaigns of respect for humanitarian organizations, respect for the Red Cross emblem, operational communication, safe behavior in rural and urban areas in the face of the risk of contamination by weapons, and respect for the Medical Mission in the national territory - First trigger.
- Articulate the processes for the development of Humanitarian Caravans that facilitate the mobility of medical supplies, medical gases, and vital elements for health care - Second trigger.
- Activation of Psychosocial Support Groups to support institutional operational activities, with personnel involved in the process, as well as strengthening lines of work with communities that require it due to confinement - Second trigger.

Protection, gender, and inclusion (PGI)

In order to provide a humanitarian response that allows the protection of the health and fundamental rights of those people who live in the midst of a context of social conflict, it is necessary to provide orientation and support to the affected people, so that they can obtain essential information about the range of protection services offered by official entities, in charge of guaranteeing and restoring their civil rights or executing direct referrals.

As a result, the CRCS will strengthen the volunteer's capacity in issues that will allow them to provide better services to the community in need, since the volunteers and workers of the Colombian Red Cross Society must have sufficient capacity to disseminate and apply the Fundamental Principles and the Mission of the Red Cross in all its actions. That is why, in situations of enlistment for a probable humanitarian response, the dissemination of key messages and the protection of the action of the CRCS, and the application of the norms of International Humanitarian Law and International Human Rights Law are increased. In this way, the volunteers, and workers of the CRCS must be guaranteed the conditions for the exercise of humanitarian work through processes of safe access, operational communication, and programmatic coordination.

Given the above scenario, the training of 100 volunteers is prioritized on the following topics: Minimum Protection Approach, Safe Referral, prevention and mitigation of violence, code of ethics, Security Policy Framework for Safer Access (MAMS), and uniform manual. In the same way, training was proposed in the Code of Ethics, Security Policy Safe Access Framework (MAMS), and uniform manual.

This goal was raised considering two criteria. First, the deployment capacity and the time established for said processes of the technical team in the five prioritized departments, and second, the response teams to deploy in case the situation escalates from internal tension to internal disturbances.

Communications

Achieving safe access to affected individuals and communities requires maintaining the positive image that civilians and state actors have of the CRCS, who recognize the Red Cross as an impartial and independent entity. In past mobilizations and protests, the Red Cross emblem has been affected by its misuse by unauthorized persons or persons authorized to do so while carrying out actions contrary to the Fundamental Principles; these actions jeopardize the safety of all humanitarian staff and the reputation of the National Society. Therefore, it is necessary to intensify efforts to disseminate information about the actions of the CRCS and the humanitarian principles of the International Movement to increase the awareness of civil and state actors about the work carried out by the Red Cross and strengthen the confidence of the population in humanitarian personnel. It is essential to launch awareness campaigns to guarantee respect for social protection, health, and humanitarian personnel from the Red Cross, the Ministry of Health, and the Medical Mission through emblems as symbols of protection.

Target population

People affected from the departments of Antioquia, Valle del Cauca, Cauca, Risaralda, and Cundinamarca were prioritized based on previous experiences of social mobilizations in 2021, which affected their mobility for more than 40 days as follows:

Intervention reach		Direct beneficiaries	Indirect beneficiaries
Health	First aid	380	-
	Emergency medical services	130	-
	Psychological support for the community	320	-
	Psychological first aid	320	-
Communication	Communication	-	5,000
Total		1,150	5,000

Scenario planning

Considering the multiple threats facing the country and the fact that the political and social conditions leading up to the 2022 elections increased the likelihood of crises and social emergencies, the National Society identified the following factors as characteristic of each trigger:

First trigger: It occurs with the threats made during the electoral campaigns and after the first round, with the presence of situations such as demonstrations, blockades, and threats to community leaders, which requires preparation on the part of the CRCS, with the Activation of the Crisis Room, validation and diagnosis of the response capacities of the branches to generate a strategy to strengthen the required capacities, such as personnel and Immediate Response Teams, available and in pre-positioning located in the Branches', for the response to emergencies.

Second trigger: It occurs when one or more of the following events occurs: riots, voter restraint, armed attacks against polling stations, armed attacks against infrastructure, armed attacks with explosives, and indiscriminate use of explosive devices by the followers of candidates who were not elected or who did not reach the threshold, armed and unarmed blockade of roads, as well as confinement, theft or destruction of electoral material, armed attacks, and threats to leaders or institutions. This would require that the CRCS carry out the necessary deployments of the different Immediate Response Teams to provide care to the affected communities and be able to provide first aid.

Under the foregoing, the CRCS projected the following scenarios according to their effect and the probability of occurrence:

Scenario	Humanitarian consequences	Potential response
Best-case scenario	<ul style="list-style-type: none"> • There is normality in the provision of services, the personnel and the emblem of the Red Cross, human rights, and the auxiliary function are respected. However, events are continuously monitored based on forecasts. • The period between the first and the second round of the elections takes place normally, with political campaigns and without acts of violence. • Roads and shops remain open. 	<ul style="list-style-type: none"> • The National Society carries out preparation and enlistment processes regarding materials, equipment, and volunteer training. • A communication campaign on the auxiliary function of the National Society in humanitarian actions, the fundamental principles, and the use and respect of the emblem.
Most-likely case scenario	<ul style="list-style-type: none"> • Clashes between opposing groups take place; the police and military presence increases significantly in urban and rural areas. • There are injuries, damage to public and private property (burnt vehicles and tires, broken glass), and difficulty in accessing primary and secondary areas. • Events of transhumance, threats, and coercion to the voter take place. Armed attacks against voting centers and theft or destruction of electoral material. 	<ul style="list-style-type: none"> • Activation and monitoring of events from the crisis room of the National Society, as well as at the territorial level. • Preparation of the teams for possible interventions in the field. • A communication campaign on the auxiliary role of the National Society in humanitarian actions, the fundamental principles, and the use and respect of the emblem. • Increase in the regular provision of emergency services, giving priority to crisis and disaster situations. • Safer access, psychosocial care, search, and rescue, first aid, and dignified management of corpses. • Psychosocial care, psychological first aid, route guidance, etc.
Worst-case scenario	<ul style="list-style-type: none"> • There is an increase in the disturbance of public order, the social system, and the number of injured and dead due to the clashes. This affects daily economic and social activities, increasing tensions in the affected populations. 	<ul style="list-style-type: none"> • The agreements and protocols established at the highest level with the government and the affected sectors are implemented to exercise the humanitarian mandate of the Red Cross as an auxiliary to the country's public powers.

	<ul style="list-style-type: none"> • Confrontations, combats, or harassment between armed groups and the public force. Organized armed groups decree armed strikes. • Increase in threats and armed attacks against the public forces, social leaders, former members of reincorporated armed groups, or kidnapping of candidates. • Riots, and seizure of public or private facilities. • Armed attacks against electrical and oil infrastructure and indiscriminate improvised explosive devices. • Forced displacements. • Possible infractions or incidents against the different elements that constitute the Medical Mission, including attacks and threats against health personnel, and restrictions on the free movement of ambulances or other medical vehicles. • Improper use of the emblem. 	<ul style="list-style-type: none"> • Safer access, psychosocial care, search, and rescue, first aid, livelihoods, protection (safe referral and minimal protection approach), Medical Mission, Humanitarian Caravans, Humanitarian Corridors, Operational Communication, and Humanitarian Diplomacy. • Socio-emotional care, guidance on routes to access rights, emergency humanitarian aid, temporary accommodation, CPA care route and protection of family ties, messages of respect for the civilian population and humanitarian organizations, promotion of safe behavior in rural environments and urban facing the risk of contamination by weapons. • Training in institutional doctrine, minimum protection approach, safe referral, care routes, internal communication, and visibility of the indicative and protective use of the emblem. • Carry out coordinated actions with the ICRC and the IFRC to support the operation given the context. • Coordinate a resource mobilization plan with Movement partners and national and international cooperation. • Dissemination and compliance with International Humanitarian Law.
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Operation Risk Assessment

Main risks	Mitigation actions from the CRCS and IFRC
R.1 Significant changes in territorial control trigger an escalation of the conflict and lead to increased humanitarian needs. This possible escalation of the conflict in certain parts of the country exacerbates the threats against the communities, making the beneficiaries afraid to talk to the CRCS.	MA 1.1 Monthly meetings on travel safety. MA 1.2 Promotion of Red Cross and Red Crescent principles, especially impartiality and neutrality. MA 1.3 Coordination with humanitarian country team. MA 1.4 Assistance activities to mitigate the impacts.
R.2 Armed groups restrict access to humanitarian aid to the population.	MA 2.1 The CRCS and the IFRC follow up in collaboration with the ICRC, which maintains and intensifies dialogue with the country's armed groups. MA 2.2 Respect for the emblem of the Red Cross and its members is promoted.
R.3 Massive social outbreaks. During the six months before the 2022 elections, violence against political and social leaders increased, and new protests emerged with humanitarian consequences.	MA 3.1 Monthly security meetings of the Movement and, in case of a high probability of incidents in the country, the three members of the Movement will meet and work on a response plan.
R.4 National Society staff, volunteers, and beneficiaries are exposed to increased risks of sexual exploitation, abuse, and harassment.	MA 4.1 Enforcement of sexual exploitation, abuse, and harassment policies (PSEA in Spanish). MA 4.2 Promotion of the Integrity Line for reporting and management.
R.5 Internal mobilization of the Venezuelan population that participates in the marches.	MA 5.1 Monitoring of migratory flows at the national level, in coordination with the GIFMM and other inter-institutional coordination instances. MA 5.2 Preparation for migratory peaks with a comprehensive response from the CRCS.
R.6 Natural crises or security events.	MA 6.1 The CRCS, with the support of the IFRC disaster management focal point in the region, will monitor weather events.

	MA 6.2 The CRCS, with the support of the IFRC, will develop a plan to continue operations, the Operations Continuity Plan.
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Main internal risks	Mitigation actions from the CRCS and IFRC
R.1 Staff turnover, which generates slow processes.	<p>MA 1.1 Follow-up and constant monitoring by the IFRC team on the CRCS processes.</p> <p>MA 1.2 Field visits to learn first-hand about implementation and potential challenges faced by local teams.</p> <p>MA 1.3 Expand the training of volunteers to anticipate staff rotation.</p> <p>MA 1.4 Strengthening of financial and administrative personnel.</p>
R.2 Lack of compliance with processes to prevent mismanagement of funds.	<p>MA 2.1 The CRCS has adequate rules of conduct and control mechanisms to minimize the risk of conflicts of interest, fraudulent or corrupt behavior, or other misuses of funds. The Standards of Conduct will govern the conduct of project partner staff members, consultants, interns, and volunteers involved in awarding and administering contracts, grants, or other benefits in connection with the project and its implementation.</p> <p>MA 2.2 The Fraud and Corruption Prevention and Control Policy outlines the IFRC's approach to the prevention and control of fraud and corruption, including the investigative procedures to be followed if there are suspicions of fraudulent or corrupt practices. If the existence of fraud, corruption, illegal imposition, or extortion of funds is proven, appropriate disciplinary measures and legal actions will be taken. This policy applies to all staff and complements the IFRC Code of Conduct.</p> <p>MA 2.3 All cooperating partners, contractors, and suppliers are informed of said policy and its applicability in terms of the relevant contracting instruments. Also, all members are aware of existing documents on fraud and corruption management.</p>
R.3 Compliance with purchasing procedures.	<p>MA 3.1 The Federation Procurement Manual is a mandatory policy for the CRCS in all operations carried out with the IFRC. The National Society receives training on the manual and has technical support from the logistics team to ensure compliance with the manual.</p> <p>MA 3.2 Monitoring and timely reporting on fraud, extortion, and corruption risks.</p>

B. OPERATIONAL STRATEGY

Proposed strategy

Overall Operational Objective

Through this DREF Plan of Action, the Colombian Red Cross Society (CRCS) aimed to mobilize humanitarian action to assist people that could be potentially affected as a result of the materialization of civil mobilizations and unrest during the Presidential elections in Colombia for the 2022 to 2026 period. Said actions involved the implementation of anticipatory (first trigger) and contingency (second trigger) activities, to contribute both to the promotion and dissemination of the principles, values, and actions of the Red Cross, as well as emergency assistance.

Operational Support

Within the framework of the institutional operational strategy, the activation of the National Crisis Room of the Colombian Red Cross Society was established, with the participation of the branches and the Areas of the National Directorate, to monitor election day, as well as receive the Branches' reports and provide guidelines for institutional action at the national level.

There were 29 branches contingency plans activated that were updated for the 2022 elections, the National Directorate of the Colombian Red Cross Society coordinated the Crisis Room according to the established national guidelines.

Human Resources

To monitor the different possible situations, the CRCS had a managerial and technical team for the development of the project. This team consisted of:

- 1x Response Officer
- 1x Operational Support Analyst
- 1x Accounting Assistant

These personnel supported the different follow-up activities to the processes of purchase and acquisition of elements in accordance with the Plan of Action.

Additionally, 235 volunteers were trained and retrained in care processes as part of the response teams.

Logistics and Supply chain

The purchase processes of personal protection elements and visibility elements were carried out. These purchases were made under the administrative procedures established by the National Society of the CRCS. In the same way, the process of purchasing personal protection and visibility elements for the personnel who supported the activities was carried out.

Information and Communications Technologies (ICT)

The CRCS has a national and local telecommunications system, which was available and active during the operation. Through this system, the coordination of actions in the field by the national referents was carried out.

Security

From the National Presidency and the National Executive Directorate, the coordination, guidelines, and actions of the Institution in relation to election day led to the following actions carried out:

- Activation of the Branches' Security Committees, in coordination and support with the ICRC, for the purpose of analyzing the local context and evaluating possible risks, establishing measures, and facilitating decision-making, in the face of complex emergency cases.

- Activation of the National Contingency Plan and the Branches' Contingency Plans, in coordination with all the Municipal Units and Support Groups.
- Activation of the Crisis Rooms of CRCS branches, in coordination with the Crisis Room of the National Directorate, to confirm enlistment, make news reports, and exchange relevant information during the development of the electoral elections and later.
- As a preventive measure, suspend all extramural humanitarian activities from 17 June to 21 June other than those related to the preparation and enlistment for the humanitarian response due to the elections.
- For reasons of neutrality and perception, it is prohibited to attend the polling stations wearing institutional clothing or wearing the Red Cross Emblem in any way. In the same way, the use of social networks in a personal capacity is prohibited and even more so when it is institutional, involving or compromising the image and Fundamental Principles of the Red Cross, with political positions or messages related to the presidential elections, with the candidates or with the electoral results.
- Also, for reasons of perception, participation in the Unified Command Posts should be avoided when they are carried out in military or public force bases.

Planning, Monitoring, Evaluation, and Reporting (PMER)

24-hour monitoring of the situation from the Information and Telecommunications Center (CITEL by its initials in Spanish) of the CRCS, recording and permanently monitoring the day.


The operation had a monitoring and evaluation plan in which the indicators were identified, their frequency of measurement, and the necessary supports and tools that could indicate the activation of the second trigger. During election day, two Crisis Rooms were held at the national level where follow-up reports from the branches were received. Since the elections passed calmly, it was not necessary to activate the second trigger.

Likewise, the information collected in the two Crisis Rooms was taken as input for the preparation of two situation reports, where the evolution of the possible situations of the operation was monitored.

Administration and Finance

The financial and administrative processes of the project were framed within the emergency response operations management procedures of the CRCS and the IFRC, guaranteeing adequate transparency and accountability.

C. DETAILED OPERATIONAL PLAN

<div></div> <div><h2>Health</h2><p>People reached: 10,982 people Male: 5490 people Female: 5492 people</p></div>		
Outcome 1: Immediate health risks to affected populations are reduced due to improved access to medical treatment		
Indicators:	Target	Actual
# of people reached with health services (first aid, ambulance transfers).	510	0
Output 1.1: Increased access to medical care and emergency health care for the target population and communities.		
Indicators:	Target	Actual

# people reached with key messages of respect for the Medical Mission	5,000 indirectly	10,982
Outcome 2: The psychosocial impacts of the emergency are lessened.		
Indicators:	Target	Actual
# of people reached with MHPSS services (first responders and people affected)	700	0
Output 2.1: Psychosocial support provided to the target population as well as to RCRC volunteers and staff.		
Indicators:	Target	Actual
# of people reached by MHPSS support (from community people affected)	640	0
# First responder that receives PSS	100	0

Achievements

Medical Mission

Considering the context of the operations in terms of health intervention, the CRCS developed an operational communication strategy linked to respect for the Medical Mission, aimed at the actors who directly influence the activities of the presidential elections. This communication was managed based on the objective of the line of the Medical Mission program, which seeks to reduce the institutional and individual vulnerability of health sector personnel against the risk of being affected by events of aggression and attacks against them in situations or areas of high vulnerability due to the armed conflict or other situations of violence.

Given the intervention of the CRCS with the campaigns of respect for the Medical Mission that was carried out through social networks, citizens, public and private companies, and different institutions throughout the national territory were reached with messages.

For the development of the campaign, graphic pieces were made with photos that showed the Medical Mission logo and messages framed in the slogan #NoSomosUnObjetivo and were promoted through Google, YouTube, Facebook, national media, and influencers accounts that helped spread the message, and make it more human.

In addition, through the posters, it was explained what the Medical Mission is, what it is for, why it must be respected, the correct use of the emblem, and its difference from the emblem of the Red Cross, so the campaign fulfilled a double objective, for which respect was promoted, and incidentally, citizens were educated on this issue.



Source: Information networks
(Twitter, Facebook and Homepage of the Colombian Red Cross Society), 2022

As a result of the communication campaigns by Google, 10,982 interactions were obtained with search engine users, who had greater apprehension of the content and interest in approaching, and 2,163,680 views. Likewise,

it was possible to determine that the users who participated in the reception of the communications pieces had an age range between 18 and 65 years old, of which the population that had the highest visualization of the messages was the population between 45 and 65 years of age, followed by the population between 35 to 44 years old and 55 to 64 years old, who exceeded more than 200,000 views. In this same context, by gender, a greater visualization of the content is observed by women, who focused their searches prioritizing the topic of public health.

Consequently, within the general results of the Google campaign, it is important to mention that the objective of brand recognition was met by printing the ads 2,163,680 times. Three types of campaigns were made, including: YouTube video Bumper, Display impression, and search. The Red Cross, being a benchmark in health, had a greater connection with keywords such as health, public health, and the Red Cross, which brought more than 75% of the audience. The announcements fulfilled their objective since they were clear when disseminating and promoting the mission of the Red Cross in Colombia.

For its part, the results of the Campaign in National Broadcast Media yielded 290,852 impressions by unique users, with greater relevance in the newspaper El Tiempo, followed by the newspaper El Espectador and Semana, respectively.

Regarding the guidelines with influencers, a total of 33 stories were launched, through which a reach of 62,294 users was reached.

Challenges

- Faced with the implementation of the activities, execution in a short time was conceived as a challenge, since internal administrative management, its procedures, and schedules must be harmonized with the need for the required emergency response.
- In terms of goal achievement, it is important to highlight that the proposed global goal was not reached, since it was circumscribed to the derivation of the two triggers, in which case, the second trigger grouped 78% of goal achievement with attention to the affected population, which was not recorded since no activities were affecting public order that warranted an emergency response from the health services.
- Maintaining the free movement of ambulances in the event of threats or possible obstructions to the passage of medical supplies proved to be a challenge in the health sector, since, in the event of any emergency, health personnel would be limited in the performance of their work. As a strategy to prevent this and other possible events affecting public order, response actions and alternative routes were planned to ensure the mobilization and transfer of injured persons, adequate medical care, and mobilization of humanitarian caravans and medical supplies. However, there were no blockades or protests during Election Day, so it was not necessary to activate the mitigation actions and, therefore, the measurement of the indicators proposed for them.

Lessons learned

- It is important that the institution and its personnel manage an updated response protocol since if a social demonstration occurs and they are not prepared, there would not be time to have the tools and instructions to guarantee compliance with the institutional mission and its fundamental principles, the protection of personnel, assets, and the image of the Colombian Red Cross Society (CRCS).



Protection, Gender, and Inclusion

People reached: 235 people

Male: 153 people

Female: 582 people

Outcome 1: Protection, Gender, and Inclusion (PGI)

Indicators:	Target	Actual
# of volunteers trained in the Minimum Protection Approach, Safe Referral, prevention and mitigation of violence, code of ethics, security policy Framework for Safer Access (MAMS), and uniform manual	100	235

Output 1.1: Programs and operations ensure the safe and equitable provision of basic services, taking into account the different needs based on gender and other factors of diversity

Indicators:	Target	Actual
Visibility and protection material: self-protection booklet (safe behaviors in public order situations) to be delivered in community settings (churches, community leaders, educational settings, among others)	100%	95%

Achievements

Five training processes were carried out for volunteers from the Antioquia, Cundinamarca, Cauca, Valle del Cauca, and Risaralda branches, from 3 June to 18 June 2022, as part of the actions established in the first trigger of the response proposal to electoral elections.

The process was developed under a mixed methodology of face-to-face and virtual presentations by the Coordination of the Peacebuilding and Institutional Doctrine area, considering the breadth of the topics, so the approach was achieved for all the participants.

Initially, in Outcome 1, two activities were proposed: (i) Conduct a basic training per branch, aimed at staff and volunteers of the Colombian Red Cross, on code of ethics, security policy, Framework for Safer Access (MAMS) and uniform manual; (ii) Develop basic training of volunteers and employees of the branches in Minimum Approach to Protection and Safe Referral, violence prevention and mitigation, and principles of the Colombian Red Cross National Society. However, due to the short time frame, the two activities were merged into one process and replicas were carried out by the branches to different municipal units in order to expand the strengthening process in different territories, including the Cauca and Cundinamarca branches.

In this way, the implementation of the actions initially raised a total of 100 volunteers trained in the care processes as part of the response teams in the five departments, considering the time and deployment capacity of the national team. However, thanks to the methodological implementation (workshop - replica), together with the support of the branches, it was possible to strengthen volunteers from municipal units and support groups to achieve a total of 235 people in total, thus achieving a total percentage of 235% in relation to the goal that was set.

Hence, the following agenda was proposed to unify the actions as part of the approach and taking into account the temporary advance for the execution and mobilization of resources for the first trigger, establishing a unification of the training and training processes for two days and trying to carry out three replicas by the branches with similar agendas and according to the strengths of each one in order to achieve a greater scope of the proposed goal and focusing the process on the municipal Units and Groups support.

- Socialization characteristics of the DREF
- Fundamental principles
- Use of the emblem
- Operational communication

- Operational security (security policy and framework for more secure access)
- Gender and diversity approach (Gender-Based Violence, Sexual Violence, and Care Routes)
- Safe behaviors in Urban environments
- Riots tensions and armed conflicts
- Improper protocol for the use of the uniform and the emblem

Finally, communication material and the documentation corresponding to the delivery material for each branch of the following "Peacebuilding Kit and Institutional Doctrine PID" were shared.

- 1 Strategy for the prevention and mitigation of violence in urban environments
- 10 Protocols in cases of improper use of the emblem
- 1 Gender and diversity policy
- 1 Peacebuilding policy
- 10 Self-care protocols for the staff of the Colombian Red Cross Society in mobilizations and urban marches
- 100 Foldables "get to know us"
- 100 Folding "know the emblem"
- 100 Posters "get to know us"
- 10 Posters "know the emblem of the Red Cross"
- 1 Safer access guides
- 1 Banner "get to know us"
- 1 Banner "know the emblem"



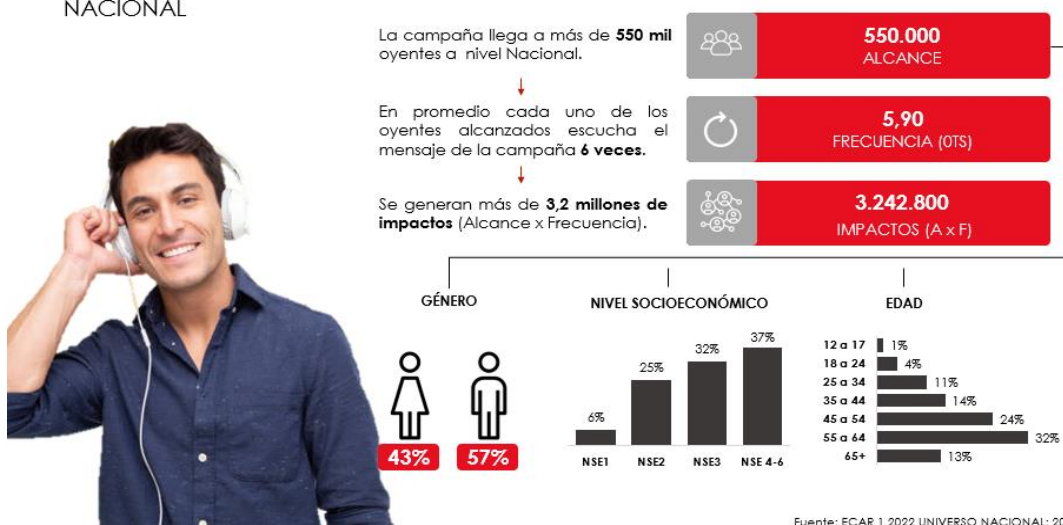
Source: Cundinamarca Branch
Photograph replicates training for municipal unit volunteers, 18 June 2022

In terms of the communication campaign on "Promotion of Fundamental Red Cross principles", it was proposed to establish a broad dissemination channel that would allow the population full recognition of the principles and of the Colombian Red Cross, as well as its scope. The campaign managed to reach 1,112,300 people indirectly, which corresponds to 5.41% of the total number of people nationwide, considering the period of broadcasting the spots, and the total audience of the RCN Radio station.

In this way, each of the 1,112,300 people listened to the campaign 8 times on average, generating this proposal with a total of 9,138,700 hits, thus achieving a broad positioning goal for the CRCS, hence promoting the achievement of the objectives drawn up for a possible situation of internal tension within the framework of the preparatory actions as shown below.

IMPACTO RADIO NACIONAL

CARACOL RADIO



Source: Slide analysis of information frequency range Colombian Red Cross Society, Caracol Radio



Cruz Roja Colombiana



RESULTADOS DE CAMPAÑA

ALCANCE Y FRECUENCIA CRUZ ROJA COLOMBIANA JUNIO

Resultados

La campaña logró alcanzar a **1.112.300** personas que corresponden al **5,41%** del total de personas a nivel Nacional.

OTS – FRECUENCIA: Cada una de las **1.112.300** personas escuchó en promedio **8** veces la campaña generando esta propuesta un total de **9.138.700** impactos.

RESULTADOS	TOTAL
NACIONAL	20.576.323
ALCANCE	1.112.300
ALCANCE %	5,41%
CONTACTOS	9.138.700
OTS	8,22

Source: Slide analysis of information frequency range Colombian Red Cross Society, RCN Radio

Challenges

- The time frame for the development of the logistical process was a challenge for the team in charge of coordination in the five departments, given their particular characteristics. This was since only 5 days were allocated for the entire simultaneous intervention (transport, coordination, capacity building and delivery of materials). Although the objective was achieved thanks to the coordinated work with the CPDI team, the experience showed the need to strengthen the human capacity of the team at all levels.
- Due to the tightness of the agendas, the actions of the volunteers and their contributions had to be limited to address all the issues, in this way it is essential to establish more time for these processes in order to strengthen the introspection process of the information.
- It is necessary to define specific roles taking as a starting point for the development of the actions that each and every one of the staff and volunteers who participate in the area, as well as the scope of the different roles.
- It is necessary that the information that is imparted goes down to all the volunteers and does not remain in the coordinators of the affiliates, or in those who attend the training.

- Due to the difficulty of the time, it was not possible to build the community self-protection booklet; however, the visibility material was executed according to the first trigger and was delivered to the branches as part of the external communication process.
- Since the distribution of the material was not considered, a delay was generated in the delivery of the PID Kit implements (Peacebuilding and Institutional Doctrine) since then, the "get to know us" and "know the emblem" banners are pending delivery.

Lessons learned

- Mixed training processes broaden the team's capacity to establish and face high challenges that clearly position the area to benefit its mission objectives.
- The articulated work of the Institutional Security Team with its experience and training contributes to decision-making in the context of the department.
- Connectivity via "Teams" enabled the development of the conferences in different latitudes of the national territory, thus identifying a latent capacity that can be used in upcoming emergencies for the benefit of strengthening the response and action without damage to the CRCS as a humanitarian organization.
- The peacebuilding team of the National Society can establish an accompaniment focused on the construction of new ways of dealing with different situations of tension, possible disturbances, and other situations of violence.
- It is essential to take the pertinent actions in the formulation of the budget, the shipments to the branches of the materials that enable their delivery in the established times.

Strategies for implementation

People reached: 130 people

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

Output 1.1.4: National Societies have effective and motivated volunteers who are protected

Indicators:	Target	Actual
# of volunteers and employees receiving uniforms and personal protective equipment, and insurance.	100	130

Achievements

Through the DREF, it was possible to support the branches with the provision of institutional overalls and specialized personal protective equipment for public order situations in which the Colombian Red Cross Society personnel may be affected using tear gas by the authorities, also promoting the safety and motivation of the lifeguard volunteers who participate in this type of activity.

Challenges

- Carrying out the purchasing processes in a short time represented a challenge, considering that coordination between the areas and the ability to select a supplier with a large stock was necessary.

Lessons learned

- The importance of having supplied the branches with these elements will allow a more timely and preventive response to be provided in upcoming situations.

Output 1.1.6: National Societies have the necessary infrastructure and institutional systems in place

Indicators:	Target	Actual
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Perform maintenance on repeater equipment in the intervention areas	4	4
Outcome S2.1: Effective and coordinated international disaster response is ensured		
S2.1.4: Supply chain and fleet services meet recognized quality and accountability standards		
Indicators:	Target	Actual
# of IFRC monitoring visits	2	0
Achievements		
<p>Through the support received, four departments were strengthened in their repeater systems, thus making it possible to have a radio communication system operating for electoral activities. In the Cauca and Valle del Cauca branches, accessories for the digital repeaters were delivered, in this way preventive maintenance was carried out, giving good technical support for their work 24/7.</p> <p>In the Risaralda districts, the repair of the digital repeater was completed, which had been damaged due to atmospheric issues, leaving the system operational again, which guaranteed its operation for the electoral elections where through this repeater communication was maintained with the Support Groups.</p> <p>In Cundinamarca, the repair of a digital repeater was carried out, which allowed, with its commissioning, to guarantee communications to the north of the department and with a link to the department of Meta.</p> <p>Challenges</p> <p>The acquisition process was a major challenge due to the short timeframes stipulated in the Red Cross procedures for procurement and the urgency to deliver the equipment on time to the branches. In order to be able to fulfil the procurement processes in an optimal way and respond rapidly to emergencies, it is necessary to make an early estimation of the needs, taking into account the number of people to be assisted, total of required implements, delivery times, suppliers, necessary resources, among others, considering especially the regulations concerning the times for each process in the institution.</p> <p>Lessons learned</p> <ul style="list-style-type: none"> • The articulated work of the Disaster Risk Management Team and the Branches' Risk Management directors allowed maintenance activities to be carried out within the projected times. • The experience and knowledge of the volunteers who support the telematics program allowed them to execute changes or maintenance to the repeater equipment. 		

D. Financial Report

A full financial report is attached at the end of this report.

Reference documents



Click here for:

- Previous Appeals and updates

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

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How we work

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

DREF Operation

FINAL FINANCIAL REPORT

MDRCO020 - Colombia - Election Preparedness

Operating Timeframe: 03 jun 2022 to 30 sep 2022

Selected Parameters			
Reporting Timeframe	2022/6-2023/02	Operation	MDRCO020
Budget Timeframe	2022/6-2022/09	Budget	APPROVED

Prepared on 21/Mar/2023

All figures are in Swiss Francs (CHF)

I. Summary

Opening Balance	0
Funds & Other Income	143.150
FBAF Allocations	143.150
Expenditure	-50.121
Closing Balance	93.029

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items			0
PO02 - Livelihoods			0
PO03 - Multi-purpose Cash			0
PO04 - Health	33.471	14.268	19.202
PO05 - Water, Sanitation & Hygiene			0
PO06 - Protection, Gender and Inclusion	46.849	17.710	29.139
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery			0
PO10 - Community Engagement and Accountability			0
PO11 - Environmental Sustainability			0
Planned Operations Total	80.320	31.978	48.342
EA01 - Coordination and Partnerships	5.401	1.001	4.399
EA02 - Secretariat Services			0
EA03 - National Society Strengthening	57.430	17.141	40.288
Enabling Approaches Total	62.830	18.143	44.688
Grand Total	143.150	50.121	93.029

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2022/6-2023/02	Operation	MDRCO020
Budget Timeframe	2022/6-2022/09	Budget	APPROVED

Prepared on 21/Mar/2023

All figures are in Swiss Francs (CHF)

MDRCO020 - Colombia - Election Preparedness

Operating Timeframe: 03 jun 2022 to 30 sep 2022

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
General Expenditure	5.071	1.520	3.551
Travel	2.566	1.099	1.467
Information & Public Relations	1.252		1.252
Financial Charges	1.252	421	831
Contributions & Transfers	129.342	45.541	83.801
Cash Transfers National Societies	129.342	45.541	83.801
Indirect Costs	8.737	3.059	5.678
Programme & Services Support Recover	8.737	3.059	5.678
Grand Total	143.150	50.121	93.029