



OVER _____
TWO YEARS
OF RESPONSE

UKRAINE AND IMPACTED
COUNTRIES CRISIS

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WELCOME

NOTE

As we reflect on more than two years since the escalation of the international armed conflict between the Russian Federation and Ukraine, the situation remains dire, with ongoing human suffering and widespread displacement affecting both Ukraine and beyond. Daily reports of shelling and destruction serve as a stark reminder of the persistent crisis faced by many people in Ukraine.

Since the onset of the conflict, the International Federation of Red Cross and Red Crescent Societies and our member National Societies across the Europe region and globally have been steadfast in response efforts. Through various programmes including Cash and Voucher Assistance, Health and Care, Migration and Displacement, Protection, Gender and Inclusion, Relief, and Shelter, we have strived to provide essential support to affected communities.

We are pleased to present our Federation-wide two-year report, showcasing the impact of our collective efforts in alleviating the suffering of those affected by this crisis. However, we recognise that the road ahead remains challenging, and the need for continued support is paramount.

We extend our heartfelt gratitude to our donors whose generosity has provided the flexibility needed to address evolving needs on the ground. Additionally, we express appreciation to our valued partners and the dedicated staff of the Ukrainian Red Cross and all the responding National Societies for their unwavering commitment to serving the most vulnerable amidst these trying times.

Together, let us remain determined in our mission to provide assistance and relief to those affected by the international armed conflict in Ukraine and impacted countries.

International Federation of Red Cross
and Red Crescent Societies

Birgitte Bischoff Ebbesen
Regional Director,
Regional Office for Europe
and Central Asia

GLOSSARY OF TERMS AND ABBREVIATIONS

ACLED	The Armed Conflict Location & Event Data Project	Movement	Global humanitarian network comprised of the ICRC, IFRC, and National Red Cross Red Crescent Societies
ACTED	Agency for Technical Cooperation and Development	NSD	National Society Development
CEA	Community Engagement and Accountability	OCHA	United Nations Office for the Coordination of Humanitarian Affairs
CVA	Cash and Voucher Assistance	Oblast	Regional administrative division in Ukraine
ERT	Emergency Response Team	Partner National Societies	National Societies that contribute to the response by providing human and financial resources, as well as technical expertise, to responding National Societies and IFRC
Federation-wide approach	An approach that includes the entirety of the IFRC and Red Cross Red Crescent National Societies	PFA	Psychological First Aid
FSP	Financial Service Provider	PGI	Protection, Gender and Inclusion
HBC	Home Based Care	PS Centre	IFRC Reference Centre for Psychosocial Support
HSP	Humanitarian Service Point	Raion	The second-level administrative division in Ukraine
ICRC	International Committee of the Red Cross	RCRC	Red Cross Red Crescent
IDP	Internally Displaced People	REACH	Humanitarian initiative providing granular data, information, and in-depth analysis from contexts of crisis, disaster and displacement
IFRC	International Federation of Red Cross Red Crescent Societies	Red Rose	Service provider for cash transfers
IFRC network	Refers to Red Cross Red Crescent National Societies and IFRC	Responding National Societies	National Societies that are implementing response activities in their respective countries
IHL	International Humanitarian Law	TPS	Temporary Protection Status
Impacted countries	Refers to countries where Red Cross Red Crescent National Societies are part of the IFRC Ukraine and Impacted Countries Emergency Appeal	UNHCR	United Nations High Commissioner for Refugees
Implementing National Societies	National Societies that are implementing response activities in their respective countries	URCS	Ukrainian Red Cross Society
IOM	International Organization for Migration		
MHPSS	Mental Health and Psychosocial Support		
MHU	Mobile Health Unit		
Membership	Refers to Red Cross Red Crescent National Societies and IFRC		

A NOTE ON READING THIS REPORT

The ongoing humanitarian crisis in Ukraine is the largest in Europe for the last century. For the IFRC and National Societies in the Europe region, this also represents the largest ongoing emergency operation ever. Since February 2022, the IFRC network has undertaken an incredible amount of work that is challenging to capture in one document. The aim of this report is to tell the story from the beginning of our response and demonstrate how RCRC National Societies and the IFRC adapted to working at scale to achieve greater impact and how they have come to where they are now.

The structure of the report is organised by the IFRC strategic priorities and enablers. By offering a Federation-wide perspective, each section of the report highlights the achievements of the URCS and the IFRC Secretariat, along with its Membership in Ukraine, followed by a summary and examples from the field that captures the excellent work of National Societies not only under the Ukraine and Impacted Countries Emergency Appeal but also the global response of the IFRC network from February 2022 to February 2024.

The primary source of data used in the report is the Federation-wide Data System for Ukraine and the impacted countries. This includes the Federation-wide Indicator Tracking Tool (ITT), which has gathered quantitative data on key standard indicators from National Societies involved in the response, and the National Societies Financial Overview which has compiled financial data from National Societies that have raised funds to address the crisis. The main source used to represent URCS 2023-2024 achievements is the URCS One Plan Reporting System, in use since 2023. Additionally, the Federation-wide ITT is used as the source for 2022 achievements and URCS One Plan updates for 2023. Key figures presented across the report cover the period from February 2022 to February 2024, unless stated otherwise.

Secondary sources include related data and information collected by the IFRC or National Societies that have been verified and validated by country teams. In addition, this report utilises and presents key data sources produced and maintained by humanitarian agencies such as OCHA, ACLED, and REACH. All data usage follows the Creative Commons Attribution International (CC BY / CC BY-IGO) license terms or other specific terms of use, as detailed in the dataset descriptions or metadata.

Federation-wide Data System data scope and limitations:

Data inconsistencies: National Societies’ diverse data collection systems may not align with standardised indicators, resulting in inconsistencies across reporting tools. Data may not be available for all indicators, leading to potential discrepancies.

Reporting bias: The data is self-reported by each National Society, which may introduce bias. To ensure accuracy, the IFRC triangulates the data with previous data and public domain information.

Outlier influence: The reported data may be influenced by large National Societies and key National Societies involved in the response.

Altogether, the report not only showcases the incredible amount of work being done by the IFRC network but also highlight the strength of our common purpose to alleviate the suffering of those affected by the international armed conflict.

Detailed National Society Response Plans and the achievements of each responding National Society can be found on [IFRC GO](#).

The maps used in the report do not imply the expression of any opinion on the part of the IFRC Societies or National Societies concerning the legal status of a territory or of its authorities.

1 - National Society that was originally included in the Emergency Appeal but is currently suspended: Belarus Red Cross. No new funding from the Emergency Appeal has been provided to the National Society as of the date of its suspension.”

2 - The decision to include Czech Red Cross in the Ukraine and Impacted Countries Emergency Appeal was made in April 2024. The Czech Republic hosts a significant population of displaced people from Ukraine, with over 530,000 of them granted Temporary Protection status. The Czech Red Cross, supported by 1,300 volunteers from 50 branches, provides extensive assistance, including material aid and psychosocial support to people affected. Supported by their own donors and partners, and with additional assistance from the IFRC, the Czech Red Cross aims to enhance its capacity to offer immediate and anticipatory services for future crises, forming a key part of a strong network of Red Cross support in Europe. Federation-wide figures presented in this report include the reach reported by the Czech Red Cross. However, Czech Red Cross reach is NOT included in figures specific to impacted countries for the two year mark.

Ukrainian Red Cross Society	Red Cross Society of the Republic of Moldova
Bulgarian Red Cross	Red Cross of Montenegro
Croatian Red Cross	Red Cross of the Republic of North Macedonia
Czech Red Cross ²	Polish Red Cross
Estonian Red Cross	Romanian Red Cross
Georgia Red Cross Society	Russian Red Cross ³
Hellenic Red Cross	Slovak Red Cross
Hungarian Red Cross	Turkish Red Crescent
Latvian Red Cross	
Lithuanian Red Cross	

National Societies that are part of the IFRC Ukraine and Impacted Countries Emergency Appeal ¹

3 - Funding from the Emergency Appeal is being implemented across 32 territories of the Russian Federation, specifically Bashkortostan Republic Regional Branch, Belgorod Regional Branch, Bryansk Regional Branch, Ivanovo Regional Branch, Kaluga Regional Branch, Khabarovsk Krai Regional Branch, Krasnodar Krai Regional Branch, Kursk Regional Branch, Lipetsk Regional Office, Moscow City Regional Branch, Moscow Regional Branch, Nizhny Novgorod Regional Branch, Novgorod Regional Branch, Oryol Regional Branch, Penza Regional Branch, Perm Regional Branch, Primorsky Krai Regional Branch, Rostov Regional Branch, Ryazan Regional Branch, Samara Regional Branch, St. Petersburg Regional Branch, Stavropol Krai Regional Branch, Tambov Regional Branch, Tatarstan Republic Regional Branch, Tula Regional Branch, Tver Regional Branch, Ulyanovsk Regional Branch, Vladimir Regional Branch, Volgograd Regional Branch, Vologda Regional Branch, Voronezh Regional Branch, Yaroslavl Regional Branch.

FEDERATION-WIDE RESPONSE TO DATE: UKRAINE

Basic needs assistance



13M

services to people reached

2022

11M people reached

2023

2.7M people reached

Rehabilitation and Support (MHPSS)



655K

people reached

2022

326K people reached

2023

329K people reached

Migration



442K

people reached

2022

251K people reached

2023

190K people reached

Health and Care



556K

people reached

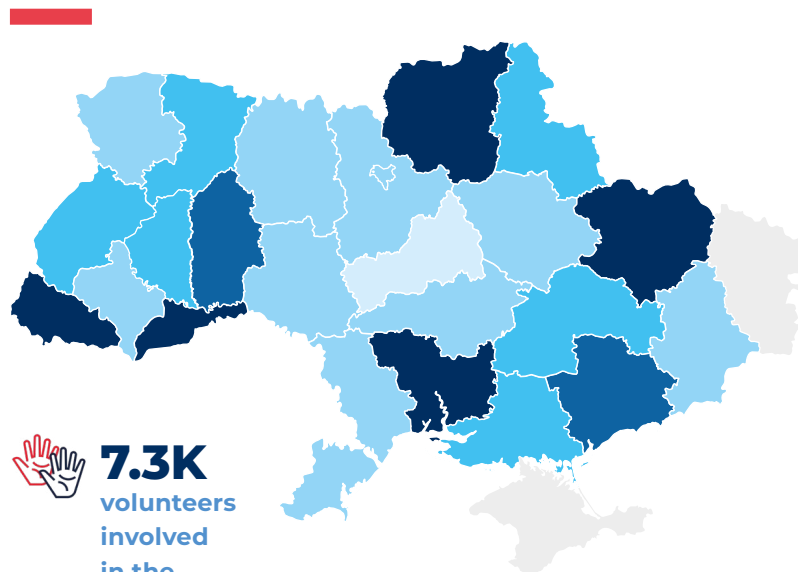
2022

129K people reached

2023

426K people reached

People reached by region in 2023
URCS One Plan: One-year progress



7.3K

volunteers
involved
in the
operation



186

branches
responding



414.2K

people trained
in First Aid
since 2022

Total people reached

11M

people reached in 2022

3.1M

people reached in 2023

Cash and Voucher Assistance



2.1M

people reached with CHF 102M

2022

398K people reached

2023

2.1M people reached

Shelter



262K

people reached with cash and
shelter programme since 2022

Protection, Gender and Inclusion



134K

people reached

2022

43K people reached

2023

74K people reached

Community Engagement and Accountability



81% of people received a response
to their feedback or complaint in 2023

11% departments and leadership
trained on CEA in 2023

FEDERATION-WIDE RESPONSE TO DATE: IMPACTED COUNTRIES AND BEYOND⁴

Basic needs assistance



Water, Sanitation and Hygiene



Migration



Health and Care



National societies receiving financial and technical support

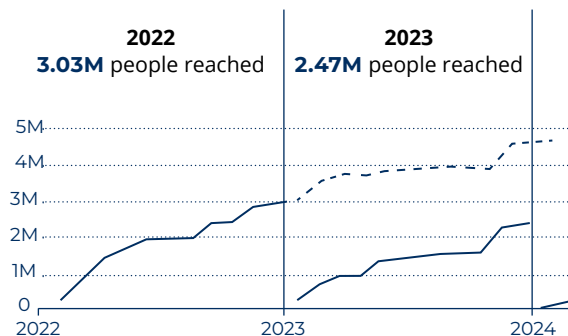


131K volunteers involved in the operation

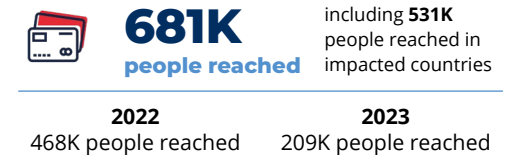
7K branches responding

73K people trained in First Aid since 2022

Total people reached



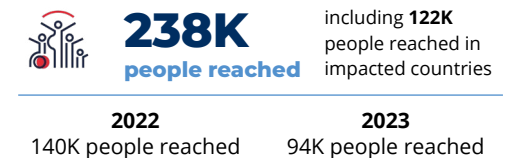
Cash and Voucher Assistance



Shelter



Protection, Gender and Inclusion



Community Engagement and Accountability

21 Ns with established feedback mechanisms
35K community feedback collected
60 community feedback produced

SITUATIONAL OVERVIEW: UKRAINE

Since February 2022 Ukraine has been at the epicentre of a humanitarian crisis affecting millions within its borders. The consequences of the international armed conflict are most intensely felt in the eastern and south-eastern part of the country (Figure 1) where the needs among the residents are material assistance, medical care, employment opportunities, food and reconstruction support (Figure 2).

People living in line of contact oblasts are forced to depend on humanitarian aid to meet their needs, yet access to those areas by humanitarian responders remains extremely challenging due to the ongoing hostilities, security risks, and logistical obstacles.⁵ Needs for support also continue in other parts of the country. Severe weather conditions every winter add another layer of difficulty making the delivery of vital supplies even more challenging, especially for communities in remote areas, potentially leaving people with no access to heating, water, and other necessities.

The impact of the conflict is also widely felt by those internally displaced by the fighting as well as by the broader population, including returnees and other people, suffering from the economic, social, and health consequences of the conflict (Figure 4).

In December 2023, data gathered by the IOM highlighted a stark landscape of displacement within Ukraine: some 3.7 million people are internally displaced and another 4.5 million who returned to their homes in Ukraine. The latter part of 2023 witnessed a decrease in new displacements, yet the displacement situation remains dynamic. 80 per cent of those displaced are in a long-term predicament, having spent over a year away from their homes —a figure that has increased by 10 per cent in the final quarter of the 2023 alone.⁶ Compounding the complexity of the crisis, recurrent displacement has been a harsh reality for many. Approximately 39 per cent of IDPs have been forced to move multiple times.⁷

Dnipropetrovska and Kharkivska, in line-of-contact oblasts, shoulder the heaviest burden, hosting 13 per cent and 12 per cent of IDPs, respectively. Urban centres like Kyiv, alongside its surrounding region, serve as refuge for 19 per cent of the displaced population, all contending with acute and escalating humanitarian needs.

A significant number of returns happened most widely between May and September in 2022. Yet, in 2023 the momentum of returns reduced to 13.4 per cent by the end of the year. As the number of people returning to their homes continues to decline, more displaced people are coming to terms with the reality that they may not be able to return to their homes in the near future. In 2023, 77 per cent of people intended to return, but that number has dropped to 65 per cent, indicating a growing sense of resignation and uncertainty about their future.⁸

4 - Data gathered through the Indicator Tracking Tool presents the self-reported cumulative reach of National Societies covering the period from February 2022 to February 2024. Due to the varied nature of National Societies' activities and the diversity of their data collection systems, the reported data may sometimes represent the total number of services provided instead of the unique number of individuals served, potentially leading to inflated people reached figures. Instances of underestimation can occur as well, due to a lack of data available from National Societies or National Societies not reporting for the entire period. To mitigate double counting, the reported data has been split into yearly measures for 2022 and 2023, which may provide a more accurate representation of the network's reach. For methodology details and reported figures by National Society, please refer to the Annex 1.

5 - [ACAPS Ukraine - Quarterly humanitarian access update \(February 2024\)](#)

6 - [IOM Internal Displacement Report — General Population Survey Round 15](#)

7 - [IOM Internal Displacement Report — General Population Survey Round 15](#)

8 - [IOM Internal Displacement Report — General Population Survey Round 15](#)

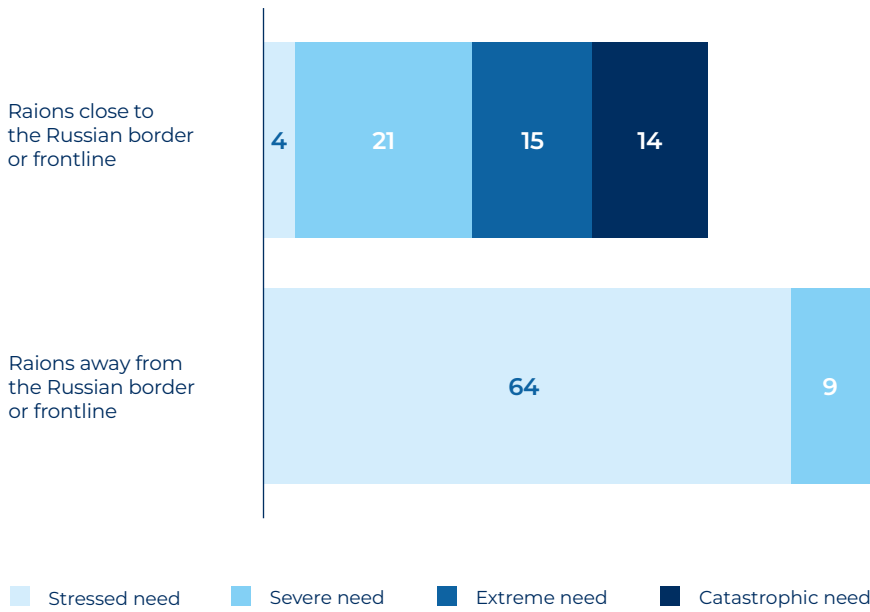


Figure 1

Intersectoral severity of needs in Ukraine by proximity to the frontline

Raions categorised by OCHA based on the level of needs and proximity to the frontline.

Source: OCHA, Ukraine Humanitarian Needs and Response Plan 2024

Raions close to the Russian border or frontline considered to be those in line-of-contact oblasts: Chernihivska, Dnipropetrovska, Donetska, Kharkivska, Khersonska, Luhanska, Mykolaivska, Sumska, Zaporizka.

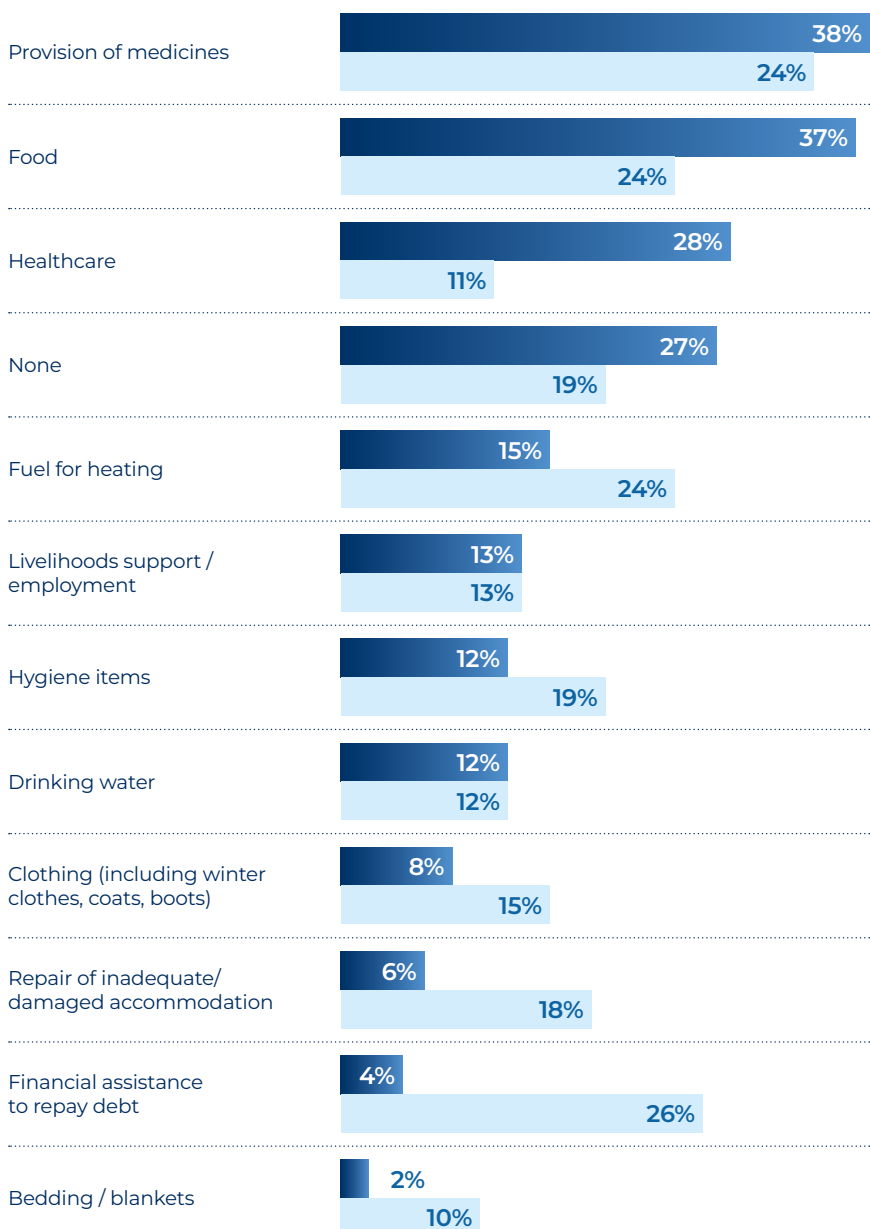


Figure 2

Top priority needs in Ukraine by proximity to the frontline

Geographical coverage includes all 24 government-controlled oblasts in Ukraine.

Source: REACH, Multi-Sectoral Needs Assessments, July 2023

■ Households living in raions away from the Russian border or frontline
 ■ Households living in raions along the Russian border or frontline

Older people are particularly vulnerable – many have lost children and grandchildren, a life’s work of savings and property, and are also more prone to health and mobility issues.

Events of the past two years also have long-lasting negative impact on people’s mental health. Unmet mental health and psychosocial needs have far-reaching and long-term negative human, social and economic impacts, which affect communities and society as a whole.

The URCS, since the escalation of the conflict, has been at the forefront of providing emergency assistance, offering first aid and psychological support, food, shelter, and rescue services to those affected. URCS volunteers and staff have played a crucial role in facilitating the distribution of humanitarian aid, access to healthcare for injured and those in vulnerable situations, while working under challenging conditions to reach communities in both urban and rural areas impacted by the hostilities.

The URCS has actively engaged in raising awareness about safety measures and supporting local communities to rebuild and recover from the impact of the conflict by offering physical rehabilitation, mental health, and social care services, as well as assistance with home repairs and small business loans to facilitate economic resilience.

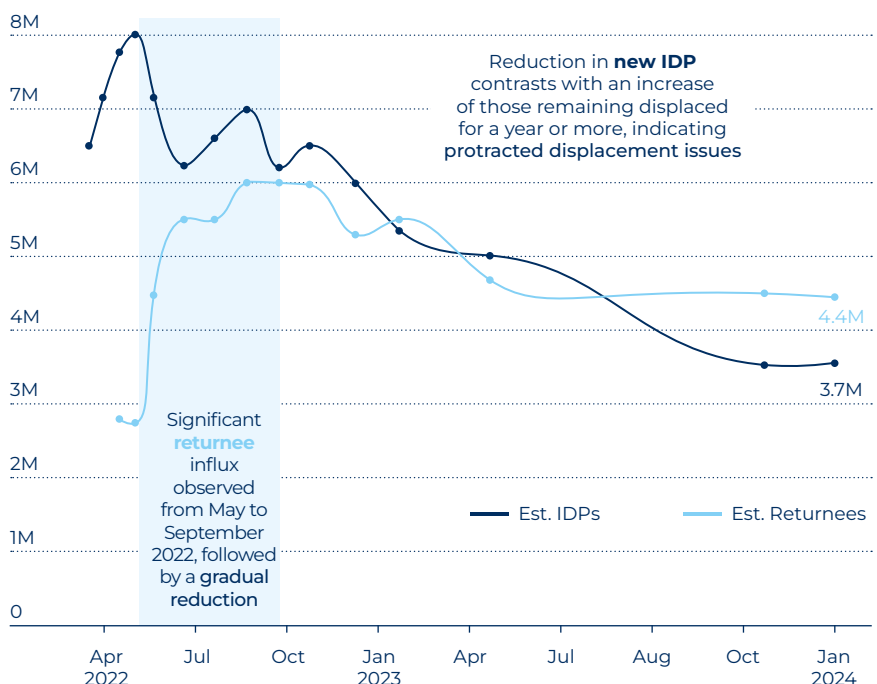
The multifaceted support of the IFRC and its Membership, including financial contributions from Partner National Societies, the public, and corporations through the IFRC Emergency Appeal, alongside the deployment of personnel and the provision of expert technical assistance, has been instrumental in supporting and strengthening the URCS capacity to respond effectively to the humanitarian crisis in Ukraine.

The URCS stands as a leading actor, continuing to respond to the needs. Yet, the situation in Ukraine demands a responsive, adaptable, and collectively supported humanitarian effort, focusing on recovery and rehabilitation programmes and local emergency response capacities, with the IFRC network committing to strategic alignment and support based on the principles of localisation, in accordance with the Agenda for Renewal and IFRC Strategy 2030.

Figure 3

Number of IDPs and returnees in Ukraine from March 2022 to December 2023

Source: IOM, DTM for internal displacement and returns



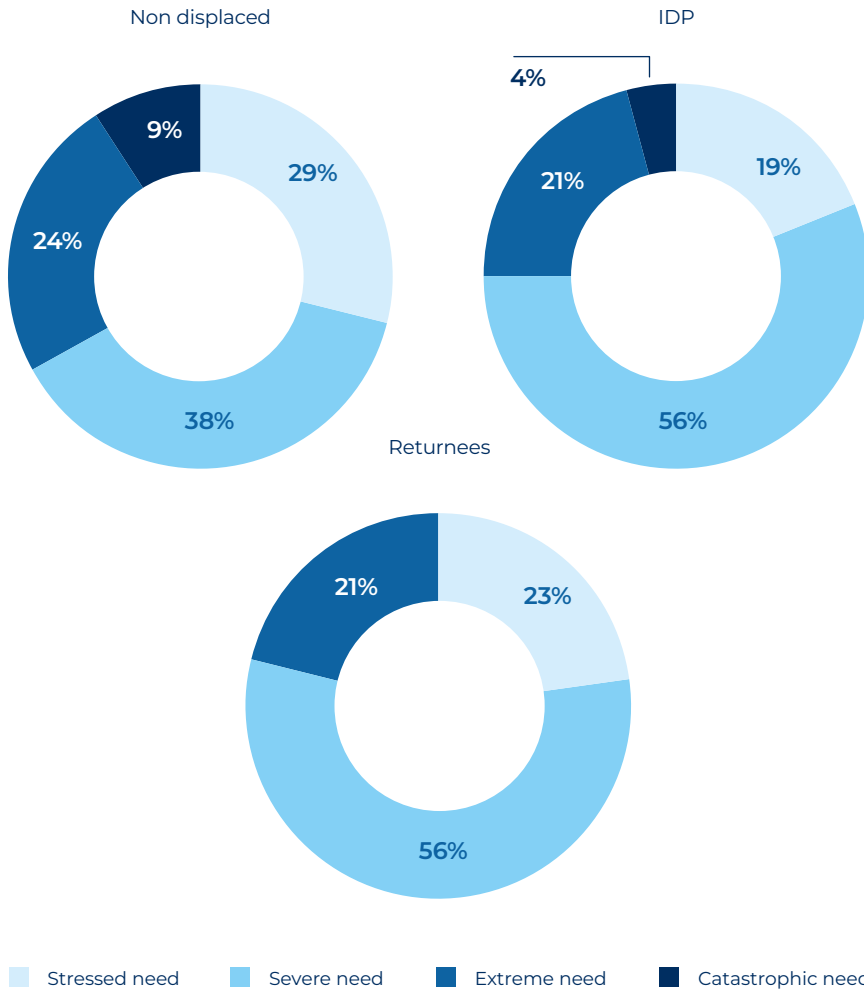


Figure 4

Intersectoral severity of needs in Ukraine by displacement status

Source: OCHA, Ukraine Humanitarian Needs and Response Plan 2024

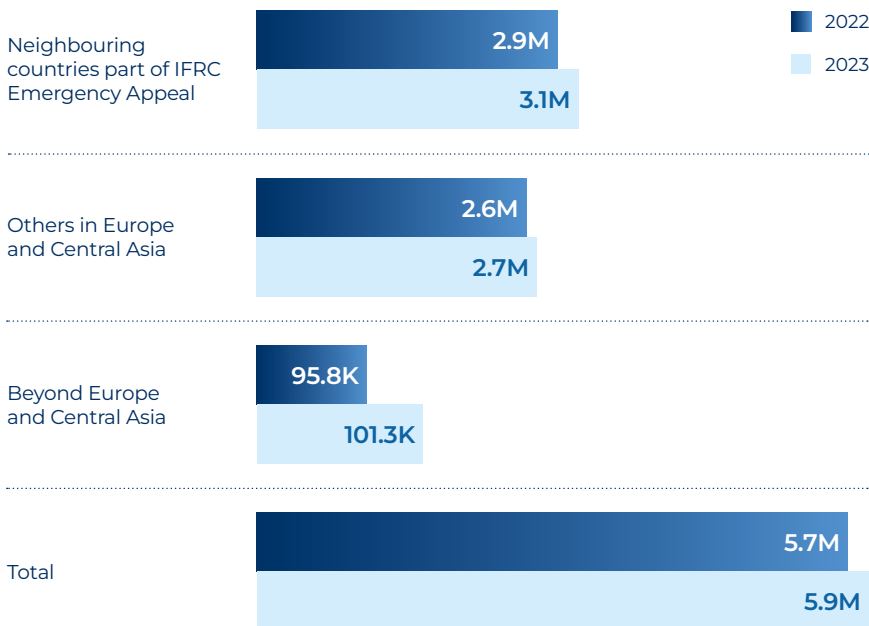


Figure 5

Displaced people from Ukraine recorded globally

Data collated by UNHCR, containing end-year stock population figures of refugees and asylum seekers from Ukraine.

Countries in Europe and Central Asia include the 53 countries covered by the IFRC Regional Office for Europe and Central Asia.

Source: UNHCR, End-year stock population figures for forcibly displaced people from Ukraine

SITUATIONAL OVERVIEW: IMPACTED COUNTRIES

In February 2022, Europe faced a mounting humanitarian crisis. The escalation of the international armed conflict in Ukraine triggered a surge in the number of people (Figure 5 and Figure 6) seeking safety in neighbouring countries and beyond. As of March 2024, 5.9 million displaced people from Ukraine are recorded in Europe, and over 500 thousand are recorded beyond Europe.⁹

As the humanitarian crisis continues, the needs and vulnerabilities of those displaced evolve as well and remain dependent on the country of stay. Among the top reported unmet needs are financial assistance, access to medical support, material aid such as essential household items or clothes, accommodation, employment, food, and family reunification.^{10,11}

According to UNHCR data, between 40 and 60 per cent of the displaced people from Ukraine are employed in their host country. However, many find themselves in roles below their qualifications, without employment contracts, or facing poor working conditions. The significant number of displaced people from Ukraine employed in elementary roles highlights the challenges they encounter in retaining their professional backgrounds. For those unemployed, accessing employment is hindered by language barriers, limited job opportunities, lack of childcare or flexible schedules – especially problematic for single-headed households – and difficulties in education recognition.^{12,13,14}

Low-income levels and limited savings capacity are prevalent issues for many displaced households. The financial assistance available, even when combined with employment, often falls short of covering their basic needs.

Despite the right to free healthcare being guaranteed for displaced people with Temporary Protection Status in EU countries and others, people still struggle to access health services and facilities. Challenges faced by displaced people from Ukraine to access health services are the consequences of language barriers, lack of information on how to navigate the healthcare system, shortages of medications or specific treatments, and long waiting times.¹⁵

The intention to eventually return to Ukraine is another factor contributing to the complexities displaced people from Ukraine encounter. Without clarity about their future prospects, people may be forced to resort to increasing their household debt to meet their immediate needs.

The stress and anxiety caused by accumulating uncertainty can have damaging effects on mental well-being, leading to increased rates of depression, anxiety, and other mental health problems among displaced people from Ukraine. Such stressor adds to the negative psychological impacts of their past experiences and the strain of adjusting to a new environment and navigating economic challenges. Over 83 per cent of displaced people report having faced stressful or traumatic events due to the ongoing international armed conflict, while almost 70 per cent report not seeking psychological support, primarily due to unawareness of available support services.¹⁶

9 - UNHCR, [Ukraine Refugee Situation – Operational Data Portal](#), accessed 16 April 2024.

10 - IMPACT Initiatives, [Regional Longitudinal Survey with Ukrainian Refugees and Returnees – Round 21 \(Jan – Feb 2024\)](#)

11 - UNHCR, [Ukraine Situation Regional Refugee Response Plan \(Jan – Dec 2024\)](#)

12 - UNHCR, [Ukraine Situation Regional Refugee Response Plan \(Jan – Dec 2024\)](#)

13 - IMPACT Initiatives, [Economic integration of Ukrainians in Poland by the end of 2023: insights and challenges \(March 2024\)](#)

14 - UNHCR, [Regional Protection Profiling and Monitoring – Protection Risks and Needs of Refugees from Ukraine](#), accessed on 16 April 2024

15 - ACAPS, [Ukraine – Overview of the situation of refugees from Ukraine in six host countries \(Sept 2023\)](#)

16 - IFRC - [Navigating New Grounds - The Psychological Consequences of Displacement - Community Engagement Hub](#)

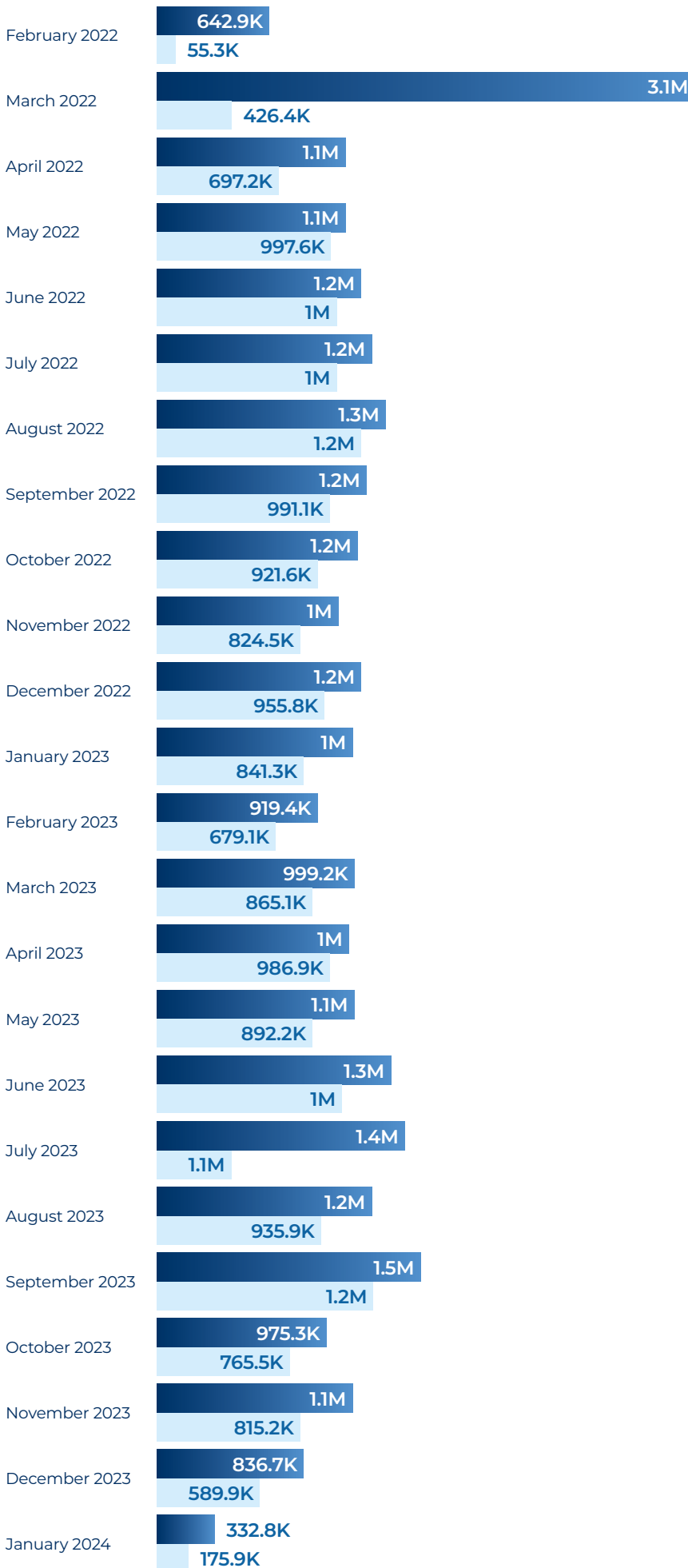


Figure 6

Border crossings from and to Ukraine

Number of monthly crossings along the borders with Hungary, Poland, Romania, and Slovakia. Data does not include crossing of nationals of the bordering countries.

Source: UNHCR, Ukraine Situation Data Portal

■ From Ukraine
■ To Ukraine

Challenges people face in their host countries may also result in secondary displacement, where people are forced to move multiple times due to changing circumstances or inadequate protection and social support systems, or a premature return to Ukraine, even if conditions there remain unsafe or unstable.

Over a third¹⁷ of older people displaced from Ukraine interviewed by Impact Initiatives are living alone. Older adults may have specific health and mobility issues, putting them in even more vulnerable situations. Their vulnerability is further compounded by a precarious financial state. Older people primarily rely on pensions from Ukraine and benefits available in host countries, which fail to meet the cost of living in their host countries.

In the context of a protracted crisis, overstretched systems, and limited resources, needs present in host communities, especially of those in vulnerable situations, also require attention. While the initial reception of people displaced from Ukraine has been remarkable, there is a growing perception of social tensions. Reports indicate increased tensions with host communities, mainly expressed in the form of discrimination or verbal aggression.¹⁸

Seventeen National Societies, spanning neighbouring countries of Ukraine, as well as regions including the Baltics, Southeastern Europe, the Balkans, Türkiye, and the South Caucasus, have been responding under the IFRC Ukraine and Impacted Countries Emergency Appeal umbrella to the needs of those affected by the international armed conflict between Ukraine and the Russian Federation.

From day one of the escalation of the conflict, National Societies, supported by the IFRC, took immediate action and were among first responders in their countries sharing information, distributing relief items, delivering healthcare services, and addressing the emotional and protection needs of displaced people from Ukraine.

As more people arrived in Europe, the IFRC network has expanded its presence in the region, prioritising assistance to those in vulnerable situations by providing tailored assistance to affected communities, including through CVA, healthcare, MHPSS, and winterisation support.

In response to the humanitarian crisis, National Societies have taken proactive measures to ensure the continuity and effectiveness of their activities. Prioritising the sustainability of National Societies' response efforts, the IFRC and its Membership have since been supporting NSD initiatives by providing funding and technical expertise. The IFRC has also played a key role in the coordination and Federation-wide integration of NSD support.

Outside of the Emergency Appeal, many more National Societies in Europe and beyond have responded domestically and internationally by providing on the ground, remote, financial, and in-kind support to those affected by the conflict.

As this far-reaching humanitarian crisis stretches into its third year already, support for people displaced by the conflict outside Ukraine cannot end now. With this in mind, the IFRC will assist National Societies in establishing the necessary systems to absorb knowledge and capacity, encouraging and facilitating peer-to-peer and bilateral connections to leave every National Society in the operation stronger than they were at the start.

¹⁷ - [IMPACT Initiatives, Regional Longitudinal Survey with Ukrainian Refugees and Returnees – Round 21 \(Jan – Feb 2024\)](#)

¹⁸ - [UNHCR, Ukraine Situation Regional Refugee Response Plan \(Jan – Dec 2024\)](#)

SCALING UP ASSISTANCE TO MEET THE NEEDS OF THOSE AFFECTED BY THE CONFLICT

RELIEF

Communities along the line-of-contact oblasts have been facing severe disruptions due to conflict, affecting their access to food and essential goods. This situation has resulted from infrastructure damage, limited market functionality, and the closure or inadequate stocking of shops. The conflict has also resulted in many without employment, leaving people affected in need of relief assistance to meet their basic needs. Furthermore, the expenses associated with daily living—such as housing, utilities, food, and other essential items—have significantly risen in Ukraine. The financial burden on individuals and families has grown, making it more challenging for them to afford their usual living standards.

The URCS Regional and Local Organisations (i.e. branches) have been coordinating relief distribution efforts with local authorities in order to meet the needs of affected communities. Between January and October 2023, a total of 184 reported incidents of hostilities that disrupted humanitarian access in Ukraine¹⁹, translating to an average of one incident every other day.

Amidst the turmoil, URCS volunteers and staff have shown exceptional dedication and courage, distributing food, essential household items, clothing, and other necessities to people living in the line-of-contact oblasts (Figure 7). Despite facing considerable challenges, including the injury of several volunteers and damage of its facilities and assets which occasionally interrupted relief distribution, the URCS continued operating 260 active distribution points across the country (Figure 8), underscoring the URCS critical role and its expansive reach into areas most affected by access restrictions. In 2023, 30 per cent of people receiving relief aid identified the Red Cross as their sole provider.²⁰

Displaced people, whether internally or those seeking safety in other countries, often arrive at their new locations with very limited personal belongings, facing the task of rebuilding their lives from scratch. While some have managed to regain stability and reduce their dependence on humanitarian aid, there are still many people in dire need of relief assistance in and out of Ukraine.

The IFRC Ukraine and Impacted Countries Crisis Emergency Appeal has been the largest single pipeline for the goods and equipment needed by the URCS. Additionally, the RCRC National Societies have demonstrated true solidarity by quickly mobilising their own resources to procure and collect donations of goods through in-kind support campaigns and ensuring the rapid delivery of relief item cargoes to Ukraine.

In Ukraine

13M
people reached*

by relief assistance from February 2022 to February 2024.

2.7M
people reached

by relief assistance from January 2023 to February 2024.

7M
goods distributed

from January 2023 to February 2024, averaging **15,213** goods per day.

24
oblasts covered

by **260** URCS distribution points.

*RCRC relief assistance may reach individuals multiple times, at various locations, and through diverse activities and services. The figures should be viewed as an estimate of services provided, rather than a count of unique individuals.

Source: Fed-wide ITT (GO Fed-wide Response) and URCS Relief Monitoring System 2023.

19 - Ukraine Humanitarian Needs and Response Plan 2024

20 - URCS Relief Post Distribution monitoring during May - June 2023

Figure 7

URCS relief item distribution by oblast and number of people in need of food security and livelihood assistance

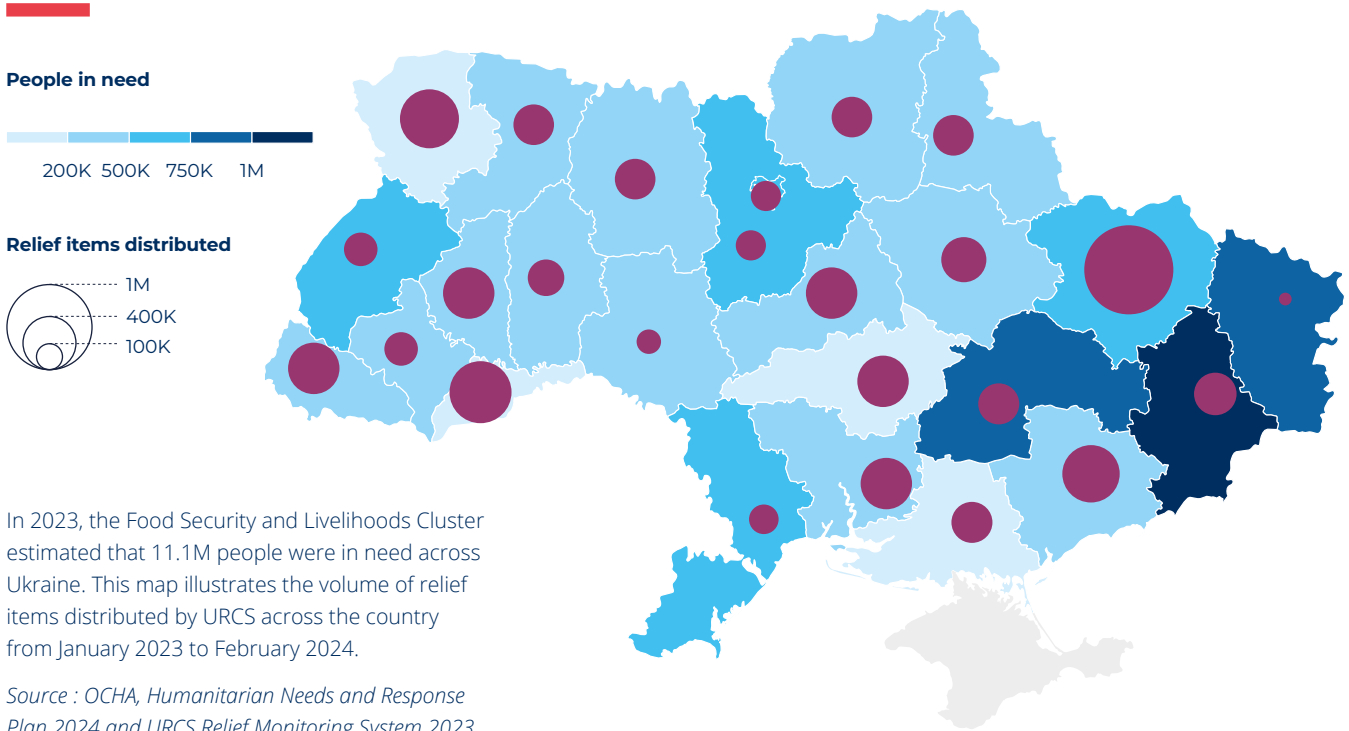
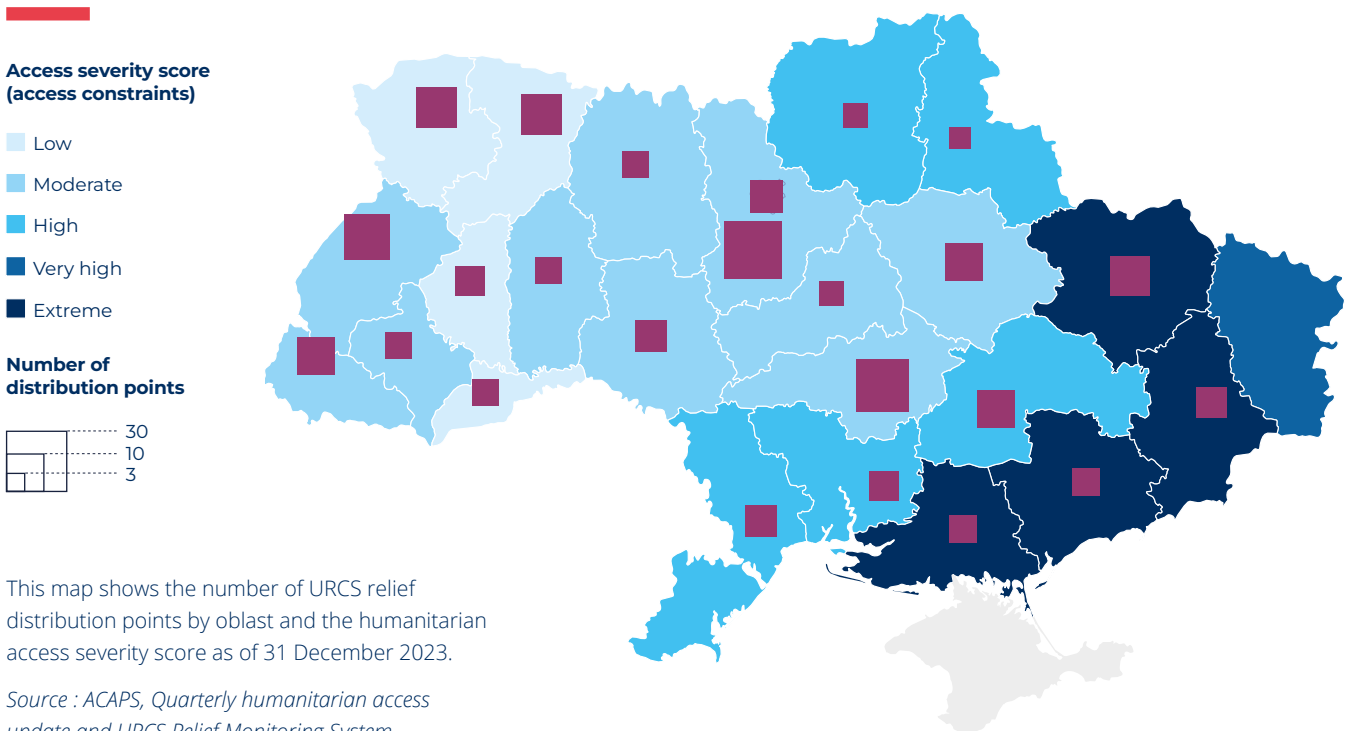


Figure 8

URCS relief distribution points by oblast and severity of humanitarian access constraints



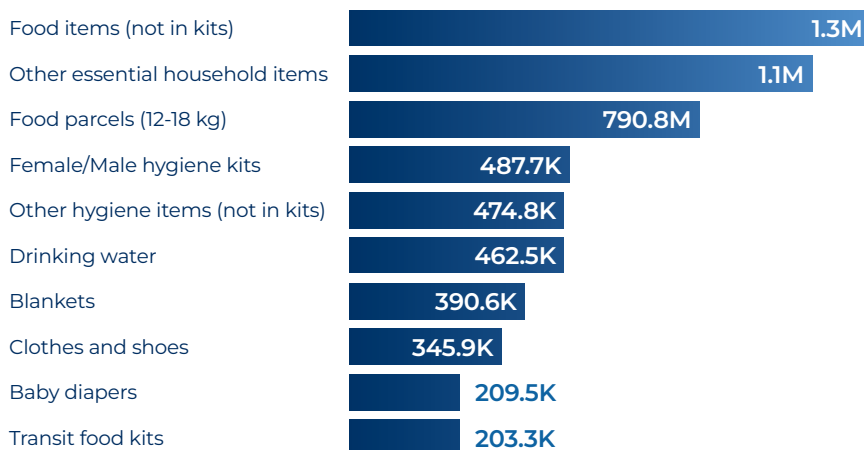


Figure 9

Top 10 item categories distributed by URCS

Top 10 categories of goods distributed by the URCS from January 2023 to February 2024. Data reflects the total number of items delivered.

Source : URCS Relief Monitoring System 2023.

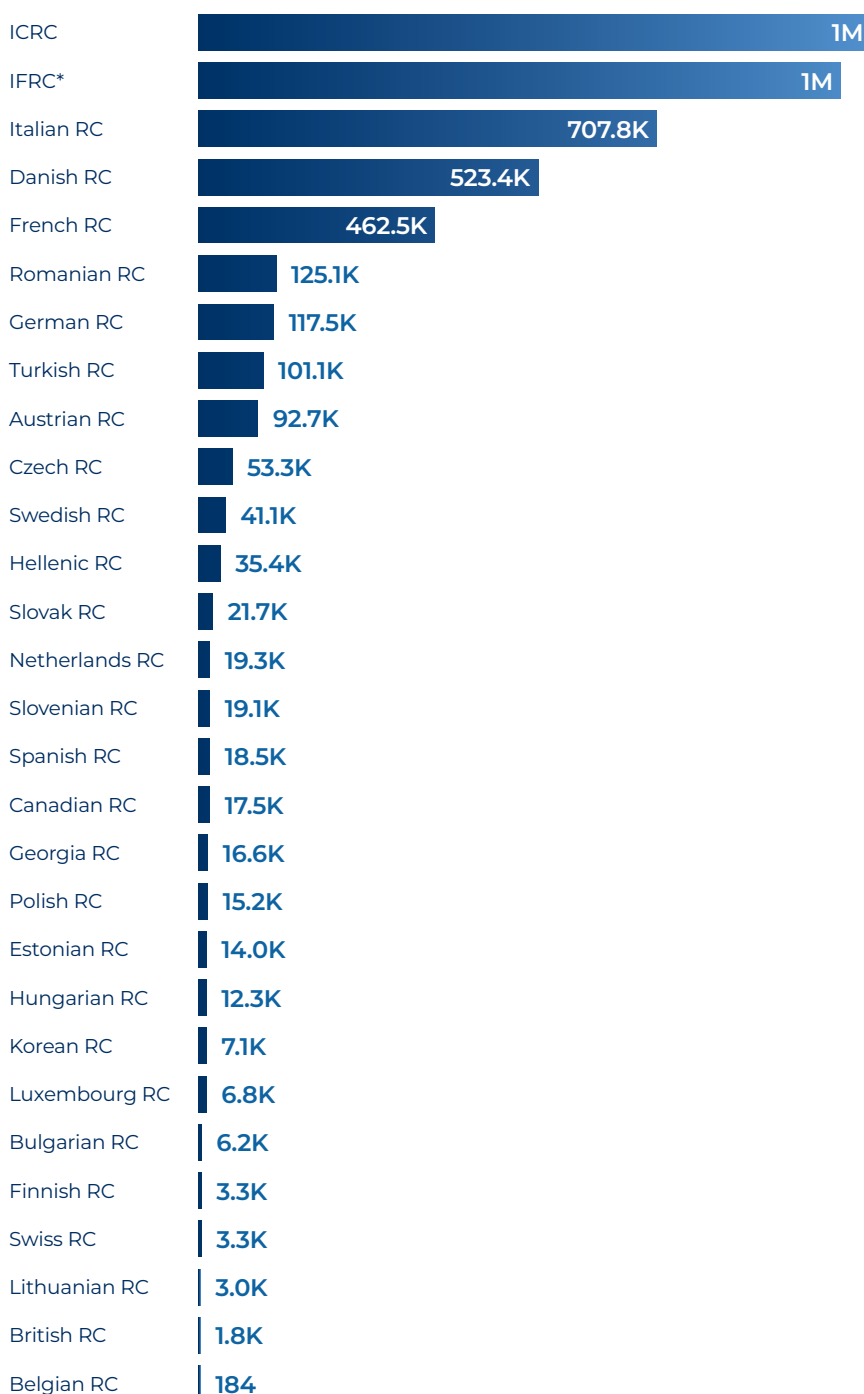


Figure 10

URCS distribution: goods procured & supported by RCRC Movement partners

Goods distributed by URCS, supported purchases by RCRC Movement partners from January 2023 to February 2024.

Source : URCS Relief Monitoring System 2023.

*IFRC figures include multilateral support provided by RCRC partners through the Emergency Appeal, such as the American Red Cross or Canadian Red Cross. Full list of multilateral support partners is available on page 82.

URCS Relief Post-Distribution Monitoring (May - June 2023)

Participants

741
individuals
interviewed
(566 females,
175 males
from 20 oblasts
and Kyiv City)

96% expressed satisfaction
with the relief assistance received.

94% used the items
for personal needs.

6% passed items to relatives.

52% of assistance recipients were
IDPs, 20% were elderly (65+),
and 14% had at least one disability.

94% felt the distribution locations
were safe, with more than 50%
occurring at Red Cross facilities.

30% identified Red Cross
as their exclusive aid source.

44%
of interviewed

indicated a need for a top-up
of ongoing food/hygiene
assistance; 30% expressed
a need for financial support.

IFRC has supported URCS to build a sustainable supply chain ecosystem, including professional procurement and warehousing services for transit storage, inventory management across strategically located logistics hubs in Ukraine and the purchase of two warehouses.

The URCS has also acquired a significant number of vehicles with support from IFRC and its partners. Currently, IFRC is supporting URCS in establishing a cost-recovery business model to enable its sustainability as a transportation and distribution provider, as well as mobile health units and ambulance service provider in major cities, as the preferred partner of the government.

In order to fulfil the demand for relief and other items, the procurement development of URCS guided by the IFRC involves the establishment of long-term framework supply and service agreements that ensures that quality-assured products are purchased within short timeframes, along with standard tendering procedures for low-frequency products. As of end of March 2024, within the IFRC Country Delegation in Ukraine, the procurement team handled purchases amounting to CHF 46.7 million.

Outside Ukraine, National Societies, including the Croatian Red Cross, the Cyprus Red Cross Society, the Latvian Red Cross, the Polish Red Cross, the Russian Red Cross, and many others, distributed food, water, and essential household items within their own countries to respond to the immediate needs of people arriving from Ukraine.

With the IFRC Global Humanitarian Services & Supply Chain Management (GHS & SCM) team based in Budapest, including experienced members in logistics, procurement, and fleet, taking on the coordinating role, Partner National Societies, IFRC, and responding National Societies collaborated to establish logistics and supply chain structures in Ukraine-neighbouring countries.

The IFRC regional logistics team, supported by contributions from Partner National Societies, has been effectively coordinating logistics efforts to ensure the timely delivery of relief items to those in need across impacted countries. Operational logistics structures have been set up in key locations such as Ukraine, Hungary, Moldova, and Poland, with a central supply chain hub in Debrecen, Hungary until December 2023. In order to effectively respond to operational needs in Ukraine and impacted countries, the IFRC regional logistics team established a mobilisation table that was shared with partners contributing to the response to the humanitarian crisis in the region.

The IFRC regional procurement team in the region supported National Societies with establishing framework agreements for transportation, warehousing, suppliers of various goods and services, as well as FSPs for CVA. The team continues to support responding National Societies with international procurement and local sourcing. The operational procurement structure was also established in Kyiv, Ukraine in order to localise the sourcing.

Since February 2022, the IFRC regional fleet team has overseen 137 vehicles across nine countries. The vehicles, including ambulances, minibuses, four-wheel drive vehicles, and regular cars essential for the operation, were mobilised from various sources, such as local car rental companies, loaned and procured vehicles from the private sector.

The support of the GHS & SCM team has been crucial in planning the winterisation response throughout 2022, 2023, and 2024. This support included preparing a winterisation item mobilisation table, procuring winter-specific items, and delivering them to Ukraine and impacted countries.

While the global relief response remains significant, there has been a notable shift towards localising relief efforts. This involves transferring assets and responsibilities to National Societies, empowering them to take charge of managing relief operations autonomously. This transition includes enhancing National Societies' capacities in relief item procurement, asset management (such as stock, fleet, and equipment), contingency planning, supply chain as well as stock and warehouse management.

Action in the field



Ivan resides in Saltivka, an area in Kharkiv significantly impacted by the ongoing hostilities. “[...] our building took a hit. People around were fleeing the city, but I chose to stay. I’ve been an electrician my entire life, and I remained to assist others,” he recalls. Ivan contributed by restoring electricity, frequently disrupted by attacks on infrastructure.

However, he now finds himself in need of assistance. Two years into the escalation, the cost of living in Ukraine has substantially increased, while pensions for older people remain low. Consequently, Ivan is compelled to depend on humanitarian aid. On this occasion, volunteers from the URCS provided him with food and hygiene items.

In impacted countries and beyond

At least

41

National Societies

have provided relief assistance domestically to people displaced from Ukraine.*

4.5M people reached with relief assistance for basic needs including food, clothing, hygiene and sanitation, household, and primarily healthcare items

- 3.8M people reached in impacted countries
- 2022: 2.8M people reached / 2023: 1.7M people reached

1.4M people reached with hygiene supplies

- 849K people reached in impacted countries
- 2022: 1.01M people reached / 2023: 405K people reached

*RCRC relief assistance may reach individuals multiple times, at various locations, and through diverse activities and services. The figures should be viewed as an estimate of services provided, rather than a count of unique individuals.

Source: Federation-wide ITT



The collaboration between the Romanian Red Cross and the Italian Red Cross is an excellent example showcasing collective efforts in responding to the crisis during the early days of the conflict escalation. The two National Societies set up a logistics hub in Suceava, about

50 kilometres from the Ukrainian border. 1,000 square meters for the storage of humanitarian aid destined for Ukraine and consisting of five hangars, each of which can accommodate 600 pallets (about 20 fully loaded trucks), was available for use by all Movement partners.



An IFRC shipment of 47 metric tonnes arrives at a Red Cross warehouse in Chernivtsi, Ukraine. Delivered by the Turkish Red Crescent in 6 long haul trucks, the shipment includes essential supplies to people impacted by the conflict in Ukraine including food, hygiene kits, baby items, blankets, sleeping mats, and duffel bags. Once sorted and stored in the warehouse run by the Danish Red Cross, the items are then handed over to the Ukrainian Red Cross Society for distribution

SHELTER

In the midst of a series of atrocities, the international armed conflict in Ukraine has led to devastating damage to homes and critical infrastructure. In 2023 alone, there were over 2.5 thousand incidents of reported shelling and other hostilities specifically aimed at civilian facilities like homes, hospitals, and schools. As the situation progresses into 2024 (Figure 11), the pattern of hostilities shows no sign of reduction, with 650 incidents already reported in the first quarter of the year.²¹ Across the country, 10 per cent of the housing stock has been damaged or destroyed, leading to prolonged displacement of people from their communities.

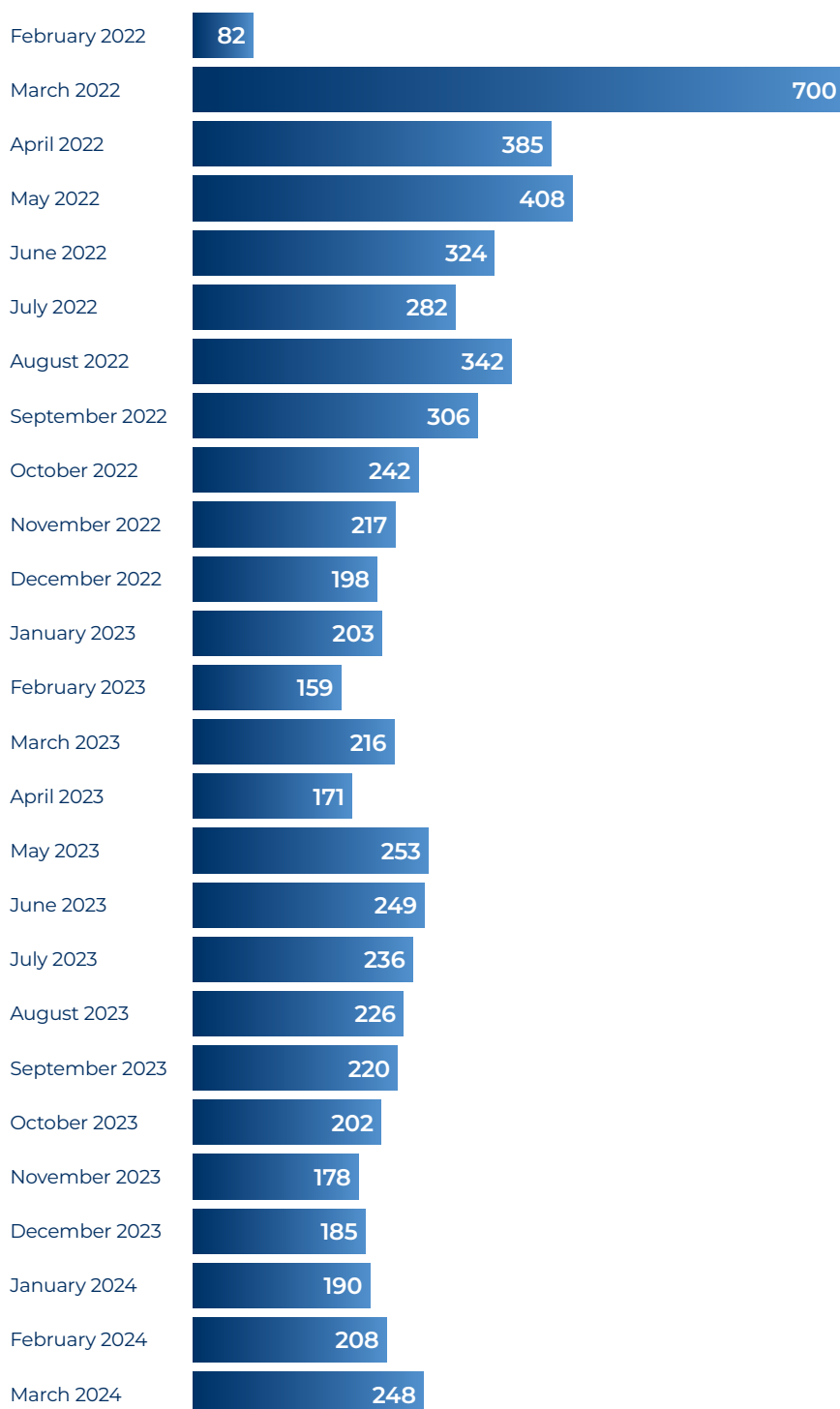


Figure 11

Evolution of events impacting civilians in Ukraine since February 2022

The evolution of events includes hostilities and reported explosions directly affecting civilians and civil infrastructure.

Source: ACLED, Ukraine civilian targeting events as of 8 May 2024

²¹ - ACLED, Ukraine Conflict Monitor, accessed on 12 April 2024

The initial shelter response of the URCS in early 2022 involved coordinating support services with local authorities for collective centres, including the distribution of food, water, essential household items, and medicine. In the summer of 2022, the URCS expanded its focus towards the reconstruction of collective centres, light repairs of individual houses, and the establishment of new shelters, and singular temporary settlements equipped with residential units. The URCS also became a preferred partner of the government in executing Prykhystok, the country's largest cash-for-shelter project, aimed at supporting those who lost their homes due to ongoing hostilities, in addition to separate cash programmes operated in cooperation with various Ukrainian ministries for veterans living with disabilities and IDPs.

Damage to infrastructure from reported shelling and regular power outages has drastically hindered people's access to heating and water services. Many people in Ukraine experienced the cold weather directly, without the means to warm their homes, leading to challenging and potentially hazardous living conditions. In order to guarantee warmth and comfort for those affected, the URCS winterisation efforts have included securing and distributing critical equipment such as generators, portable solar chargers, ceramic electrical heaters, solid fuel stoves with chimney kits among other items (Figure 12).

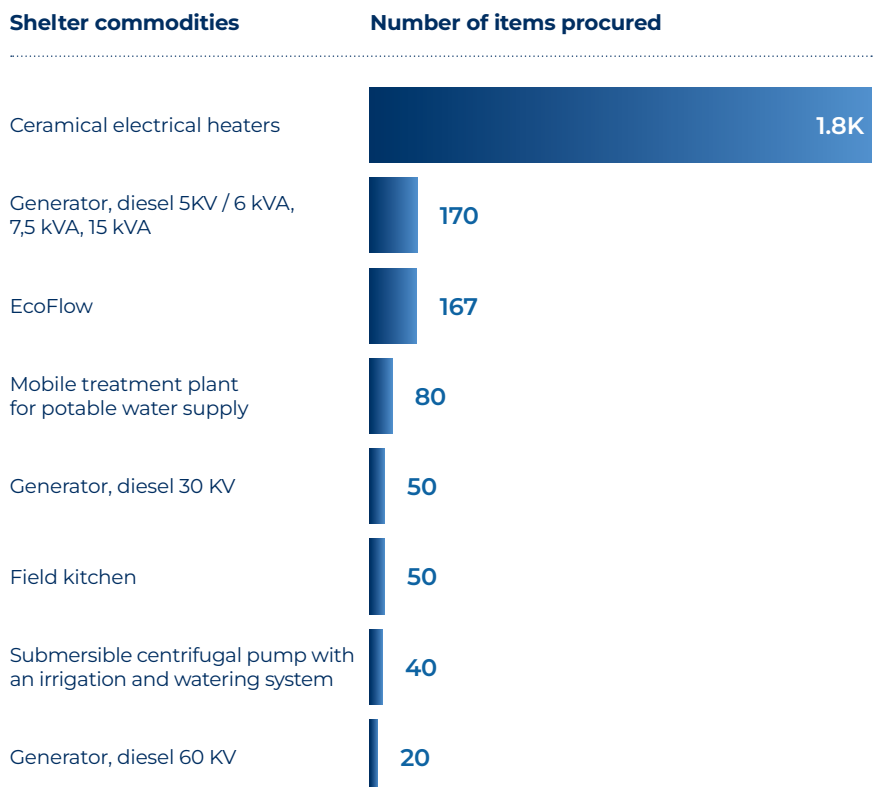
The URCS has undertaken a range of activities designed to restore access to energy, including procuring and installing generators at critical infrastructure facilities across the country.

The role of the IFRC Secretariat and its Membership has been crucial in planning and organising the resources, supplies, and equipment necessary for response operations. National Societies across Europe and beyond have responded to the urgent needs of communities affected in Ukraine by supporting the URCS with financing, assisting in the procurement process, and helping to facilitate the delivery of generators and other essential household items into the country.

Figure 12

**URCS Winterisation
2023/2024 shelter
commodities**

Source: URCS Winterization
2023/2024 dashboard



At the onset of the crisis, National Societies in Europe swiftly responded to the influx of people arriving from Ukraine by supporting their governments in establishing and managing emergency shelters, ensuring compliance with minimum shelter requirements.

As part of the integrated assistance approach, was the provision of essential household items, such as clothes, blankets, mattresses, and bed linen, to cover basic needs related to shelter and to improve the living conditions in the transit or reception or collective centres where people were staying for a limited period before continuing their journey.

As the situation evolved, National Societies, with the support of IFRC, began planning for medium- and long-term shelter interventions to support the integration and inclusion of those who decided to stay in their host countries.

Action in the field



In areas that are hard to reach and prone to conflict, there is a shortage of necessary infrastructure designed to protect people from the reported shelling, especially at isolated public points. In order

to address this gap, the IFRC has supported the URCS with the installation of 30 concrete shelters throughout Ukraine. These shelters hold 10 to 15 people at a time and can save lives during air raids.

In Ukraine

90K
people assisted

with heating equipment at the household level in 2023.

202K
host families

reached with CHF 73M in cash support through cash-for-shelter programme in Ukraine since 2022.

47
collective centres

repaired between February 2023 – February 2024.

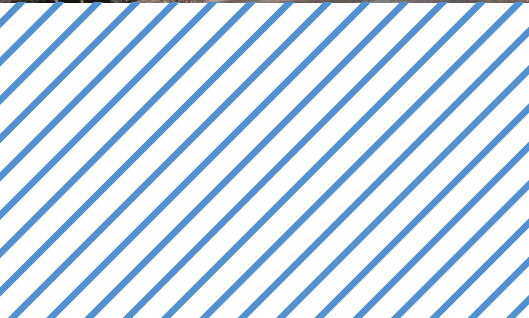
102K
people reached

with public infrastructure support in 2023.

Source: URCS One Plan One-Year Progress Report and CVA Prykhystok dashboard



© Ukrainian Red Cross Society



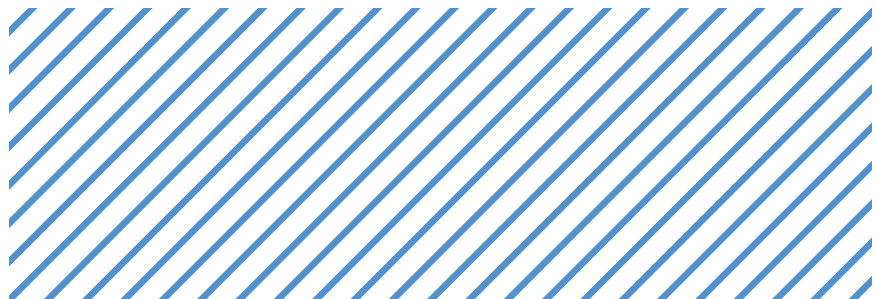
Many people in Ukraine, living in areas further away from the in line-of-contact oblasts, have demonstrated remarkable solidarity by opening their homes to internally displaced people, offering them free accommodation.

Staying with hosts has become the preferred choice for displaced people, whose only alternative would be to live in collective centres.

For the URCS, becoming a trusted partner of relevant government bodies and leading the implementation of the nationwide project called Prykhystok (Shelter) represented another significant milestone. Prykhystok has

proven to be a cost-effective solution for supporting internally displaced people and the households hosting them for free.

Since April 2022, the URCS has been providing financial and technical support to the government in delivering monthly cash assistance. In addition to raising the necessary funds for the affected people, IFRC support included facilitating advocacy with the ministries, leading to the establishment of key activities aimed at ensuring transparent and efficient programming. This included the verification and monitoring of cash transfers to families or individuals hosting IDPs.



Collective Accommodation Assistance

When arriving to the host countries, many displaced people found immediate shelter in reception or collective centres, while others initially rented flats or rooms in hotels or hostels using their savings. Some people found hosted arrangements with family, friends or others they have met on arrival. Not all collective sites consistently met shelter adequacy standards or provided sufficient conditions for dignity and safety. Additionally, not everyone could sustain renting accommodation using their savings for an extended period or stay in hosting arrangements and had to relocate to collective shelters.

National Societies in Moldova, Poland, Romania, and Russia worked to improve the conditions for people in communal settings. Hungarian Red Cross, for example, provided complementary services in its shelter response, including cash support, the distribution of essential household items, MHPSS, health screening, and integration services.

Many displaced people from Ukraine are still residing in collective shelters managed or supported by National Societies in immediate neighbouring countries, as well as in other countries like France and Spain. However, efforts are being made in many countries to scale down collective accommodations and prioritise individual shelter assistance, which offers greater privacy and autonomy for families.

Individual Accommodation Assistance

National Societies have also offered individual housing solutions in various forms. For instance, the Austrian Red Cross and the Finnish Red Cross provided temporary private accommodation, while the Turkish Red Crescent offered support through hotel accommodation. The Belgian Red Cross in Flanders operated the emergency village for displaced people from Ukraine in the city of Mechelen. This temporary housing, comprising containers and sanitary facilities for up to 600 people, was established by the Flemish government and has been supported by almost 1,000 Belgian Red Cross volunteers.

In impacted countries and beyond

278K
people assisted

with collective temporary shelter or accommodation

- including 88K in impacted countries
- 2022: 216K / 2023: 59K

27K
people assisted

with individual shelter or accommodation

- including 7.1K in impacted countries
- 2022: 21K / 2023: 6K

35K
people accommodated

by host families with the support of National Societies

- including 5.5K in impacted countries
- 2022: 21K / 2023: 14K

Source: Federation-wide ITT

In impacted countries and beyond

7K

host families

supported by National Societies

- including 2.6K in impacted countries

7.1K

people reached

with rental assistance

- including 1.7K in impacted countries
- 2022: 5K / 2023: 2.2K

Source: Federation-wide ITT

Hosting Assistance

Some displaced people have found shelter with host families, relatives, or friends. Since February 2023, Red Cross National Societies from Belgium, France, Ireland, Hungary, the Netherlands, Luxembourg, Poland, Romania, and Slovakia have joined efforts to support the provision of reception through private accommodation to displaced people from Ukraine and to test and operationalise Directorate-General for Migration and Home Affairs guidance and European Union Agency for Asylum recommendations on organising emergency accommodation in private homes. The initiative is known as the [Safe Homes programme](#).

National Societies engaged in activities such as supporting the identification and vetting of hosts and displaced people in need of temporary accommodation, as well as facilitating matches between hosts and displaced people, and offering guidance to hosts and hosted persons, as well as mediation between the parties, among many.

An additional layer of the programme included research-related activities, such as evaluation of practices, development of a lessons learned report, Case Studies, and the collection of testimonies. A notable achievement of the programme is the Practitioners' Handbook, which aims to provide step-by-step guidance for designing and implementing host family support programmes, drawing on the operational experience of National Societies. The primary audience of the handbook includes practitioners, Red Cross National Society staff, local authorities, and national government personnel. The IFRC took on the role of coordinator, providing technical advice and feedback to the National Societies and engaging with the Red Cross EU Office.

Rental Assistance

Several National Societies in Europe have assisted people displaced from Ukraine in transitioning from emergency shelter to longer term solutions. The Portuguese Red Cross provided assistance to cover the first months' costs, while others, including the Polish Red Cross, the Slovak Red Cross, and the Romanian Red Cross, have implemented cash-for-shelter initiatives with the support of the IFRC to help displaced people secure apartments and transition to living conditions more suitable than hotels or collective sites. The provision of financial assistance has generally been accompanied by complementary activities (e.g., livelihoods, education, legal or other support) to facilitate people's ability to exit from the rental assistance programme and maintain their accommodation going forward.

Information Provision and Advocacy

National Societies have offered information and counselling services to guide people towards shelter locations and help them find suitable accommodations. Many offered this service in the HSPs set up in train stations, airports, and other points of arrival.

Furthermore, National Societies have made significant efforts to advocate for improvements in both the adequacy and quality of shelter available to people displaced from Ukraine. These efforts, which include collaborations, campaigns, or policy advocacy, signal the urgency to ensure everyone has access to safe and suitable shelter.

CVA

CVA has played a significant role in the IFRC network’s response to the immense humanitarian needs stemming from the international armed conflict between the Russian Federation and Ukraine.

CVA-based activities include a range of support options. For example, in situations where markets are operational, multi-purpose cash grants empower people by offering them the dignity and independence to purchase what they need most according to their personal circumstances.

Cash interventions tailored to specific sectors—such as shelter, health, and education—enable National Societies to deliver aid in a focused and efficient manner. By conducting needs assessments to identify where investment is most needed and would be most effective, National Societies work to make sure that the support provided directly addresses the needs, leading to the best outcomes for affected communities.

The scale of the CVA interventions in response to the conflict is expected to lead to the largest cash distribution programme ever implemented by the IFRC network.

Over the past two years, the URCS has implemented three nationwide, large-scale cash projects in partnership with several ministries, as well as CVA, with a preference for vouchers, provided locally through the URCS branch network (Figure 13).

In Ukraine

2.1M
people assisted

with cash and vouchers assistance with CHF 102M distributed since February 2022.

273K
people supported

through MTOT centralised payments in the territories that returned under the government control.

Source: Federation-wide ITT and URCS One Plan One-Year Progress Report

Data as of April 2024, covering all CVA programmes implemented by URCS with support of RCRC Movement from February 2022 to February 2024.

Source: URCS CVA Monitoring System.

Figure 13
URCS CVA programmes

URCS CVA PROGRAMMES 2022-2024	AMOUNT DISTRIBUTED IN CHF	PEOPLE REACHED
Prykhystok Reimbursement of costs for hosting IDPs in partnership with the Ministry for Communities, Territories and Infrastructure Development and the The Ministry of Reintegration of the Temporarily Occupied Territories (MRTOT)	73.2M	1.7M
Cash assistance for veterans living with disabilities in partnership with Ministry of Veterans Affairs of Ukraine	10.15M	24.9K
Provision of financial assistance to people in vulnerable situations affected by the conflict in partnership with the MRTOT	8.46M	273.2K
Voucher assistance	6.77M	81.7K
Winterisation + Other	1.63M	5.2K
Rehabilitation	1.07M	1.1K
Collective Centres	701.5K	6.3K
Cash for Livelihoods	164.7K	135
Total	102.2M	2.1M

In Ukraine

25
cash projects

ongoing and completed.

23
oblasts covered

by cash assistance.

Source: Federation-wide ITT and URCS One Plan One-Year Progress Report

In impacted countries and beyond

681K
people reached

with CVA; CHF 99.5M distributed

- 531K people reached in impacted countries; CHF 81.5M distributed in impacted countries
- 2022: 468K people reached; CHF 68M distributed / 2023: 209K people reached; CHF 28M distributed

Source: Federation-wide ITT

The extensive financial and technical support of the IFRC and its Membership has enabled the URCS to become a key partner and service provider for harmonised CVA interventions across the country. Currently, the IFRC is assisting in the development of the URCS data management and payment system, utilising the expertise and technology provided by Red Rose. For the URCS, the establishment of such a system is essential for successful execution of large-scale cash projects like Prykhystok.

Many National Societies, such as the Turkish Red Crescent, the Slovak Red Cross, the Polish Red Cross, and the Lithuanian Red Cross, in collaboration with IFRC and Partner National Societies, have been offering CVA to displaced people from Ukraine in vulnerable situations and host communities affected by the humanitarian crisis, in close coordination with local authorities. The Republic of Korea National Red Cross distributed cash to support displaced people from Ukraine in meeting their medical and livelihood needs. The British Red Cross, the Canadian Red Cross Society, Finnish Red Cross, and the Red Cross of Monaco, among their many activities to support those affected by the conflict in Ukraine, also offered financial assistance.

Globally, the IFRC network has distributed over CHF 200 million, reaching 2.8 million people with conditional and/or unconditional cash and voucher assistance. National Societies employed CVA across a range of sectors, showcasing its adaptability as a modality for delivering humanitarian aid (Figure 14).

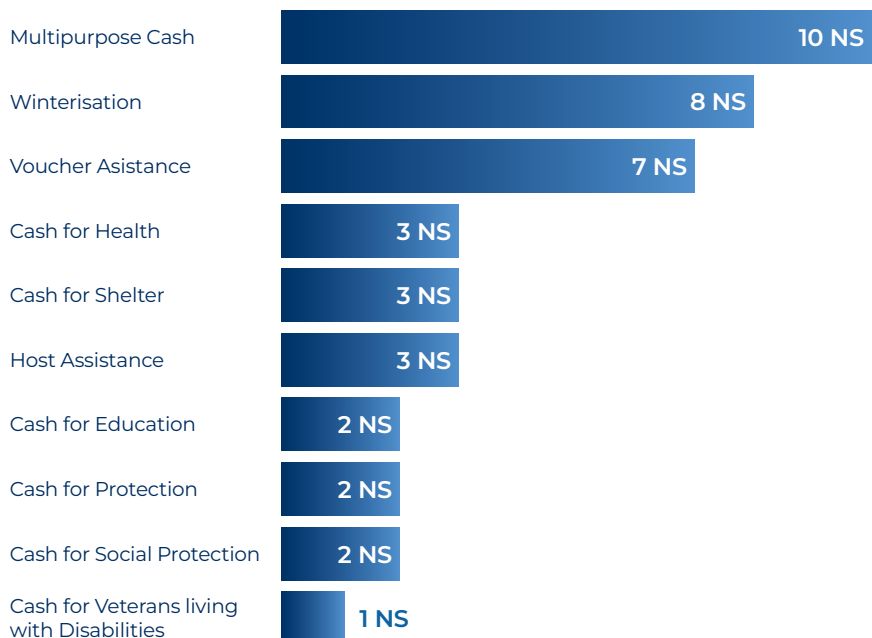
Since the launch of the operation, the IFRC has coordinated the complex process of supporting the launch and management of multi-country CVA programmes among different national contexts, currencies, ways of fund transfer, and legal regulations.

Figure 14

Number of RCRC National Societies implementing CVA programmes with support from the IFRC, by sector

16 out of the 18 National Societies under the Emergency Appeal have implemented 45 different CVA programmes supported by the IFRC across various sectors as of February 2024.

Source: IFRC's CVA internal data



8 National Societies

101K households assisted

Household focal point by gender

Female Male

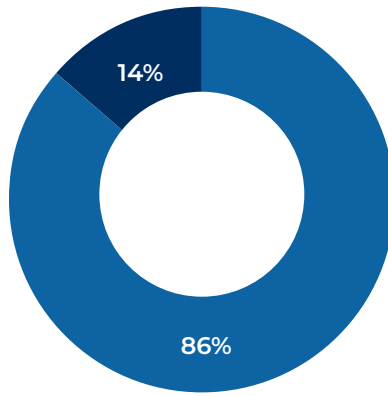


Figure 15

Reach of CVA programmes implemented via IFRC self-registration app

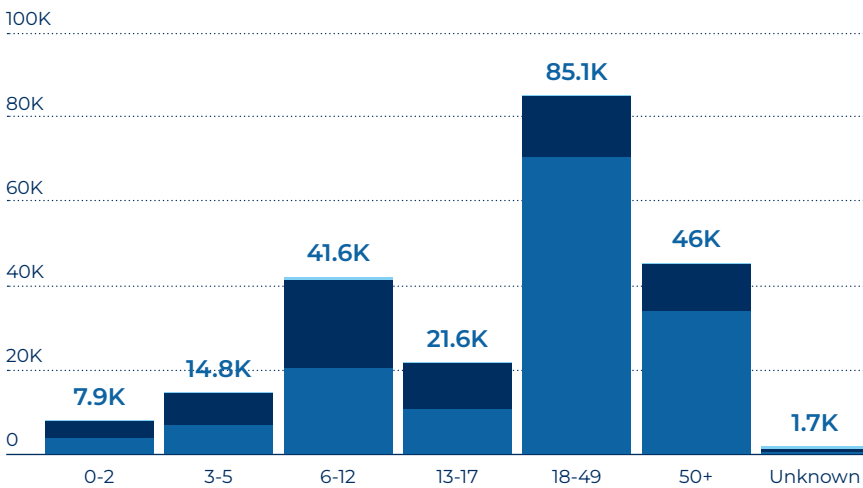
People reached and CHF distributed through CVA programmes implemented via IFRC self-registration app Access RC in Bulgaria, Hungary, Lithuania, Moldova, Montenegro, Poland, Romania, and Slovakia, by household composition, gender, and age.

Source: IFRC CVA Monitoring System

More data on IFRC-supported CVA programmes is available in the [Cash Operational Monitoring dashboard](#) on IFRC GO.

People reached by age and gender

Female Male Unknown



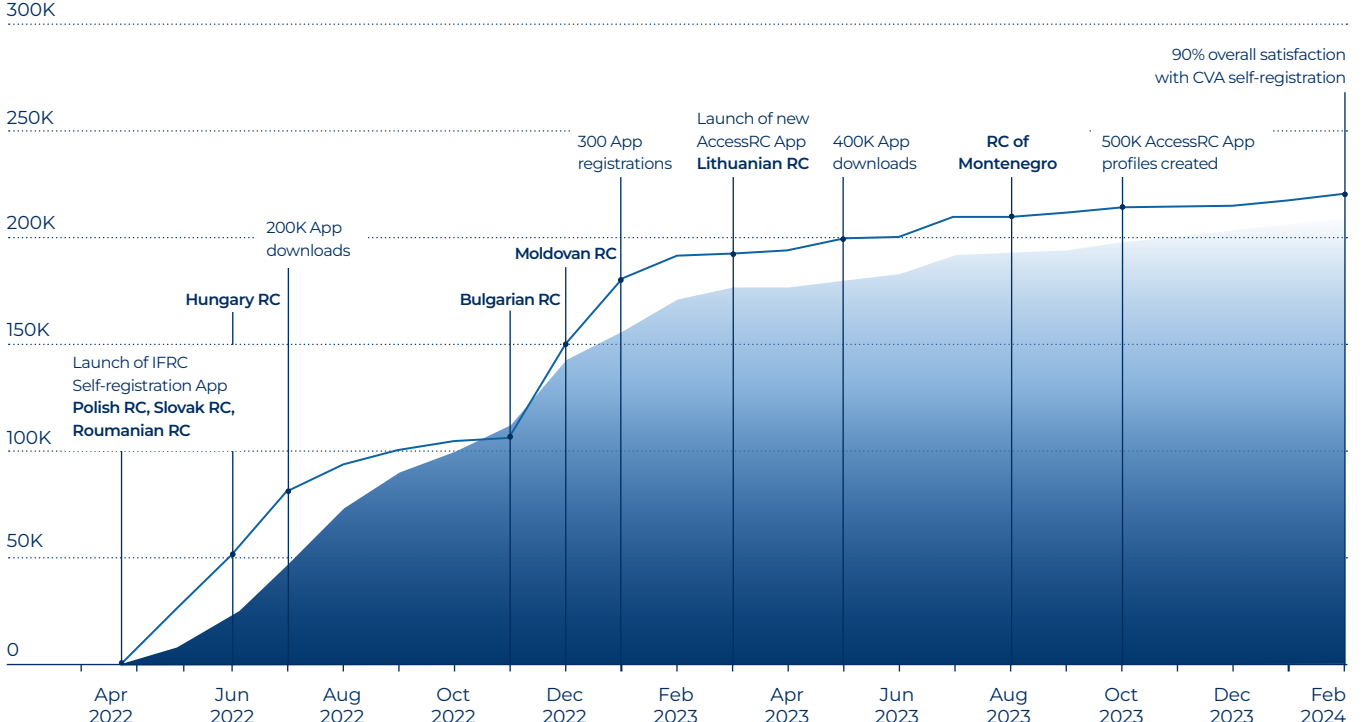
CHF 69.3M distributed

via IFRC self-registration app.

219K people reached

via IFRC self-registration app.

Amount collected (CHF) People reached



WINTERISATION

Winter in Ukraine is usually characterised by cold temperatures, snowfall, strong winds and icy conditions, lasting from late October to early March.²² Cold weather causes disruptions to key infrastructure such as power plants and water treatment facilities, exacerbating existing needs faced by people in vulnerable situations, especially those living in areas with limited access to adequate shelter or fuel.

Winter conditions in Europe may vary depending on the region, however the challenges displaced people face during the winter months can be particularly acute. Displaced people may lack appropriate clothing and may struggle to stay warm, especially if they are living in temporary shelters or inadequate housing.

The uncertainty due to displacement from their homes, along with cold temperatures as well as increased prices for utilities, can further exacerbate feelings of anxiety and depression and force people to resort to increasing their household debt to be able to pay for heating. Cold weather can worsen existing health conditions and increase the risk of respiratory infections, making access to medical care essential.

Considering the unique challenges presented by the winter months in this crisis, National Societies have participated in winterisation planning and response for the years 2022-2023 and 2023-2024.

By offering refurbishment of shelters, repair of heating networks in communities and towns, and procurement of heating equipment for collective shelters, the URCS ensured that people affected by the ongoing conflict have access to appropriate living conditions. The URCS, supported by Partner National Societies and IFRC Secretariat, purchased and delivered generators, electric heaters, chimneys, fuel and other essential household items to communities in vulnerable situations. URCS winter response also included increased efforts relief distribution, continued cash support to households hosting IDPs, with the amount of monthly payment doubled for winter months in 2022-2023, as well as hygiene and sanitation initiatives promoting personal hygiene.

Another important step for the URCS was making sure that ERTs are well prepared to respond to emergencies by investing in equipping the teams with necessary items to establish mobile heating points at the sites where shelling might have taken place.

Outside Ukraine, National Societies focused on providing displaced people from Ukraine as well as host community members in vulnerable situations with financial means to meet their most urgent needs. Some National Societies offered multi-purpose non-restricted cash, while others focused on support people with cash for their medical needs.

IFRC and Partner National Societies worked on developing a prepositioning stocks plan for the 2023-2024 winter season, strategically storing essential items for timely distribution. IFRC consulted with each National Society to align procurement with actual needs of displaced population. Ukraine-specific stocks included emergency kits and electricity and charging kits in preparation for any eventual escalation in hostilities or impact to the country's power supply.

²² - WHO, Ukraine: 2023-2024
Winter Risk Assessment (Nov 2023)

* IFRC figures include multilateral support provided by RCRC partners through the Emergency Appeal, such as the American Red Cross or Canadian Red Cross. Full list of the multilateral support partners is available on page 82.

URCS Winterisation 2022-2023 response implemented by the URCS achieved significant results, providing crucial assistance to 2.2 million beneficiaries across Ukraine during the challenging winter season. The budget was UAH 703,953,858 (approx. CHF 15.68M), and thanks to the funding and collaboration of 20 Partner National

Societies: Austrian Red Cross, Belgian Red Cross-Flanders, British Red Cross, the Canadian Red Cross Society, Czech Red Cross, Danish Red Cross, Finnish Red Cross, French Red Cross, German Red Cross, Italian Red Cross, Japanese Red Cross, The Republic of Korea National Red Cross, Lithuanian Red Cross, Luxembourg Red Cross, Ukrainian Red Cross Society, Romanian Red Cross, Spanish Red Cross, Swedish Red Cross, Swiss Red Cross, Turkish Red Crescent Society, ICRC, IFRC²³.

Source: URCS Winterization 2023/2024 Dashboard, accessed on 15/04/2024

Figure 16

Funding received by URCS for Winterisation 2023-2024 from RCRC Movement Partners

In CHF, the URCS Winterisation 2023-2024 response covers six areas of intervention. As of April 2024, it has covered 38% of the total funding requested.

23 - URCS Final Report Winterisation 2022-2023

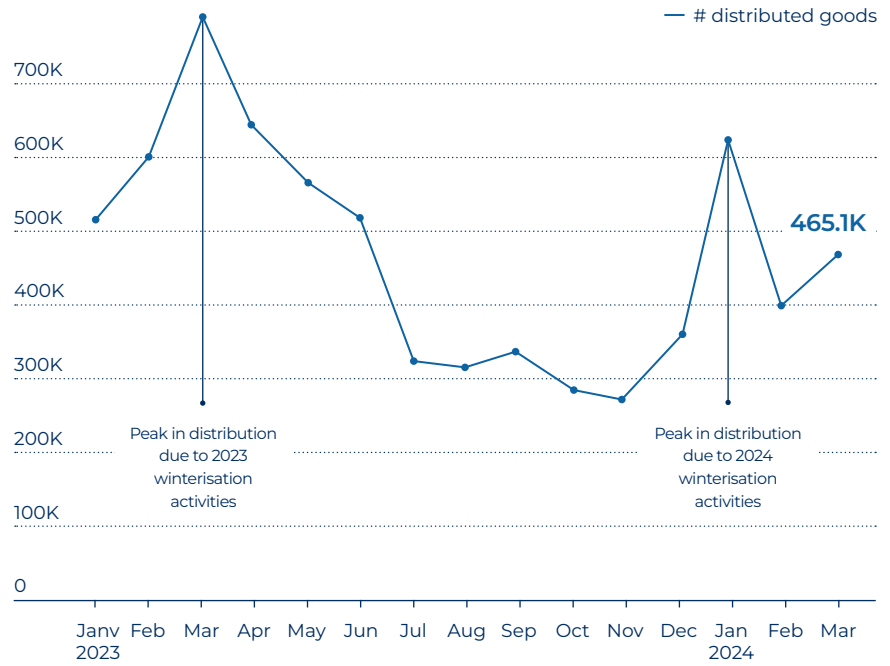
	Relief	Prykhystok	Winterisation with State Emergency Service of Ukraine	Shelter	CVA/HBC	Winterisation operation support equipment
IFRC*	17.7M	2.9M	0	1.2M	0	509K
ICRC	3.2M	0	0	990K	0	0
British RC	0	822.3K	1.5M	0	736.2K	0
Austrian RC	320K	405.5K	667.5K	0	167.9K	0
Japanese RC	1M	0	0	150K	0	300K
Danish RC	250.4K	0	390K	0	83.6K	0
Swiss RC	0	0	0	0	336.7K	0
German RC	0	0	0	0	212.8K	0
Romanian RC	209.4K	0	0	0	0	0
Canadian RC	0	0	0	150K	0	0
French RC	0	0	0	0	47.1K	0
Spanish RC	0	0	0	0	14.4K	0
Lithuanian RC	0	0	0	0	0	12.5K

Figure 17

Monthly trends in URCS relief item distribution

Number of relief items distributed by URCS, highlighting the peaks in distribution due to winterisation activities.

Source: URCS, Relief Monitoring System 2023



Action in the field



As part of the Winterisation response for 2022-2023 and 2023-2024, the Red Cross Society of the Republic of Moldova provided CVA to displaced people from Ukraine and vulnerable host community members. The National Society reached 35,915 people in the first year and 3,651 people in the second year. Additionally, the Red Cross Society of the Republic of Moldova distributed winter-specific household items to address the needs of those severely impacted by low temperatures and increased living costs.



As part of the Winterisation response for 2022–2023, the Bulgarian Red Cross implemented multi-purpose cash grant programme by offering displaced people from Ukraine residing in Bulgaria a winter grant valued at CHF 65 per person. The National Society assisted 26,584 people in meeting their immediate needs associated with increased winter costs, providing funds to households based on the number of people in each household rather than

a fixed amount per household. During the winter of 2023–2024, the Bulgarian Red Cross implemented a CVA programme targeting displaced people from Ukraine living with disabilities. The transfer value of CHF 280 was determined by the Bulgarian Government to provide essential support to those in vulnerable situations, ensuring they can meet their needs throughout the winter period. A total of 1,200 people received winter grants.



From September 2023 to February 2024, the Croatian Red Cross and the Red Cross of Montenegro offered CVA to displaced people from Ukraine, allowing them to purchase winter clothing and other essential household items in preparation for the cold season.

STRENGTHENING EMERGENCY RESPONSE CAPACITIES OF NATIONAL SOCIETIES

In Ukraine

20
established and
functioning ERTs
in 2023

141K
people supported

in search and rescue missions in 2023.

12
regions

where ERT was involved in planned exercises of State Emergency Service teams and other services involved in emergency response.

85%
of warehouses

in the regions are equipped with the necessary equipment.

Source: URCS One Plan
One-Year Progress Report

Emergency situations are often chaotic and demanding for National Societies. Their primary focus is to provide immediate assistance to the affected communities. At the same time, emergencies also present a window for National Societies to improve their own capabilities and skills. The high-pressure environment of an emergency can serve as a real-time training ground for building capacities and contribute to the long-term institutional development of National Societies, enabling them to better prepare for future crises.

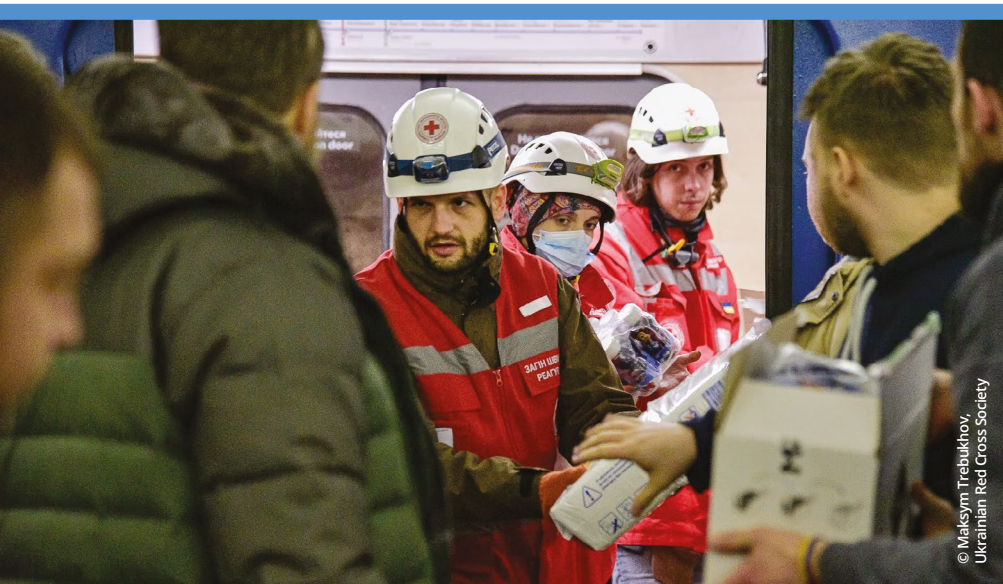
In Ukraine, from the first hours of the response, the URCS, operating through its Emergency Operations Centre, started responding to the needs of people affected. The initial steps towards strengthening the National Society response capacity at that time included establishing operational hubs across the country, securing necessary equipment and restoring the functioning of ERTs, integrating its work into the overall emergency response efforts led by the State Emergency Services, and training and managing volunteers in emergencies, along with improving recruitment processes for new staff to support the operation within Ukraine.

Building logistics capacity of the URCS was another crucial step to ensure that the supply chain of relief aid is well managed, and relief items are further dispatched from logistics hubs to URCS regional organisations and local branches for distribution across the country.

With URCS directing and leading the development of the entire National Society, the IFRC and its Membership mobilised personnel and resources to assist URCS in multiple areas. In addition to the initial activities related to strengthening emergency response capacities of URCS outlined above, IFRC Network support included establishing inventory management systems, donating vehicles for fleet development, facilitating procurement processes, offering coordination, strategic, and technical support necessary for implementing CVA in country, and providing security trainings to URCS volunteers and staff.

In countries bordering Ukraine, National Societies leveraged their extensive volunteer networks, local branches, and established infrastructure to provide immediate assistance to people arriving from Ukraine. National Societies established and assisted local authorities in the operation of transit and reception centres, distributed essential items such as food, water, and hygiene products, offered medical services at the border, including COVID-19 testing, and facilitated the registration of arriving displaced people. Additionally, National Societies set up HSPs in strategic locations, coordinated donations from public and private sector, and mobilised volunteers to support relief efforts.

Action in the field



February 2022, ERT of the URCS responds to the needs of people affected by the conflict who have found safety underground.

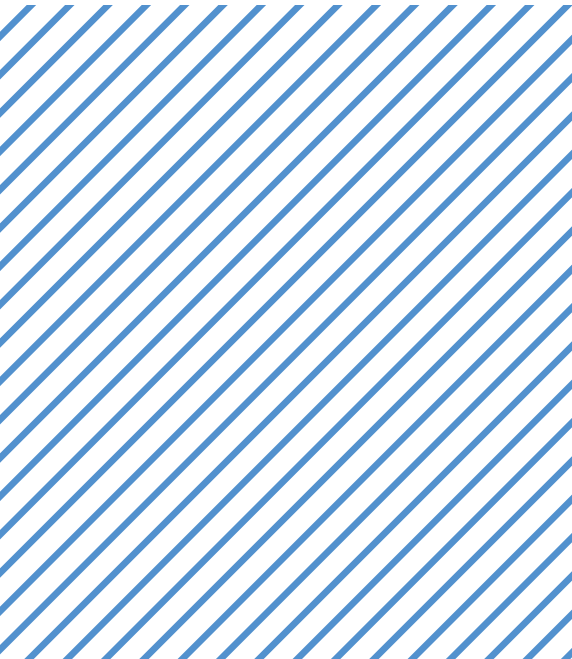


March 2024, ERT of the URCS sets up an aid station to provide first aid services and food to people affected in the aftermath of the attacks in Kyiv.

April 2022, Polish Red Cross and IFRC scales up emergency financial assistance programme. Krzysztof, Polish Red Cross volunteer, translates for displaced people from Ukraine receiving financial support.

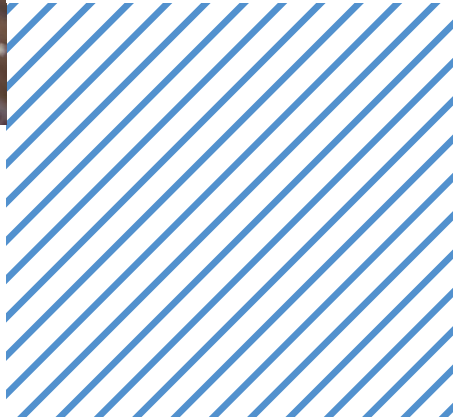


© Kasia Strek, British Red Cross



© Victor Lacken, IFRC

April 2022, the Red Cross Society of the Republic of Moldova secures a new warehouse to store essential household items. Kensuke Kawai of the Japanese Red Cross, the warehouse officer for the IFRC, is supporting the staff of the National Society in Moldova in managing the arriving goods and overseeing warehouse operations.



At the onset of the crisis, IFRC staff were present in the field conducting assessments to identify areas needing improvement, which would lead to targeted capacity strengthening initiatives within each responding National Society. Through tailored guidance and technical assistance, IFRC and Partner National Societies supported the scale up of response efforts of the implementing National Societies.

While recognising the need to remain agile and proactive in adapting the response to meet changing needs in a dynamic environment, from 2023 onwards, the IFRC and its Membership have shifted their focus from an emergency phase in 2022 to addressing a protracted crisis situation, with a key emphasis on supporting National Societies in their long-term development and programmes to achieve their full potential as effective and well-positioned local humanitarian actors.

As part of its cyclical approach aimed at assisting National Societies in analysing their capacities, strengths, and weaknesses in disaster response, the IFRC supports National Societies in Preparedness for Effective Response (PER) by collaborating with them to strengthen their local preparedness. This ultimately aims to prevent and mitigate the impacts of potential future disasters. Throughout the region, National Societies conduct simulation exercises to further bolster disaster response capabilities and collaboration.

Action in the field



© Polish Red Cross

Summer 2023, seven National Societies from Finland, Croatia, Germany, Hungary, Lithuania, Poland, and Spain gathers in southwestern Poland to take part in the Red Cross rescue exercise. The exercise, held in an abandoned factory to simulate an urban disaster requiring an urgent and complex search and rescue response, aims to enhance coordination and efficiency in emergency situations.



© Agnes Szilagy,
Hungarian Red Cross

The Hungarian Red Cross H-HERO (Hungarian Healthcare in Emergency Response Operations) unit conducts a two-day logistics exercise in March 2024 at the Budapest Arena. Utilising facilities provided by the government, the H-HERO team practices setting up the field hospital.



© Red Cross
of the Republic of
North Macedonia

The Red Cross of the Republic of North Macedonia hold the “Humanitarian Response 2023” exercise. Its aim is to showcase the capacities, opportunities, and preparedness of the Red Cross in a coordinated approach to crisis response, focusing particularly on

earthquakes. Participants include various ministries, emergency response units, media outlets, and academic institutions from North Macedonia, as well as National Societies from Albania, Bulgaria, Croatia, Germany, Montenegro, and Serbia.

PROTECTING THE HEALTH AND DIGNITY OF AFFECTED COMMUNITIES

The ongoing conflict in Ukraine has had a severe impact on the health status of the population, such as increased mortality rates, higher disease prevalence, deteriorating overall physical and mental health.

Reported shelling on healthcare infrastructure exacerbate the situation, endangering both patients and providers. The conflict has led to a shortage of medications, medical supplies, healthcare personnel, and increased workloads in regions with displaced populations.²⁴ Access to healthcare is particularly challenging in remote areas and for those in vulnerable situations, including older people, women and children, people living with disabilities or chronic diseases.

Mobile Health Units (MHUs), operated by the URCS and supported by Austrian Red Cross, Canadian Red Cross, Danish Red Cross, Finnish Red Cross, German Red Cross, IFRC, Italian Red Cross, Japanese Red Cross, and Norwegian Red Cross, have been instrumental in helping bridge the gap in healthcare access by bringing medical services directly to communities, especially those in remote or underserved areas where healthcare facilities may be scarce or inaccessible. Equipped with medical professionals and essential supplies, in addition to medical care, these units also offer psychosocial support and health promotion.

IFRC and Partner National Societies technical and financial support have enabled URCS to acquire essential equipment to operate MHUs, including vehicles, medicines, first aid kits, among other items. The IFRC support to URCS with capacity-building in procuring medicine was important to ensure that the URCS is ready to do so in the future in accordance with the required standards.

Responding to the needs of people injured as a consequence of the ongoing hostilities, the URCS has contributed to the establishment of the [National Rehabilitation Centre](#) and is actively supporting MHPSS activities in the centre. URCS has also expanded its support by providing rehabilitation services in remote areas via mobile rehabilitation units.

Over the past two years, the IFRC and its Membership have provided invaluable assistance to URCS in becoming a trusted partner in supporting the recovery of local communities by offering rehabilitation services. Through facilitating the exchange of best practices and knowledge among partners, deployment of healthcare specialists to the field and transferring required knowledge to URCS volunteers and staff, the IFRC network has contributed to localising the action, adding to the URCS ability to address challenges faced by older people and those living with disabilities or chronic diseases. This includes support to URCS' long standing home based care programmes, delivered across the country.

In Ukraine

655K
people reached

with MHPSS services since February 2022.

414K
people trained

in First Aid since February 2022.

537K
people reached

with Mobile Health Unit services in 2023.

6.1K
people reached

with Home Based Care services in 2023.

Source: Federation-wide ITT and URCS One Plan One-Year Progress Report

²⁴ - [WHO, Ukraine - WHO 2024 Health Emergency Appeal](#)

At the outset of the escalation, National Societies in countries bordering Ukraine swiftly mobilised their volunteers and staff to provide health and care services to people arriving, whether it was through the mobilisation of emergency field hospitals in different configurations such as mobile health clinics or medical points established at border crossings, reception centres, and temporary accommodation centres.

Responding National Societies worked closely with public health authorities coordinating support efforts in order to ensure that displaced people had access for both preventive and curative services. The response of each National Society varied based on the emerging needs at the local level, with a focus on providing immediate health care services and vaccination initiatives, particularly for diseases like COVID-19, polio, measles, and diphtheria.

Action in the field



© Bernard van Dierendonck, Swiss Red Cross

Older people in Ukraine, having experienced profound losses of family, possessions, and stability, are in need of specialised assistance. They are often the ones who stay behind since they are unable to leave the country. Their age brings health challenges and difficulty adapting to new circumstances. URCS volunteers and staff,

with support from Partner National Societies like the Austrian Red Cross, offer tailored support through HBC services, recognising the unique needs of older people. From lending, a helping hand with daily tasks to providing companionship, each interaction reflects a commitment to preserving the dignity and well-being of older people.

In Greece, the Hellenic Red Cross provided health and care services to displaced people from Ukraine through its mobile health teams and educational health stations and offered accompaniment to health appointments with Ukrainian-speaking volunteers to address the language barriers.

Hungarian Red Cross offered integrated services through its multi-functional health service points, including health screenings, blood donation points, first aid training and vaccinations, while the Romanian Red Cross operated health promotion centres and mobile health caravans.

The Red Cross of Montenegro offered basic health checks in its Humanitarian Service Points and the Slovak Red Cross provided medical equipment like walking sticks and hearing devices to those in need.

National Societies in Bulgaria, Romania and Slovakia launched cash for health initiatives reimbursing costs of medical services and medicines for displaced people.

The Georgia Red Cross Society ensured access to primary healthcare services for displaced people from Ukraine, including older people, pregnant women, children, and people living with disabilities, by outsourcing a twelve-month health insurance package to a local provider for this purpose. Furthermore, the Georgia Red Cross Society provided HIV/AIDS diagnostics, laboratory testing, and treatment services to displaced people living with HIV who cannot access state support programmes.

As the humanitarian crisis in the region persists, National Societies continue to work towards securing access to healthcare systems for displaced people, recognising it as one of the primary challenges facing this population.

The MHPSS needs among the displaced population from Ukraine persistently continue to rise, as reported by the National Societies across Europe. More than two years after the escalation of the international armed conflict, more displaced people from Ukraine are coming forward, requesting individual psychological support to manage their stress, anxiety, grief, and loss.

The partnership between EU Directorate-General for Health and Food Safety and the IFRC network, known as the EU4Health project, is one of the largest responses to mental health challenges in emergencies by the Red Cross and Red Crescent. Since May 2022, the collaboration has involved the URCS, the IFRC Reference Centre for Psychosocial Support, and 25 National Societies in the European Union/European Economic Area, aiming to break stigma about mental health and address the psychosocial needs of people affected by the ongoing international conflict in Ukraine. Through this partnership, mental health professionals and volunteers provide support services available in multiple languages including Ukrainian and accessible through various channels such as helplines, mobile outreach, and community-based activities (Figure 18 and Figure 19).

In impacted countries and beyond

687K
people reached

with MHPSS services

- 276K people in impacted countries
- 2022: 464K people reached / 2023: 175K people reached

13K

people trained

in MHPSS

- 8.8K people in impacted countries
- 2022: 2.7K people trained / 2023: 8.3K people trained

171K

people reached

with primary health services and/or referral to health institutions

- 135K people in impacted countries
- 2022: 100K people reached / 2023: 63K people reached

73K

people trained

in First Aid

- 48K people in impacted countries
- 2022: 17K people trained / 2023: 47K people trained

Source: Federation-wide ITT

Figure 18

Number of people requesting support via helplines and other National Society service platforms within the EU4Health project

* Revision of project proposal: the target group of people trained was expanded to professionals working with children (teachers, school assistants, social workers, health professionals, etc.).

Source: IFRC EU4Health indicator tracking dashboard

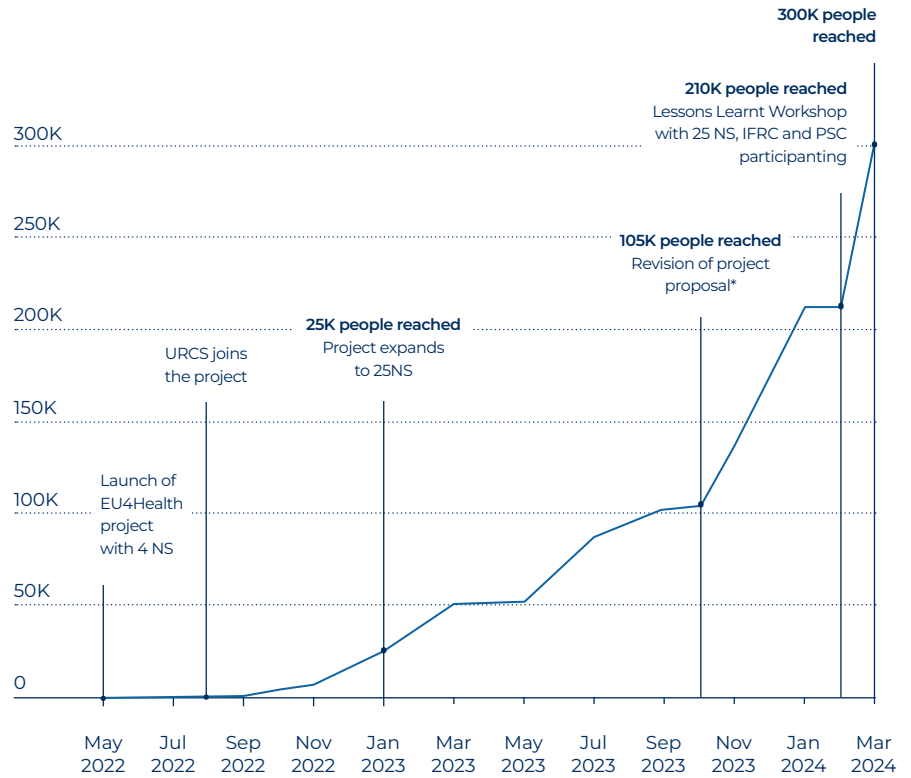
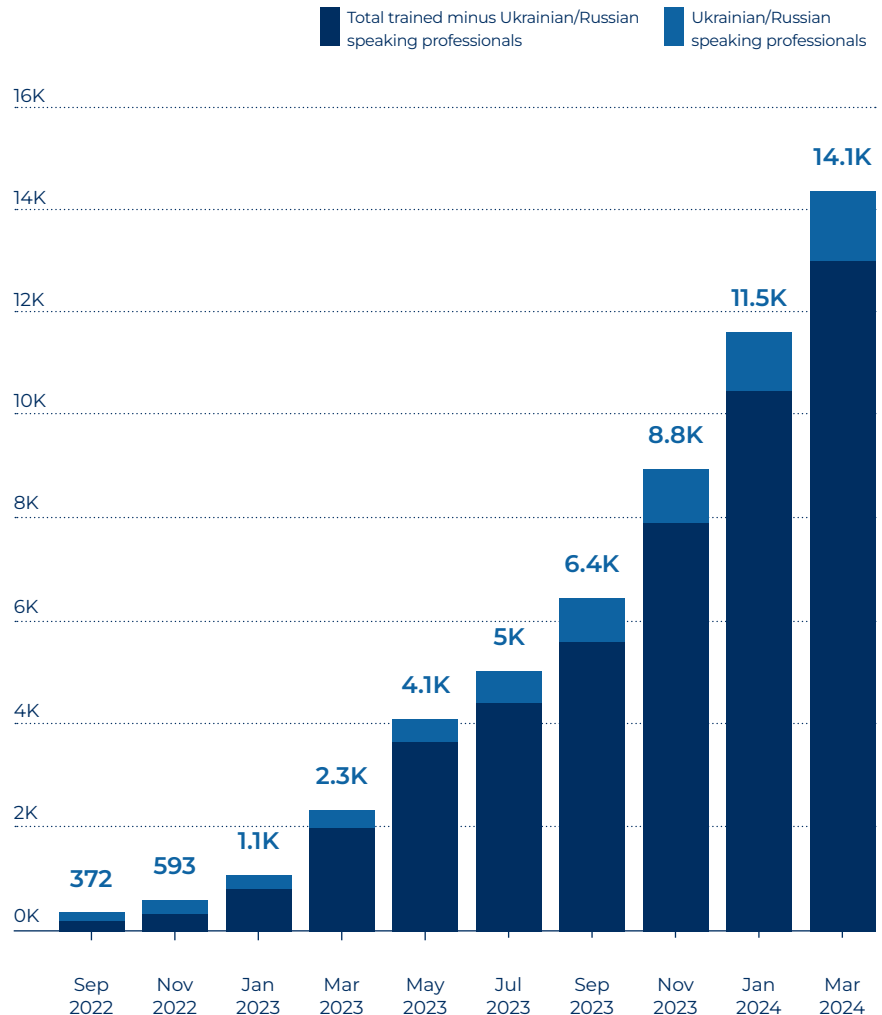


Figure 19

Number of health professionals, volunteers, first aid responders and other professionals trained to provide PFA and MHPSS within the EU4Health project

Source: IFRC EU4Health indicator tracking dashboard



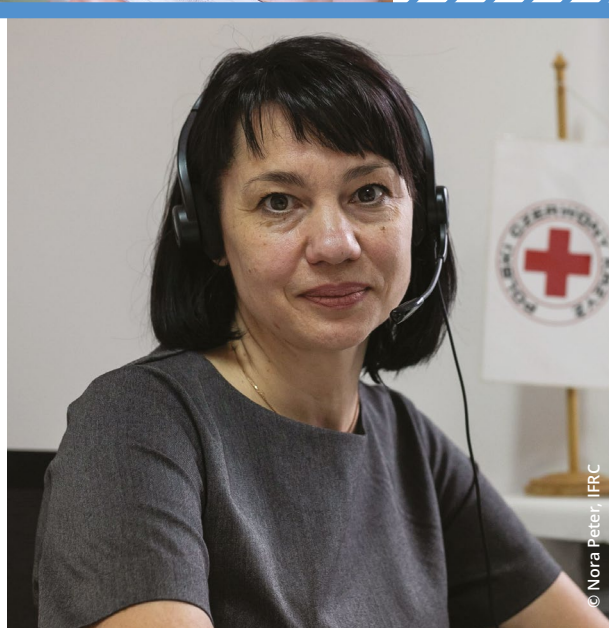
Action in the field



During the past two years, the Russian Red Cross has been offering psychosocial support at its Regional Branches and during visits to temporary accommodation points. Displaced people from Ukraine participate in support groups or receive personal consultations both in-person and via the Russian Red Cross' specialised telephone line.

© Russian Red Cross

Alla is a psychologist working at the Information Line of the Polish Red Cross, providing MHPSS to people who call in. Most of her callers are displaced people from Ukraine who have not yet been able to adapt to their new circumstances. Alla has received training in Psychological first aid thanks to the EU4Health project supported by the European Union, so that she can better respond to the psychological needs of people impacted by the international armed conflict.



© Nora Peter, IFRC



Romanian Red Cross volunteer Luky is assisting a displaced person from Ukraine with a general check-up in one of the health caravans organized by the National Society. The health caravans from Romanian Red Cross are an initiative to provide free access to quality health care services to those in vulnerable situations.

© Irina Ruano, IFRC

MAINTAINING ACCESS TO WATER, SANITATION, AND HYGIENE

In Ukraine

240
individuals and

29
domestic animals

evacuated to ensure their safety during the URCS Emergency Response Team's flood response.

168K
liters

of drinking water delivered in Zaporizhzhia, Kherson, Dnipro, and Mykolaiv. In Kherson, water purification stations have been installed at 11 strategically selected distribution points across the city.

Source: URCS Emergency Pooled Fund Narrative report (January – December 2023) and URCS SitRep Kakhovka HPP Response 30 days

The Nova Kakhovka Dam collapse in southern Ukraine in June 2023 triggered catastrophic flooding of downstream communities, claiming lives, destroying crops in agricultural areas, dislodging unexploded mines, and releasing hazardous chemicals and dangerous bacteria—impacting 100 thousand residents directly. The collapse of the dam, which was the main source of water for the communities located upstream, has left up to a million people without access to tap and drinking water.²⁵

The URCS acted quickly in response to a disaster caused by a dam collapse. Immediately after the event, URCS volunteers began evacuating people from the areas affected by the flooding. The URCS provided vital supplies to affected communities, including food, hygiene products, and equipment to purify contaminated water, ensuring the basic needs of the affected population were met.

Additionally, URCS staff and volunteers offered psychosocial support to those struggling with the stress and trauma during the initial days following the disaster. This comprehensive response aimed to address both the physical and emotional well-being of people impacted by the flooding.

Recognising the urgency of the situation, the IFRC, together with its Membership, supported the URCS in their response efforts. This included operational, technical, and financial assistance to bolster its local capacity to deliver aid, distribute relief items, provide health support, promote good sanitation and hygiene practices.

Among numerous long-lasting effects, the collapse of the dam has caused disruptions in centralised water supply services. To support the URCS work in restoring access to safe water in the affected areas, the IFRC deployed a team of specialised personnel and equipment from across the IFRC Network.

²⁵ - [Government of Ukraine and United Nation, Post-Disaster Needs Assessment: 2023 Kakhovka Dam Disaster](#)

CHF 2.35B
total

- Energy
- Housing
- Culture and Tourism
- Municipal Service and Community Infrastructure
- Water and Sanitation
- Agriculture
- Education
- Health
- Commerce and Industry

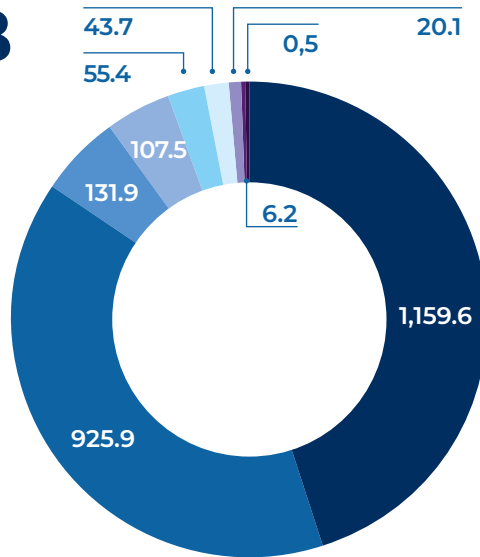


Figure 20

Direct damage by sector from the destruction of the Kakhovka Dam in CHF million

USD to CHF exchange rate used: 0.8409, as of 31 December 2023.

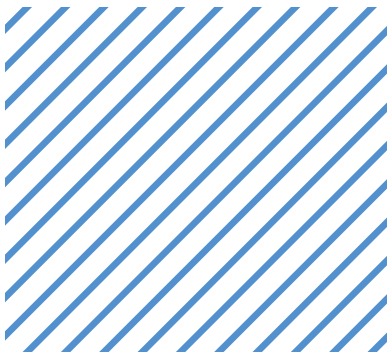
Source: Government of Ukraine and United Nation, Post-Disaster Needs Assessment: 2023 Kakhovka Dam Disaster

Action in the field

The URCS was in Kherson since day one to support the affected population after the destruction of the Nova Kakhovka Dam. The IFRC network supplied water equipment and materials, including trucks, purification equipment, storage facilities, and hygiene kits.



© Oksana Lysenko, IFRC



In Ukraine

12K
people

received relief assistance, including food parcels, hygiene kits, and essential items in the Kherson Region.

640
people

were reached by Mental Health and Psychosocial Support during evacuation and displacement.

640
people

received primary healthcare services through URCS Mobile Health Unit (MHU) dispatched to Kherson and Mykolaiv.

1K
people

informed through public awareness campaigns about mine risks in the Mykolaiv and Odesa regions, to mitigate the dangers associated with explosive remnants of the conflict.

Source: URCS Emergency Pooled Fund Narrative report (January – December 2023) and URCS SitRep Kakhovka HPP Response 30 days



Fedir fills bottles of water at a URCS tap stand. When the water supply system in Mykolaiv was damaged, URCS stepped up ensuring thousands of people have access to potable water. Pumping water from an old aquifer, Red Cross then runs it through a purification system before it goes to a set of taps and fills trucks which delivers the water around the city.

This event marked the launch of URCS Water, Sanitation, and Hygiene (WASH) activities. URCS volunteers and ERTs underwent training offered by the IFRC to equip themselves with the necessary skills to offer support to affected people. Within three months after the event, URCS was ready, working alongside IFRC network specialists, to conduct needs assessments and establish crucial water purification systems and pipelines in the affected areas, as well as to test the water quality.

Following the Kakhovka Dam response, URCS has transformed its former Shelter and Settlement Unit into a new department called WatHab (Water and Habitat). This initiative resulted from collective decision-making processes and aims to align long-term response interventions in the area with the government's plan, thereby supporting the government's efforts.

ACCOMPANYING DISPLACED PEOPLE ON THEIR JOURNEY TOWARDS SAFETY

During the first days of the escalation of the armed conflict in Ukraine, the URCS volunteers and staff swiftly mobilised to provide assistance at humanitarian points near border crossings to people on the move, including IDPs and those seeking to leave the country.

Responding to sudden events, for example the Kakhovka Dam collapse in the summer of 2023 or reported shelling in line of contact oblasts, the URCS ERTs provide transportation and evacuation services to safer places. Some activities include transporting people from remote areas or medical facilities to trains for evacuation to other cities where they can receive further treatment and professional assistance.

In order to equip the URCS emergency response teams with protective gear, such as ballistic helmets and vests, crucial for safely accessing and evacuating damaged areas, the IFRC procured and donated essential items and equipment with financial support from its partners. It has also provided security trainings at the branch level across the country.

Whenever a new wave of population movement is triggered by hostile events in the country, URCS volunteers take shifts at HSPs located at railway stations, working tirelessly to offer food, distribute hygiene kits, clothing, and footwear, provide blankets, offer temporary shelter solutions as well as PSS and first aid if needed.

HSPs have had a significant role throughout the ongoing response to the humanitarian crisis in Ukraine and impacted countries. National Societies have used the HSP modality in their response efforts to provide integrated and holistic assistance to displaced people and host communities. Through these safe, welcoming and neutral points, Czech Red Cross, Bulgarian Red Cross, and Hellenic Red Cross and many other National Societies in the Europe region have collectively provided assistance to 560 thousand people across 699 HSPs.

As part of the Migration and Displacement Strategy, the IFRC has provided tailored support, direction, and tools to National Societies regarding the establishment and operation of HSPs, while also advocating for the transition from HSPs to long-term and sustainable support for displaced populations.

In Ukraine

231K
IDPs reached

with health activities in 2023.

442K
people assisted

with transportation or evacuation since February 2022.

112
IDP families supported

by construction of a housing complex for IDPs in Chernihiv.

Source: Federation-wide ITT and URCS One Plan One-Year Progress Report

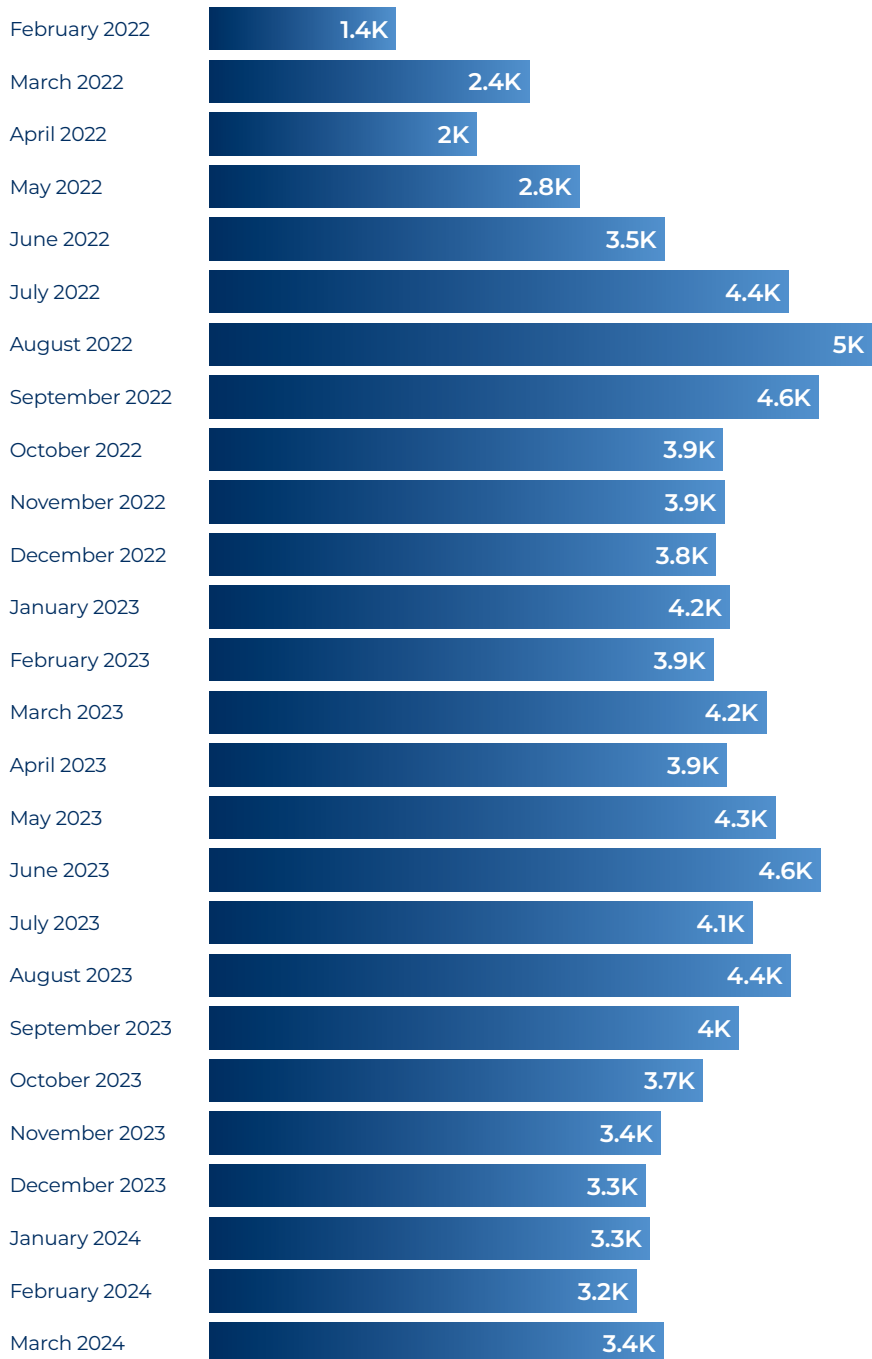
Information provision and orientation are key services provided by National Societies to displaced people. In neighbouring countries and beyond, National Societies have supported 697 thousand displaced people from Ukraine in official procedures by providing information on their rights, aiding with paperwork for temporary protection or asylum, offering referrals to organisations providing legal aid, and facilitating access to other essential services.

By empowering displaced people with knowledge and resources to navigate their new environment confidently and effectively, National Societies have helped create stable and supportive environments where displaced people can start rebuilding their lives securely in their new host country.

Figure 20

Reported hostilities since February 2022

Source: ACLED, Ukraine political violence events as of 8 May 2024



Action in the field



In the Baltic States, the Estonian Red Cross, Latvian Red Cross, and Lithuanian Red Cross are operating HSPs across their respective countries.

In Estonia, Red Cross HSPs play a crucial role in providing immediate assistance such as food, clothing, and temporary shelter to displaced people. Additionally, the Estonian Red Cross offers counselling services and workshops on Estonian culture and language at these HSPs.

In Latvia, the National Society operates HSPs to distribute relief items and provide information on available services. These centres also organise community integration activities and cultural exchange programmes to foster social cohesion.

In Lithuania, HSPs function as one-stop centres offering various services, including information about local services, initial medical checks, and psychosocial support. Professional case managers at these HSPs provide support to displaced people in navigating the legal requirements for residency and work permits.

In impacted countries and beyond

560K
people reached

at RCRC HSP

- 144K in impacted countries
- 2022: Not available / 2023: 545K people reached

699
HSP

that provided services to refugees/ displaced people

- 500 in impacted countries
- 2022: 531 HSP / 2023: 699 HSP

Source: Federation-wide ITT

“Through our HSP in Poprad, we are supporting six host families and have helped more than 20 families find accommodation,” explains Lucia Kraková, HSP Social Inclusion Officer at the Slovak Red Cross. On top of shelter and cash support, the 15 HSPs across Slovakia also provide information, psychological first aid, referrals to other local institutions, in-kind goods and other services to displaced people.

IZ UKRAJINY
В З УКРАЇНИ

strácia
трація

bytovanie
з пошуку житла



In impacted countries and beyond

38K
people assisted

with transportation or evacuation

- 11K in impacted countries
- 2022: 33K people reached / 2023: 4.4K people reached

697K
people supported

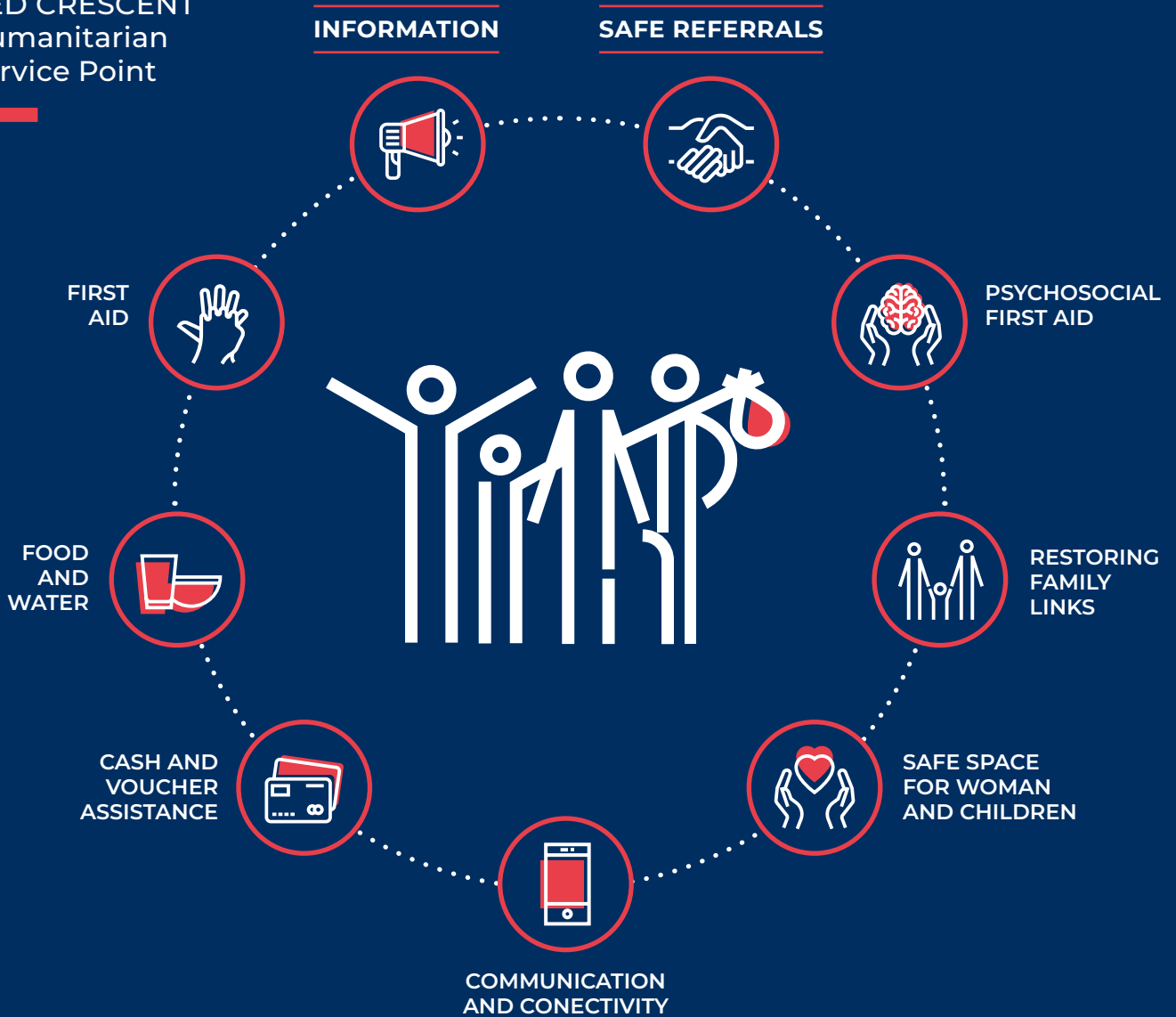
in official procedures.

- 247K in impacted countries
- 2022: 546K people reached / 2023: 144K people reached

Source: Federation-wide ITT

The Red Cross of Montenegro demonstrated continuous support to displaced people in official procedures, including assisting them with information on their rights ensured by TPS, helping with paperwork for asylum or other status within a country, providing referrals to organisations that offer legal aid, and offering any other support related to official procedures with authorities to access legal status, healthcare, housing, education, work, and other basic needs.

RED CROSS
RED CRESCENT
Humanitarian
Service Point



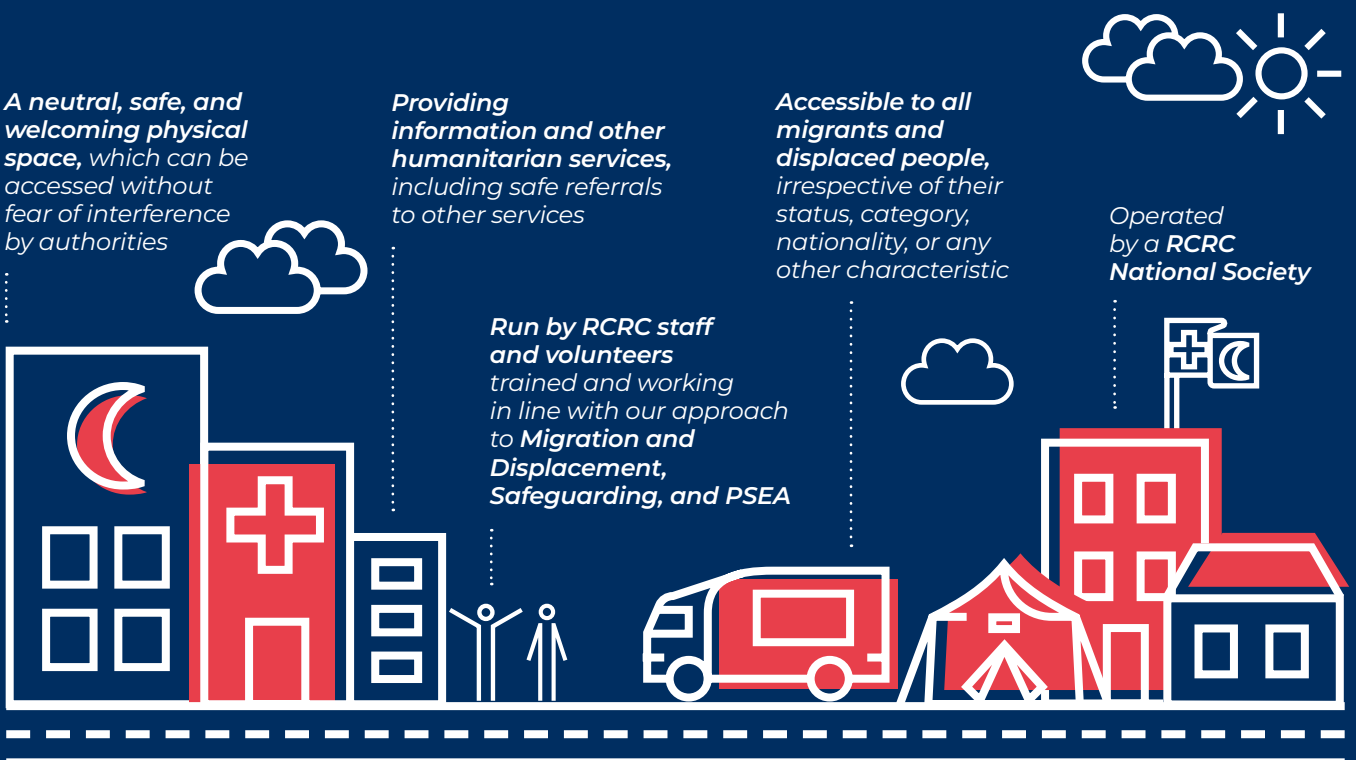
A neutral, safe, and welcoming physical space, which can be accessed without fear of interference by authorities

Providing information and other humanitarian services, including safe referrals to other services

Accessible to all migrants and displaced people, irrespective of their status, category, nationality, or any other characteristic

Operated by a RCRC National Society

Run by RCRC staff and volunteers trained and working in line with our approach to Migration and Displacement, Safeguarding, and PSEA



BUILDING MORE RESILIENT COMMUNITIES TO THE CRISIS

In Ukraine

2.1K rural households

provided with resources to enhance their agriculture-based livelihoods and productive capacities to support their self-sufficiency in 2023.

24 instructors trained

on Disaster Risk Management and Risk management in 2023.

70K people reached

on preparedness and risk reduction and recovery dissemination activities in 2023.

92K people reached

with mine and explosive remnants of the international armed conflict awareness services in 2023.

Source: URCS One Plan One-Year Progress Report

In context of conflict and displacement, people often face difficulties in either keeping the skills, resources, and livelihoods they already possess or acquiring new ones that are essential for them to lead an independent and dignified life.

Displacement, destruction of infrastructure, high concentration of IDPs in certain areas have disrupted employment opportunities for people in Ukraine. In 2023, 4.5 million people have returned to their habitual area of residence.²⁶ Whether returning from another oblast or abroad, returnees need support for a safe and dignified returns, meanwhile local communities – capacity in absorbing social and economic increase.

The ongoing international armed conflict has also significantly damaged the agricultural sector, a key driver of the economy, through disruptions to farming activities and trade.²⁷ To support people affected in coping with and overcoming shocks linked to the conflict, the URCS has implemented livelihood initiatives, promoting micro-enterprise support, vocational training, and improving access to information on employment and social benefits. By identifying and providing specific agricultural commodities, the URCS tailored its support to the needs of affected communities in rural areas, empowering them to amplify their productive capacities.

Through its CVA projects in partnerships with Ministries, the URCS has provided support to IDPs, older people, veterans living with disabilities, and others in vulnerable situations, helping them meet their most pressing needs.

To enhance their resilience, it is important for people to be able to assess and manage the risks that affect them. Establishing connections with communities and assisting them in acquiring the necessary knowledge and skills to adapt to new situations and cope with ongoing crises has been a crucial focus of National Societies.

In response to the critical increase in life-threatening risks posed by mines and other explosive remnants of the ongoing conflict, the URCS has taken proactive steps in raising public awareness on the potential dangers and safety measures. Understanding the dire circumstances wherein civilians are compelled to undertake livelihood activities in areas known to be contaminated with mines, by conducting surveys to identify territories contaminated with explosives, marking those territories, and providing legal and psychosocial support to affected people and their families, through educational activities the URCS seeks to empower communities with knowledge of safe behaviour.

By offering first aid training, the URCS has equipped 414,277 people with vital life-saving skills, enabling them to respond effectively to emergencies.

²⁶ - IOM Internal Displacement Report – General Population Survey Round 15

²⁷ - FAO, Ukraine: Impact of the war on agriculture and rural livelihoods in Ukraine – Findings of a nation-wide rural household survey (Dec 2022)

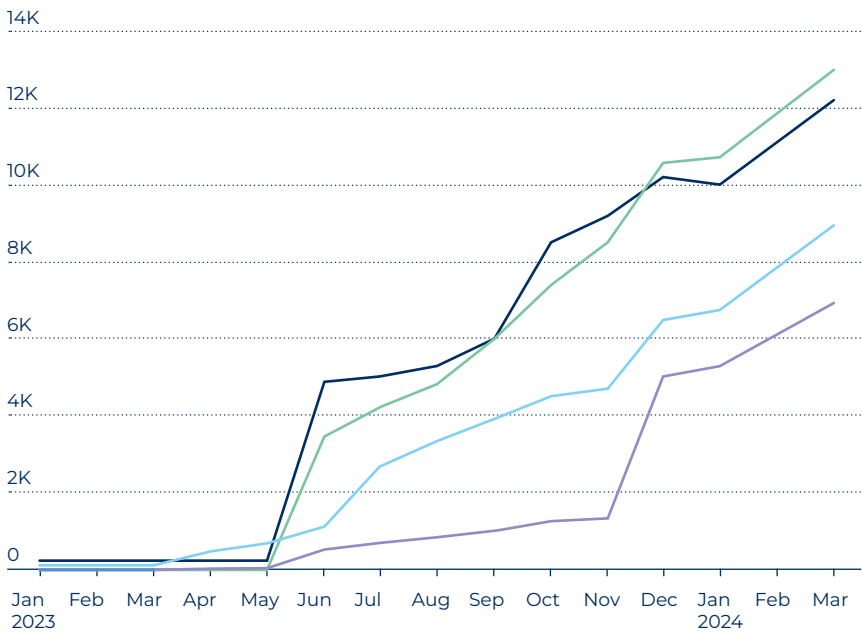


Figure 21

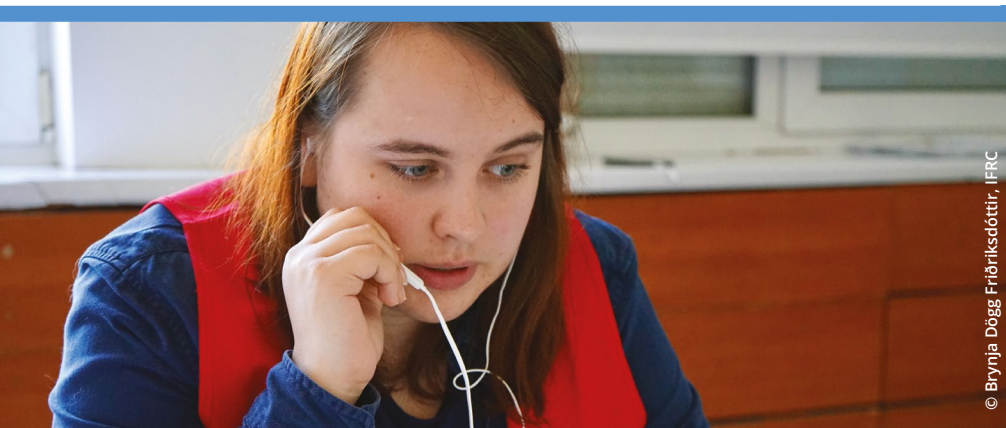
Number of people reached with integration and inclusion support in impacted countries and beyond

* An additional 40K people reached with social cohesion activities were reported by the Polish Red Cross as of March 2024.

Source: Federation-wide ITT

- Social cohesion activities*
- Employability support
- Education support
- Language support services

Action in the field



© Brynja Dógg Friðriksdóttir, IFRC

Polish Red Cross supported by the Spanish Red Cross and IFRC Livelihoods Centre is promoting socio-economic integration of displaced people from Ukraine by enhancing employability and access to local labour market in Poland.

The livelihoods project provides employment assistance in Professional Activation Centres through group information sessions, customised career counselling, reskilling and

upskilling programs, digital skills training, language training, legal advice, psychosocial support, CV writing, and document translation. Referrals to training centres and programs by the Polish Red Cross enable education and vocational training. The project offers support to those interested in pursuing self-employment by conducting business management training and offering financial aid.



In impacted countries and beyond

54K
people reached

with social cohesion activities

- including 51K in impacted countries

12K
people reached

with education support

- including 8.5K in impacted countries

8.9K
people reached

with language support services

- including 8.5K in impacted countries

6.4K
people reached

with employability support

- including 5.8K in impacted countries

Bulgarian Red Cross, through a long-standing partnership with UNHCR, offers a language learning programme for refugees and asylum seekers, including displaced people from Ukraine, but also Syria, Afghanistan, Iraq, Iran, and Morocco. It adheres to the European language framework, offering levels A1, A2 and B1. The courses are free of charge and participants are carefully selected based on need and vulnerability. Each level comprises 120 learning hours following a curriculum approved by the Ministry of Education of Bulgaria, and the courses

are provided by qualified and experienced Bulgarian teachers who are strictly vetted by the Red Cross. In 2023 alone, the programme enrolled over 1,100 participants across multiple locations in Bulgaria, with a success rate of between 80 and 90%. The programme concludes with a final test and a certificate of completion is issued to those who pass. In the case of the B1 level, this certificate is recognised when applying for citizenship or permanent residence in Bulgaria, and the Bulgarian Red Cross is the only organization that can issue it, apart from the Bulgarian state.

Beyond immediate assistance, National Societies outside Ukraine are committed to supporting displaced people in their journey towards integration and inclusion in their new host countries. Through a holistic approach focusing on socio-economic and socio-cultural integration and inclusion, National Societies strive to empower displaced people, allowing them to rebuild their lives with dignity and independence.

The National Societies have been supporting the socio-economic integration and inclusion of displaced people from Ukraine with a strong focus on employment support. This has been facilitated by the signature of a Memorandum of Understanding with the IFRC Livelihoods Resource Centre to allow technical support to National Societies in developing or strengthening their employment support interventions.

Source: Federation-wide ITT

By offering language classes, Portuguese Red Cross, Liechtenstein Red Cross, Swedish Red Cross, Swiss Red Cross and many other National Societies are working to ensure that displaced people from Ukraine have all the means to develop functional language skills for everyday life, as well as skills to enhance employability. Through information and orientation and social connections, as well as initiatives engaging displaced people and host communities to actively participate in decision-making processes, the RCRC National Societies foster meaningful participation and a sense of belonging. In addition to practical assistance, National Societies have been offering psychosocial support and advocate for the inclusion of marginalised groups, enhancing the overall well-being and resilience of displaced people.



Hungarian Red Cross, Latvian Red Cross, Lithuanian Red Cross, and Romanian Red Cross are implementing the Swiss-Government funded project “Supporting the integration of asylum seekers, refugees and displaced persons in Hungary, Latvia, Lithuania and Romania” since December 2023. The four National Societies are supporting the integration and inclusion of displaced people from Ukraine and other

migrants through the four interlinked components of the IFRC Integration and Inclusion Framework, supporting the socio-economic, socio-cultural integration and inclusion, well-being and protection and accountability and meaningful participation. This project also allows experience exchanges among National Societies, to strengthen their interventions and learn from their peers.

CREATING SAFE AND INCLUSIVE ENVIRONMENT

In Ukraine

134K
people reached

with PGI activities since February 2022.

300
people trained

on Prevention and Protection of sexual exploitation and abuse and child safeguarding since February 2022.

384K
children

welcomed in child-friendly spaces since February 2022.

Source: Federation-wide ITT

There are various risks and vulnerabilities that emerge or intensify during times of conflict, particularly concerning sexual violence, exploitation, and displacement-related violence. The conflict in Ukraine has severely weakened the protective environment around children, leaving them more exposed to risks and vulnerabilities. The separation of children from their families exposes them to the dangers of being trafficked and subjected to abuse and exploitation. Older people and those living with disabilities are encountering difficulties in leaving active conflict zones due to the insufficient availability of assistance and support. As women and girls are on the move through areas where the likelihood of trafficking is significant, they are particularly vulnerable to different forms of violence.²⁸

To address the issues of safeguarding and inclusion, with technical and financial support from its partners, the URCS has created PGI Unit. PGI and Safeguarding trainings were delivered to the URCS Information Centre operators and other staff and volunteers. Also, the URCS is delivering PSS assistance to children in child-friendly spaces throughout Ukraine.

In Europe, over 90 per cent of the displaced people from Ukraine are women, children, older people, people living with disabilities, and other groups facing different vulnerabilities and risks. Discrimination and barriers to accessing services do also exist for marginalised groups, including people on the move without protection status and/or from other countries, as well as Roma community, and people of diverse sexual orientations, gender identities and expressions.

The National Societies have been addressing the protection needs of affected people by offering safe referrals, providing Restoring Family Links services, and establishing and managing child-friendly spaces in registration centres and other important locations.

The Belgian Red Cross French-speaking community was present the HSP Eurostation coordinating the reception and flow of arrivals, offering help to re-establish family links, dedicated spaces for children, psychosocial support and urgent medical care.

To address issues of violence, discrimination, and exclusion, the IFRC and its Membership adopted a unified approach to PGI as well as Safeguarding, ensuring that operations are carried out with respect for dignity, access, participation, and safety, aiming to prevent violence and do no harm.

As PGI and Safeguarding were relatively new concepts for National Societies involved in the Ukraine and Impacted Countries Emergency Appeal, the IFRC, with support from Partner National Societies, has been implementing capacity strengthening activities for PGI across the region.



In impacted countries and beyond

181K
people reached

with PGI activities

- including 66K in impacted countries
- 2022: 95K people reached/ 2023: 83K people reached

104K
children

welcomed in child-friendly spaces

- including 74K in impacted countries
- 2022: 65K people reached/ 2023: 18K people reached

2.3K
staff, volunteers, and
associated personnel
trained

on prevention and protection
of sexual exploitation and abuse
and child safeguarding

- including 2.2K in impacted countries
- 2022: 57 people trained / 2023: 1.9K people trained

Source: Federation-wide ITT

In order to enhance the institutional capacity of the National Societies, particularly regarding the integration of PGI into programming in other technical sectors, and to provide a thorough understanding of PGI and Safeguarding, the IFRC focused on offering extensive training, including PGI Introductory and Training of Trainers sessions. Many National Societies have since carried out their own PGI trainings in Georgia, Hungary, Ukraine, Türkiye, North Macedonia, Slovakia, Montenegro, Lithuania, and Poland.

A notable achievement of the capacity strengthening initiatives is the establishment, ongoing management, and coordination of the PGI Network for Ukraine and Impacted Countries. Members include PGI Focal Points from National Societies and IFRC Country Cluster delegations across the region. Another significant milestone in the region are the different specialised programmes lead by the National Societies.

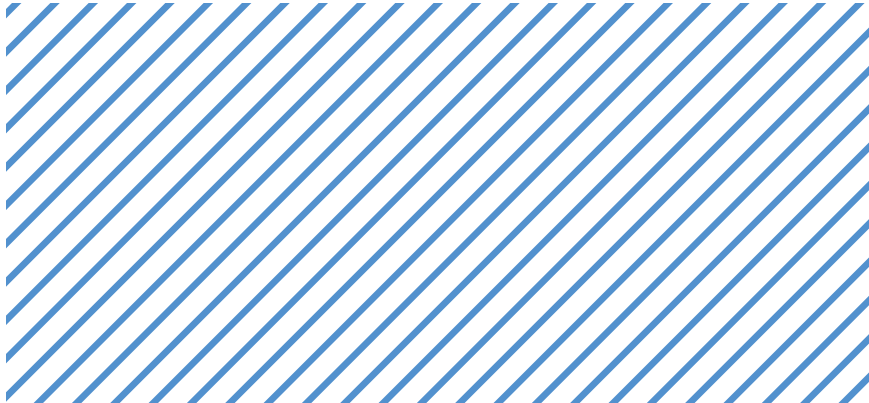
The IFRC’s support to National Societies have included developing sensitive complaints standard operating procedures, PGI action plans, and safeguarding policies to protect the well-being of affected communities, volunteers, and staff. Meanwhile, the funding and technical support from partners have enabled National Societies to comprehensively integrate PGI strategies into their operations and response plans.

Action in the field



Grażyna works at the Lubartów branch of the Polish Red Cross, where she is managing a child-friendly space called the Dream Factory. “The kids are playing and learning

in Polish and in Ukrainian. Sometimes we do sports together, like playing football or going to the local swimming pool,” she explains.





© Nora Péter, IFRC

The Hungarian Red Cross implemented the Cash for Protection project to empower marginalized groups by meeting their basic needs with dignity, providing financial assistance, and improving their access to essential resources. Simultaneously, the project

aimed to promote protection outcomes, gender equality, and inclusion, thereby reducing their vulnerability to violence, exploitation, and abuse. By the end of the project, 3,083 people received cash assistance, and 641 Red Cross staff and volunteers were trained on PGI.



© Bernard van Dierendonck, Swiss Red Cross

URCS volunteer runs the psychosocial support workshop for children in the shelter, following the air raid alert. Crafts, games, painting, and other activities allow the children to concentrate on activities that are good for them.

EMPOWERING AFFECTED PEOPLE TO INFLUENCE OPERATIONAL DECISIONS

In Ukraine

81%
of people

received a response to their feedback or complaint in 2023.

2
participatory
planning sessions

held with community members in 2023.

11
departments and
leadership trained

on CEA in 2023.

7
CEA staff/volunteers

appointed or recruited in 2023.

Source: URCS One Plan One-Year Progress Report

Community Engagement and Accountability (CEA) is an approach that places communities at the centre of RCRC activities, empowering people to influence decisions affecting them and trust the RCRC to serve their best interests. The IFRC Network achieves this by integrating meaningful community participation, open and honest communication, and mechanisms to listen to and act on feedback within our programmes and operations.

Over the past two years, the URCS has made efforts to include CEA into its response and programming, seeking to ensure that the diverse needs of people affected by the ongoing humanitarian crisis in Ukraine influence the planning and implementation of activities carried out by the National Society. The progress of CEA becoming an integral part of URCS operations has been evident through the integration of CEA into strategic planning processes, incorporation of CEA principles into Health and CVA programming, expansion of the URCS CEA Unit, and greater allocation of resources for CEA capacity building.

The URCS Information Centre and feedback mechanism have proven to be remarkably successful tools in facilitating communication and gathering feedback from affected communities. The Information Centre serves as a valuable resource for the URCS, going beyond receiving calls to conducting telephone surveys that reach thousands of people nationwide. This dual function enables the URCS to engage with a broader audience, gathering vital information about needs, concerns, and perceptions of affected communities.



Throughout the response, the IFRC has consistently supported the URCS in building its CEA capacity. This includes providing training for the URCS Information Centre operators in CEA and managing sensitive feedback. The IFRC and its partners have assisted URCS in establishing a Case Management (CM) system, integrating an adapted coding framework into its operations, and introducing web-based communication alongside traditional phone calls. URCS has been able to integrate feedback collected through multiple channels and document it through the CM system, producing integrated reports that allow for constant monitoring of on-the-ground developments.

With the support of IFRC, URCS has worked towards the institutionalisation of CEA at the organisational level, aiming to ensure the sustainability of the approach beyond response. This effort involved conducting a self-assessment and working on the organisational structure of the CEA unit within URCS. Additionally, strategic documents such as the CEA strategy and the two-year plan have been developed.



In order to shift the decision-making to the most local level and place local communities at the centre of operations, many National Societies in the Europe region worked on institutionalising and main-streaming CEA approaches in their response. Key CEA-related activities of National Societies included timely and accurate information provision on the services available and establishment of feedback mechanisms. Eleven National Societies now have dedicated CEA staff, compared to only three before the launch of the IFRC Ukraine and Impacted Countries Emergency Appeal. The expansion of specialised CEA personnel highlights the increased significance and recognition of the CEA area of work.

The IFRC supported dedicated initiatives to strengthen CEA approaches in National Societies across the region. This included collecting and analysing external and internal data on community feedback (Figure 23) and informing decision-makers with findings as well as planning and delivering CEA training for National Societies, for example, most recently conducted CEA trainings in the Republic of Moldova. Slovak Red Cross and Lithuanian Red Cross are among many National Societies in the region that are great examples of further investing in mainstreaming CEA by training their staff as part of their efforts to strengthen capacity in CEA and institutionalise it across the organisation.

In impacted countries and beyond

21
National Societies

with established feedback mechanisms

- including 11 in impacted countries

35K
community feedback comments collected

60
community feedback reports produced

26
operational decisions

or changes made based on community feedback.

360
staff, volunteers, and leadership trained

on community engagement and accountability.

Source: Federation-wide ITT

The integration of the CEA approach with other sectors or programmes has been crucial, particularly with the migration and CVA teams. Coordination with the CVA programme enabled targeted approaches not only to address needs but also to consider the specificities of each group, facilitating access to reliable communication channels for expressing doubts and complaints.

CEA, in support of migration actions, has worked to bolster the integration and inclusion framework through the pillar of meaningful participation and CEA, ensuring that communities are involved in every phase of implementation and that appropriate two-way channels exist for questioning, suggesting, or complaining.

Additionally, the CEA team has organised and coordinated a perception study in host communities, migrants, and refugees in two countries, with the intention of supporting future evidence-based planning efforts.

The CEA team has been organising since 2022 the monthly feedback meeting with the operations management team to provide them with an overview of the feedback collected in the region related to the operation, offer an analysis of emerging trends, and recommendations on how to address them, and share similarities among all countries and seek collective solutions.

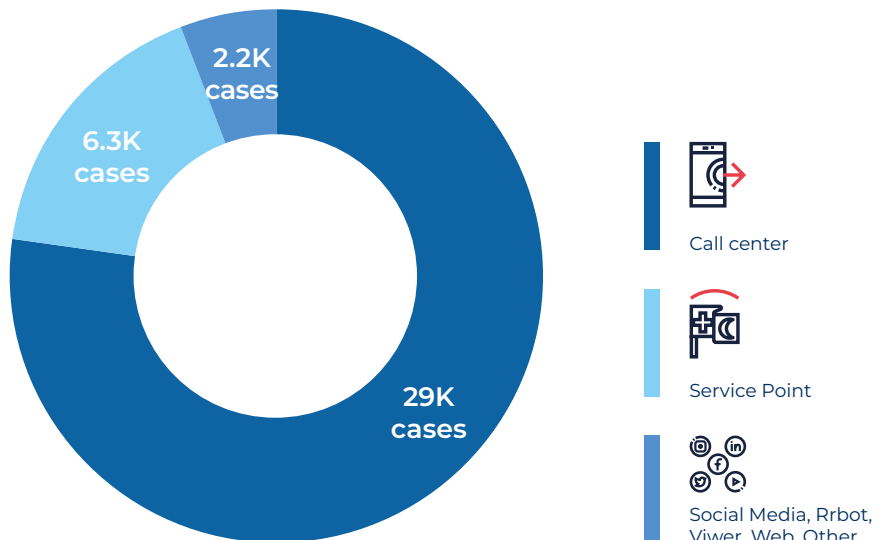


Figure 23

EspoCRM: feedback documentation platform for IFRC feedback mechanism

37K feedback cases collected through EspoCRM collected in **11 countries** through **7 different channels**.

Source: IFRC CEA dashboard



DELIVERING HUMANITARIAN AID THROUGH DIGITAL PLATFORMS

In 2023, URCS embraced innovation and took major steps forward with digital advancements aimed at improving their humanitarian services. The organisation made a significant move by turning its Digital Transformation initiative into an independent department. This change highlights URCS commitment to staying modern and focuses their efforts on weaving digital tools throughout the organisation's daily operations. Combining the skills of the Business Analysis and Project Management Units, the department leads digital projects across the organisation. Notably, 50 per cent of departments adopted new data collection methods and workflows in 2023, and 42 per cent of the collected information about provided assistance is now stored digitally.²⁹

In 2023, this digital transformation has catalysed two main processes. With support from the Norwegian Red Cross, URCS rolled out DHIS 2 CRM system across their MHUs in 20 regions. This advanced health information management system boosts the coordination of patient care and simplifies the management of health data, establishing a strong digital infrastructure for seamless service delivery. The implementation of the DHIS CRM system has enabled more efficient tracking and reporting of the URCS health interventions, improving response times and service accuracy across multiple regions.

The introduction of the Odoo ERP system in 2023 began a substantial shift towards fully integrated operations, including HR management, programme and project management, finance, and volunteer management. As URCS progresses, the ERP system is moving towards a stage where every business service is interconnected. The system's real-time data access and decision-making tools are crucial for maintaining operational continuity and fostering an environment of continuous improvement. Once fully operational, the ERP system will significantly enhance operational transparency and enable the National Society to respond more dynamically to the evolving needs of the communities served.

Looking ahead to 2024, the URCS Digital Transformation will focus on further improving digital infrastructure and enhancing organizational information management. URCS's strategic orientation for the coming year centres on bolstering this infrastructure and optimizing how the National Society manages information.

In April 2022, the IFRC launched a Ukraine response-specific digital self-enrolment model, complementing other in-person models, to facilitate the enrolment process for people in need of assistance in countries responding to the Ukraine and Impacted Countries crisis. It integrates a data collection tool, an automated verification process, segregation of duties and fraud prevention tools, metadata analysis, global financial service providers to send payments, and an interface to communicate with those receiving support.. It has enabled National Societies that have never used CVA before, in a matter of weeks, to enrol and transmit financial assistance to displaced people from Ukraine in vulnerable situations.

29 - URCS One Plan One-Year Progress Report

In March 2023, a second-generation version of the self-enrolment app called Access RC was launched. Access RC offers enhanced fraud control measures and in-app messaging, the ability to recognise thousands of different identification documents, and is available in dozens of languages. This will enable teams to design CVA programs for both those leaving Ukraine and for host communities. It opens the pathway for accounts for any nationality in their language of choice and a way to list and connect people to a variety of services offered by National Societies.

The American Red Cross has provided extensive support, including technical staff and expertise, which has been instrumental in designing the innovative self-registration app and providing technical leadership for cash-based programming initiatives.



Figure 24

Satisfaction with IFRC CVA self-registration programmes

* Based on 12K responses from people who used the self-registration app for Post-Distribution Monitoring (PDM) surveys conducted as of March 2024 in the 10 countries where CVA programmes are being implemented: Bulgaria, Hungary, Lithuania, Moldova, Montenegro, North Macedonia, Poland, Romania, Slovakia, and Türkiye.

Source: IFRC CEA dashboard

90%
Overall satisfaction

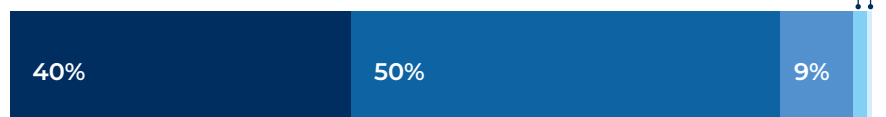
with the programme

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

Overall satisfaction with the CVA programme



Satisfaction with the self-registration process



Action in the field



510, a team of the Netherlands Red Cross, has been supporting the URCS and other National Societies across the region with data and digital products through the IFRC Membership coordination structure since the escalation of the international armed conflict in Ukraine. The support of highly skilled team members of 510 has centred around CVA and CEA.

For CVA programmes, 510 have developed a centralised case management system, streamlining management of cases involving people who receive cash assistance. In Ukraine, a case management system was developed by 510 and piloted for the URCS CVA programme for older people and people with limited mobility who receive home-based care assistance. Additionally, they have developed a data management solution for shelter programmes in Poland and Slovakia and have assisted in the rollout of cash programmes in neighbouring countries, aiming to improve the effectiveness of cash assistance initiatives across the region.

Key initiatives and services for CEA that 510 has developed and implemented together with the responding National Societies are Social Media Listening and the inclusion of the Feedback Coding Framework as part of the EspoCRM. The Feedback Coding Framework is a tool that enables a structured analysis of feedback from people affected. This coding framework has been adapted to the needs of this operation

and integrated into EspoCRM; the platform utilised by the National Societies for documenting feedback. The integration of the framework has significantly facilitated the process of documenting, coding, and reporting on community feedback.

Social media listening is a tool that scans and analyses messages from social media groups (mainly Telegram groups) in Ukraine and neighbouring countries, providing insights into the most discussed topics among affected people. These insights, clustered into summaries by 510 Data Scientists and Human Centred Designers, offer an unbiased understanding of needs and sentiments, informing programmatic improvements for supporting affected communities. This tool also allows monitoring emerging trends and triangulating with other sources of information.

National Societies in Bulgaria, Hungary, Montenegro, Poland, Slovakia, and Ukraine are among those implementing social media listening. The results of this activity serve as a means to inform operational and thematic leads in countries, providing valuable insights and updates for informed decision-making and strategic planning. Themes emerging are usually related to situation at borders, moving in and out of the host country, available housing, access to humanitarian aid, health insurance and access to medical care.

ADVOCATING FOR PRINCIPLED AND UNIMPEDED HUMANITARIAN ACTION

In Ukraine

18

**URCS and partner
staffs trained**

on humanitarian diplomacy
and advocacy in 2023.

19K

audience coverage

by public campaign on
Red Cross Emblem.

1.2K

people trained

on IHL including academics, human rights experts and defenders, school teachers, journalists, higher educational institutions staff, civil servants, police and military personnel and diplomats.

*Source: URCS One Plan
One-Year Progress Report*

National Societies, including those responding to the international armed conflict between the Federation of Russia and Ukraine, are mandated through the 1949 Geneva Conventions to respond to humanitarian needs of victims of armed conflicts. The 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.

In their role as auxiliary to their public authorities, these National Societies have been advocating locally and globally for a response to the conflict that upholds these principles and ensures humanitarian assistance and protection for all impacted people, particularly those most at-risk and marginalised groups – including women, children and separated or unaccompanied children, older adults, people living with disabilities and LGBTQI+ persons – irrespective of their status.

To help National Societies involved in the response strengthen their position and activities in country, the IFRC undertook a mapping of their respective Red Cross laws and sectoral legislation. Understanding the strengths and weaknesses of their auxiliary arrangements helped National Societies to advocate for their mission, ultimately enhancing their humanitarian role and impact.

The IFRC network's advocacy during this operation has been focused largely on: 1) Principled humanitarian action (including unimpeded access, non-politisation of aid, funding, sanctions and humanitarian exemptions); 2) Application of IHL (including emblem guidance); 3) Protection for migrants and refugees (HSPs; non-refoulement; non-discriminatory access to services and longer-term social inclusion and cohesion); 4) Auxiliary role of National Society (including under in international armed conflict); and 5) Locally led humanitarian action.

These issues have been raised regularly in Mission and Parliamentary Briefings (coordinated between IFRC, respective National Societies and the ICRC), talking points for multilateral dialogues, high-level bilateral meetings, and engagement on specific issues with individual National Societies and other stakeholders (including handling of sensitive issues representing reputational and operational risks).

IFRC continues to track and respond to operational, policy and legal level diplomacy issues across this response, and work closely with migration and protection colleagues in Budapest and in Brussels (RCEU and ICRC) to capture some of the more prominent protection issues that we can highlight in our advocacy around implementation of the EU temporary protection directive and related measures. This includes ensuring that all displaced people, regardless of background or status, have access to appropriate health services, education, employment, and adequate shelter.

The coordination role of the IFRC Secretariat has been critical not only in leveraging the expertise of the network and strengthening our collective advocacy, but also in ensuring strategic engagement with key stakeholders. Recognising the importance of framing our response within the broader humanitarian context, this engagement has extended to external coordination mechanisms including the Interagency Standing Committee (IASC), Humanitarian Country Teams and relevant working groups. We are also closely connected to colleagues in Brussels, who engage in EU-level discussions, and for the first time, early in the response, IFRC had a staff embedded in the EU civil protection Emergency Response Coordination Centre (ERCC) for information exchange and coordination. In New York our delegation engages with the UN Security Council and UN General Assembly actors and mechanisms.

As political and public sentiment has shifted across the region, IFRC has also been piloting “impact forecasting”, a foresight-based activity using data and analysis to identify emerging humanitarian needs and, subsequently, inform both our programmatic and political preparedness.

In Ukraine, specifically, educating both the general public and key stakeholders about IHL stands as one of the core activities for the URCS. Through a combination of trainings, publications, meetings and events with the government representatives focused on IHL, the URCS aims to raise awareness and understanding of IHL principles among a wide range of audiences, ultimately contributing to the protection and assistance of people affected by the ongoing conflict. Establishing the National Commission on Implementation of IHL marked a significant step in integrating IHL principles into national governance, involving top governmental officials and bodies.

Outside of Ukraine, National Societies have taken initiatives to disseminate IHL at the national level and have engaged in dialogue with their governments to ensure respect for IHL.

Two years into the conflict, focus on the recovery and reconstruction agenda is intensifying, both in and beyond Ukraine. URCS, with support from the IFRC network, is positioning itself as permanent actor critical both to the humanitarian response and the recovery process, and part of the local civil society that provides an inclusive and comprehensive system of social services to support socio-economic recovery and wellbeing.

Recognising the importance of physical rehabilitation in facilitating the integration and inclusion of people living with disabilities, the URCS advocates for funding allocations and mechanisms through the IFRC Membership and donors to support the strategy of state and local authorities in developing and implementing physical rehabilitation programmes and infrastructure in Ukraine, at the same time promoting multi-disciplinary innovations and technology in rehabilitation solutions to address the current physical rehabilitation needs nationwide.

The recent URCS and IMPACT Initiative event, which brought together government officials, diplomatic representatives, INGOs, and experts to address concerns about returnees and displaced people from Ukraine residing abroad, is a notable example of URCS’ ongoing involvement in engaging with policymakers to advocate for the well-being of affected people.

In Ukraine

265

representatives

from national and local authorities participated in IHL activities (with the support of URCS).

6

MoUs and agreements

signed with the GoU, recognising the URCS auxiliary role.

Source: URCS One Plan One-Year Progress Report

Action in the field



© Ukrainian Red Cross Society

The IFRC has assumed the coordination role in public communications, ensuring that National Societies in Europe and beyond received the information and assets to keep their donors, stakeholders and public informed. Through emergency deployments and local communications staff members, IFRC has been supporting URCS and other responding National Societies to meet the extraordinary challenge. The IFRC team has also been monitoring and reacting to potential reputational risks that have the ability to impact public trust in the RCRC Movement.

The IFRC Communications team have created development plans for seven National Societies under the appeal and have been working closely implementing these. American Red Cross has been a partner in developing communications capacities in neighbouring countries, focusing on improving public perception and capacity to attract donations. Two trainings have been organised on emergency communications, with 30 staff and volunteers from 23 National Societies and IFRC participating.

COLLECTIVE STRENGTH OF THE IFRC MEMBERSHIP

The scale and extent of the humanitarian crisis in Ukraine are unprecedented and have mobilised a significant response from across the IFRC network. Many National Societies have responded internationally to support URCS, either through the IFRC Emergency Appeal or through bilateral support in the country.

Membership coordination is a fundamental statutory obligation of the IFRC Secretariat. Through the Regional Office for Europe, the IFRC Secretariat directed membership coordination support to establish suitable channels for engaging and coordinating with members at both regional and national levels in Ukraine and impacted countries.

In Ukraine, IFRC facilitates funding to URCS through the regional appeal, supports URCS and ICRC as co-conveners in coordinating the operational response, and also supports URCS in the coordination of National Society Development efforts by partners. This helps increase the efficiency of the IFRC network and Movement response.

The involvement of over 130 thousand volunteers from 44 National Societies in Ukraine, impacted countries, and beyond underscores the remarkable local presence and solidarity of the IFRC and its Membership, which has provided support domestically to affected people through over seven thousand local units in the past two years. This collective power has witnessed a remarkable enhancement, notably through the strengthened network of European National Societies. This is evident across various initiatives, including Communities of Practice, networks, and Focal Points.

The collaboration between the IFRC Secretariat and Partner National Societies has led to tangible outcomes, including increased capacities of impacted countries to effectively respond to emergencies. Offering humanitarian expertise and funding, Partner National Societies have significantly helped advance the IFRC mission to assist responding National Societies in alleviating suffering, providing essential services, and fostering resilience within affected communities.

Since February 2022, the expansion of IFRC Country Delegations (CD) and Country Cluster Delegations (CCD) in the Europe region has been instrumental in optimising support from the IFRC Secretariat to National Societies responding to the Ukraine and impacted countries crisis. The role of the staff of IFRC stationed in cluster or country delegations is, by being closer to National Societies, ensuring that they are better equipped to anticipate and respond to current humanitarian crisis and future disasters. From 2022 to 2023, a programme team structure of delegations was set up to assist National Societies in scaling up and improving their service delivery, aiming to strengthen their capacities long-term. As of the early 2024, the delegations have completed their second year of operations and are gradually shifting from an active support in the delivery of assistance to promoting localisation and the sustained growth of National Societies' capacities in their new normal.

In Ukraine, impacted countries, and beyond

131K
volunteers

involved in the operation

- 7.3K in Ukraine
- 66K in impacted countries
- 58 in other countries

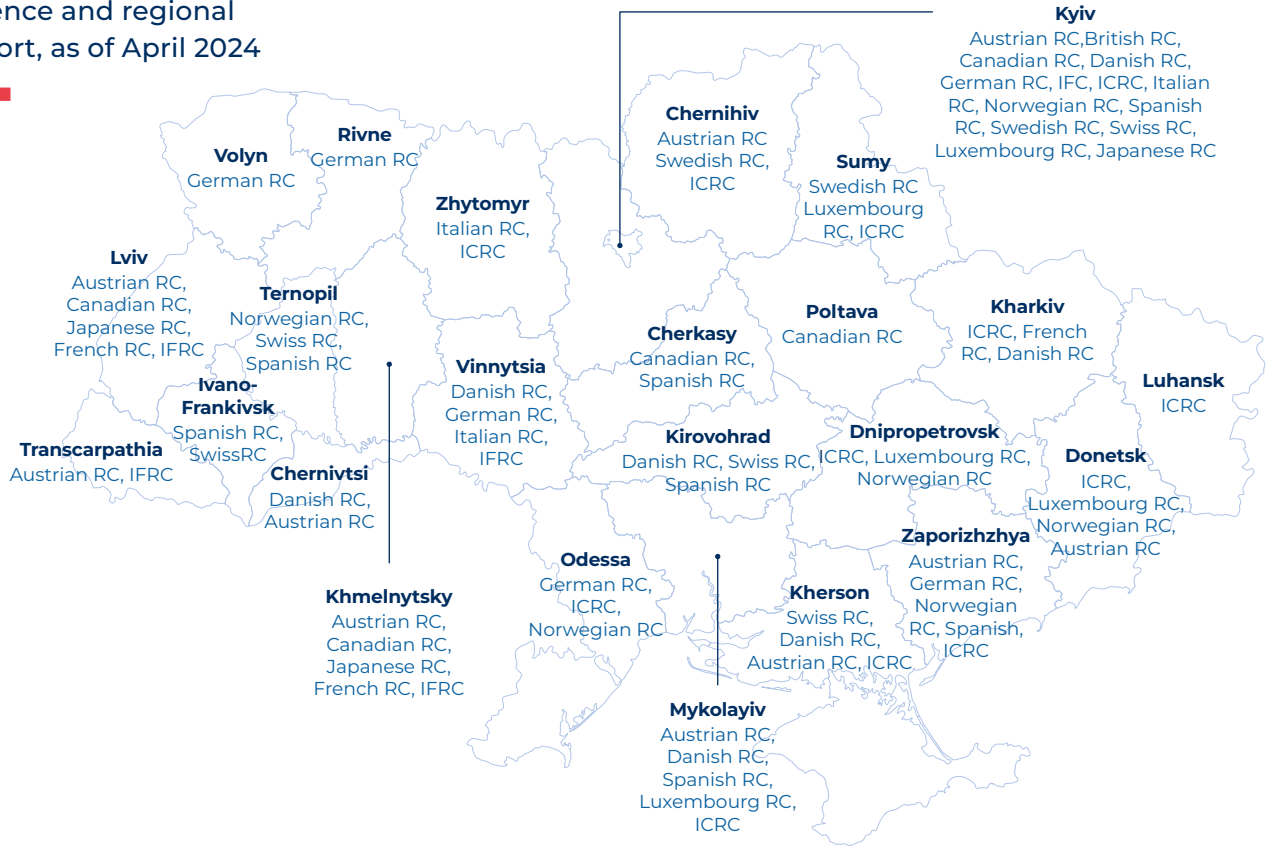
7.1K
local units responding

- 186 in Ukraine
- 1K in impacted countries
- 5.9K in other countries

Source: Federation-wide ITT

Figure 25

Movement partners presence and regional support, as of April 2024



Regional networks and communities of practice

- 51 NS with Migration focal points

- 76 members and 25 focal points from 26 NS part of the PGI regional network

- 25 NS part of the Humanitarian Diplomacy regional network, including 79 members

- 10 NS part of the CVA community of practice

- 49 members and 17 Ukrainian trainers part of the Psychological First Aid Community of Trainers led by the IFRC PS Centre

Movement Partners with physical presence in Ukraine in 2023:

- Austrian Red Cross
- British Red Cross
- Canadian Red Cross
- Danish Red Cross
- French Red Cross
- German Red Cross, ICRC, IFRC,
- Italian Red Cross,
- Japanese Red Cross Society
- Luxembourg Red Cross
- Norwegian Red Cross
- Spanish Red Cross
- Swedish Red Cross
- Swiss Red Cross

Presence:

PNS, ICRC, IFRC (Secretariat) have a physical presence and/or provide significant technical support to branches. Significant technical support can apply either to regional or local branches.

Scope Limitation:

Excludes contributions to National Committees, including RFL and relief item provisions.

Project Status:

Focus on current and active projects.

RCRC NATIONAL SOCIETIES AS A PARTNER OF CHOICE FOR HUMANITARIAN ACTION

In order to effectively achieve their humanitarian objectives, National Societies not only need to be trusted by their communities, volunteers, and partners but also strengthen their capabilities. National Societies achieve trust by investing in their network of branches, human resources, communications, logistics, procurement, and financial capacities and systems. National Societies develop their capabilities through identifying their development priorities, strengthening its local networks, training programmes, resource mobilisation, partnership building, and continuous organisational learning. Financially sustainable and ready to scale up for emergencies, National Societies enhance their credibility and reliability.

Respecting the diversity of responding National Societies and recognising that for many of them the Ukraine and Impacted Countries Emergency Appeal presents an opportunity to solidify their core systems, preparedness for response, and priority services, IFRC has been working with responding National Societies to identify the areas where capacity building support and collaboration can be most beneficial.

All National Societies receiving NSD support are considered leaders and coordinators of the process, with tailored NSD plans aimed at addressing their specific development needs and areas for growth.

IFRC has supported URCS in rapid and ambitious development over the last two years, both in its programmatic capacity and in foundational organizational development. For example, its support in cash transfer programming has provided URCS with the tools and knowledge to manage cash programmes reaching hundreds of thousands of beneficiaries and to lead the humanitarian community as a co-chair of the Ukraine Cash Working Group. It has supported the expansion of its logistics capacities through vehicles, warehouses, and technical support. It has assisted URCS to build its capacity in health, community engagement and accountability, shelter and WASH among others.

IFRC has also supported the URCS in a major effort to build capacity at the most local level. The URCS has identified branch and volunteer development as one of its strategic priorities for the coming years in its One Plan 2023-2025. In order to strengthen its capacity to respond to emerging crises, URCS adapted its Branch Development and Volunteer Management (BraVO) programme to BRaVO in Emergency (BRaVOiE). This adaptation aims to ensure that all 156 local branches and 24 regional branches develop essential institutional capacities and reach a functional level to support current emergency response operations and develop a sustainable branch structure for the future.

In Ukraine

79%
coverage

of local URCS branches
to administrative districts in 2023.

88%
of the URCS

engaged youth feel satisfied
and are interested in further
cooperation with URCS in 2023.

21%
of branches

with three or more revenue
sources, each contributing at least
15% but not more than 70% of the
total budget. In 2023, 156 local
branches were supported by the
BraVoiE programme, with a total
expenditure of UAH 378,560,617.

Source: URCS One Plan
One-Year Progress Report

The first phase of this key NSD initiative involved the recruitment of qualified staff, renovation and acquisition of office space and equipment, conducting local needs assessments, offering training to staff and volunteers, introducing new social activities, collaborating with local authorities, and implementing systems and processes to improve planning, implementation, and monitoring of the ongoing activities. BRaVOiE is supported by IFRC, Partner National Societies and ICRC through technical and financial contributions.

The main goal of the second phase of BRaVOiE remains centred on enhancing the capacity of local branches to provide humanitarian aid nationwide. However, URCS strategy is shifting from an emergency-oriented approach to establishing a self-sustaining structure, aiming for decreased reliance on external funding and partner support in the future as well as transitioning from paid to classic volunteers and enhancing volunteer engagement, development, and retention strategies. As such, IFRC continues to support URCS strategic planning, resource mobilisation, staff mentorship, and fosters stronger branch development, leadership, volunteer management, and community engagement within the BRaVOiE initiative.

The collective efforts of IFRC network and ICRC have been instrumental in addressing security challenges in Ukraine by providing essential resources and knowledge transfer to the National Society. This includes developing security frameworks and policies, conducting security management training, and assisting with resourcing efforts such as budgeting for security personnel and providing necessary equipment. Furthermore, IFRC helps URCS maintain operational effectiveness by assisting in incident response analysis, frequent policy and procedure reviews, ensuring the organisation is equipped to handle security risks.

In addition to other priority areas, URCS has identified RM Development as a key focus for further development. Besides providing technical and financial support, the IFRC network has been engaged in URCS RM strategy development, outlining fundraising directions for the next three years, including the development of the Fundraising Strategy 2023-2025.

Empowered to lead their own development, each National Society under the Ukraine and Impacted Countries Emergency Appeal has identified key areas for improvement, including but not limited to support National Societies in identifying their development priorities, branch and volunteer development, digitalisation, disaster preparedness, and financial sustainability.

For example, National Societies in Hungary, Greece, North Macedonia, Moldova, Russia, and Belarus³⁰ underwent Branch Organizational Capacity Assessment (BOCA) training, investing in further development of their branches by providing them with a tool to continually assess and enhance their capacity to respond to the needs of affected communities. Regional training on BOCA Training of Trainers in 2023, aimed at creating expertise within the region.

The Red Cross Society of the Republic of Moldova and the Estonian Red Cross held Organisational Capacity Assessment and Certification (OCAC) workshops to assess their own organisational capacity and initiate the update of the National Society Strengthening plan, identifying areas for further investment. While Slovak Red Cross initiated the process for OCAC by establishing four groups that worked on analysing trends, situation and financial and organisational health, focusing on strength and weakness.

³⁰ - This National Society is currently suspended.

The Polish Red Cross focused on setting up a volunteer management system. Supported by the Spanish Red Cross, the National Society in Poland worked on establishing structure within branches for effective volunteer coordination and a database system, developing a long-term volunteering policy, training volunteer managers, and planning learning activities for volunteers.

In 2023, ten National Societies' leadership from Belarus, the Czech Republic, Estonia, Greece, Lithuania, Moldova, Poland, Russia, Slovakia, and Ukraine had the chance to take part in the Movement Induction Course. Out of the 18 National Societies under the IFRC Ukraine and Impacted Countries Emergency Appeal, 14 National Societies have their current development strategy in place.

Understanding that our network depends on each individual National Society working as an independent, self-sustained, well-functioning, and trusted local organisation, the top priority of the IFRC and Partner National Societies has been to boost and support the localisation of humanitarian aid by investing in strengthening the capacities of National Societies.



LOOKING AHEAD



The future trajectory of the international armed conflict in Ukraine remains largely uncertain, compounded by ongoing hostile events. However, what is clear is that this humanitarian crisis is protracted, with lasting repercussions, including displacement, loss of livelihoods, trauma, physical injuries, emotional distress, and other negative impacts on people's well-being and daily lives, that will extend far into the future.

In Ukraine, where hostile events continue to unfold, agility and adaptability will be crucial in navigating the rehabilitation and recovery process. IFRC will continue supporting the URCS as needed via both technical and financial assistance. That includes assistance in NSD, such as the development of a nursing school, HR development, branch and volunteer development, fleet, logistics and warehouse management, resource mobilisation, quality control and accountability, CEA, education in emergency and security management. IFRC will continue to support ongoing URCS relief items needs, including by pre-stocking their warehouses with items necessary for the possibility of quick reaction in case of a major change in the character of the conflict, IFRC will also continue assisting URCS in delivering humanitarian and social assistance in Health and Care and WASH sectors.

Meanwhile, in impacted countries and beyond, the focus remains on inclusion and integration for displaced people. With the aim of guiding and supporting the work of National Societies in their social integration and inclusion initiatives, the IFRC will continue to facilitate the collaborative implementation of an Integration and Inclusion Framework covering four interlinked areas, including socio-economic, socio-cultural integration, well-being and protection, and social cohesion.

This crisis has represented an unprecedented challenge for many of the responding National Societies and an organisational transformation opportunity to enhance their capacities, their relevance and their auxiliary role. The IFRC, with the assistance from its members and donors, will continue supporting the implementing National Societies to consolidate the transformation they have initiated over the last two years, with a particular emphasis on:

NSD, with an emphasis on Branch & Volunteer Development

National Society preparedness,
including Preparedness for Cash Programming

Strengthening the financial base and resource
mobilisation capacity of National Societies

As part of the National Society Development agenda, the IFRC will continue to support National Societies in humanitarian diplomacy and communications to enhance their positioning with national and local authorities, and to strengthen their connections and collaboration with disaster management and social service bodies in their countries. This support will not only facilitate their work during the current crisis but also leave National Societies better positioned to carry out their humanitarian mandate in the future.

With many National Societies across the Europe region involved in the response, this crisis has also presented a unique opportunity for collaboration and exchange. The IFRC Secretariat will continue to support coordination among its Membership to enhance synergies and efficiency and promote learning and peer-to-peer support.

Committed to supporting a locally driven humanitarian response, the IFRC and its Membership recognise the critical importance of fostering local expertise and experience. Continued financial support and knowledge transfer to URCS and other responding National Societies are of significant importance for them to take a leading role in addressing the diverse humanitarian needs within their respective communities. As a result, sustained commitment from the IFRC Secretariat and its Membership as well as governments, the private sector, and the public will be essential in the years ahead.

FINANCIAL OVERVIEW

Ukraine and impacted countries crisis Two-Year Report
 Federation-wide Overview | February 2022-February 2024

Income

TOTAL INCOME

CHF 2,074M

This represents the total income of the Network reported by National Societies and the Secretariat since the beginning of their response to the Ukraine crisis, excluding internal Network transfers.*

Report	IFRC & NS Reports: Total Income	CHF 2,805M
Network transfers	IFRC Report: Received from National Societies	CHF 374M
	IFRC Report: Total amount spent to support other National Societies	CHF 137M
	NS Report: Total amount spent to support other National Societies	CHF 220M
Total Income	Total Income, excluding network transfers	CHF 2,074M
Expected income	Additional expected income: total soft pledges	CHF 2,188M

*Network transfers are calculated as follows:

IFRC Secretariat and National Societies allocated funds to support other National Societies + IFRC Secretariat received income from National Societies (as per IFRC Financial Report)

INCOME SOURCE BREAKDOWN - NATIONAL SOCIETIES



*In green: Asia Pacific, 6 NS reporting, 4% of total global income



Expenditure

TOTAL EXPENDITURE

CHF 1,515M

This represents the total expenditure of the Network reported by National Societies and the Secretariat since the beginning of their response to the Ukraine crisis, excluding internal Network transfers.*

Report	IFRC & NS Reports: Total Expenditure	CHF 2,230M
Network transfers	IFRC Report: Total amount spent to support other National Societies	CHF 137M
	NS Report: Total amount spent to support other National Societies	CHF 220M
	NS Report: Allocated to IFRC	CHF 358M
Total Expenditure	Total expenditure, excluding network transfers	CHF 1,515M

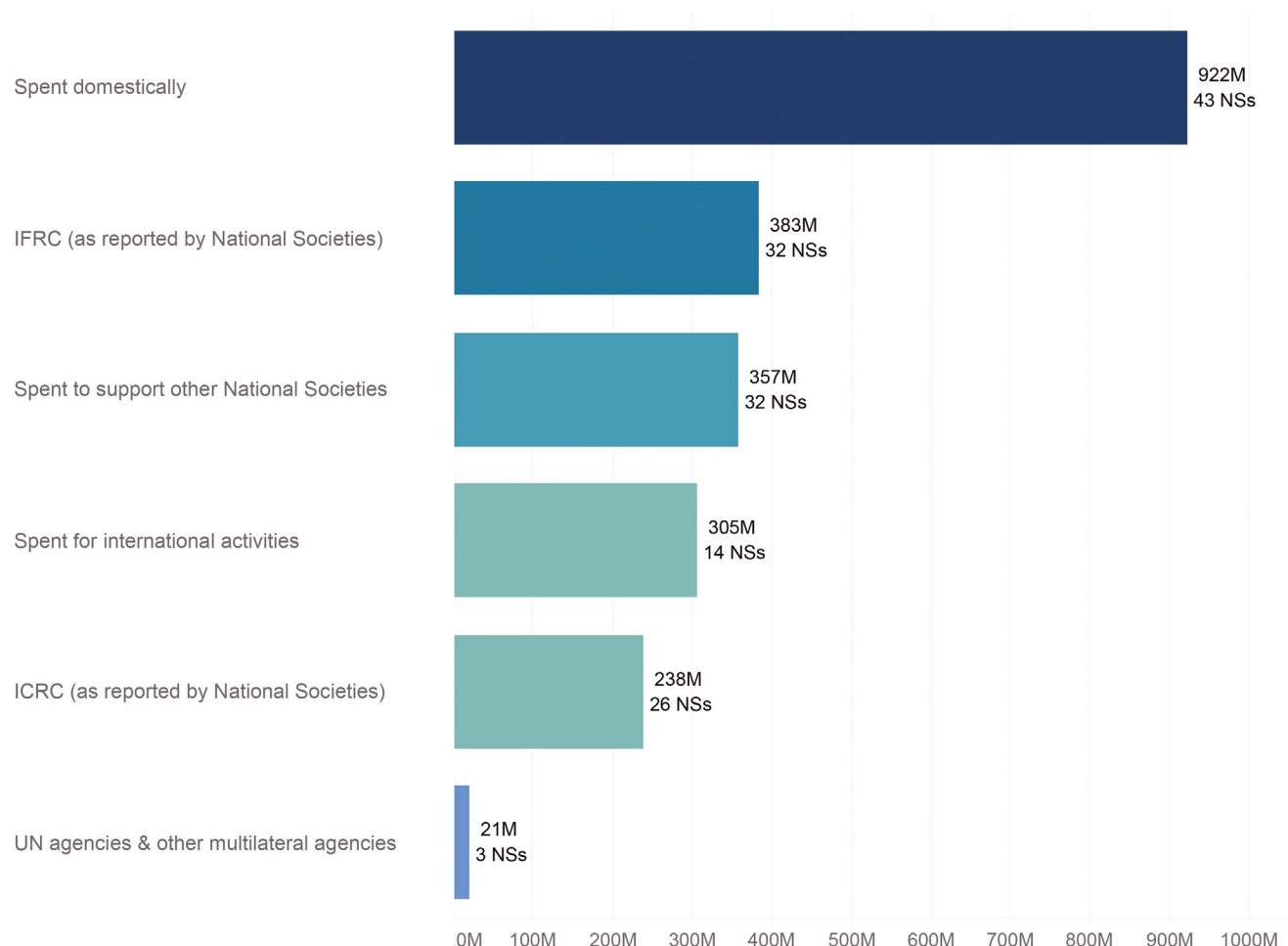
*Network transfers are calculated as follows:

IFRC Secretariat and National Societies allocated funds to support other National Societies + National Societies allocated funds to IFRC (as reported by National Societies)

TOTAL EXPENDITURE AND SPENDING BREAKDOWN

Many National Societies have highlighted that reports are based on estimations and allocations may not only reflect **expenses to date** but also include **pledges** that can change over time.

National Societies can 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.



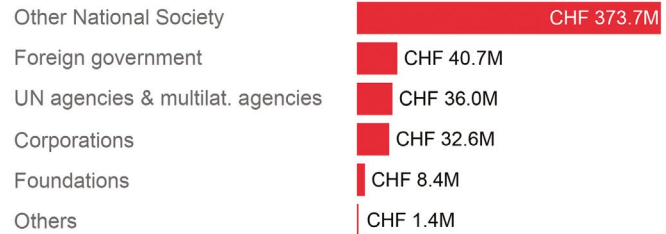
Ukraine and impacted countries crisis Two-Year Report
Federation-wide Overview | February 2022-February 2024

IFRC Secretariat

INCOME AND EXPENDITURE OVERVIEW



INCOME SOURCE BREAKDOWN



EXPENDITURE BREAKDOWN

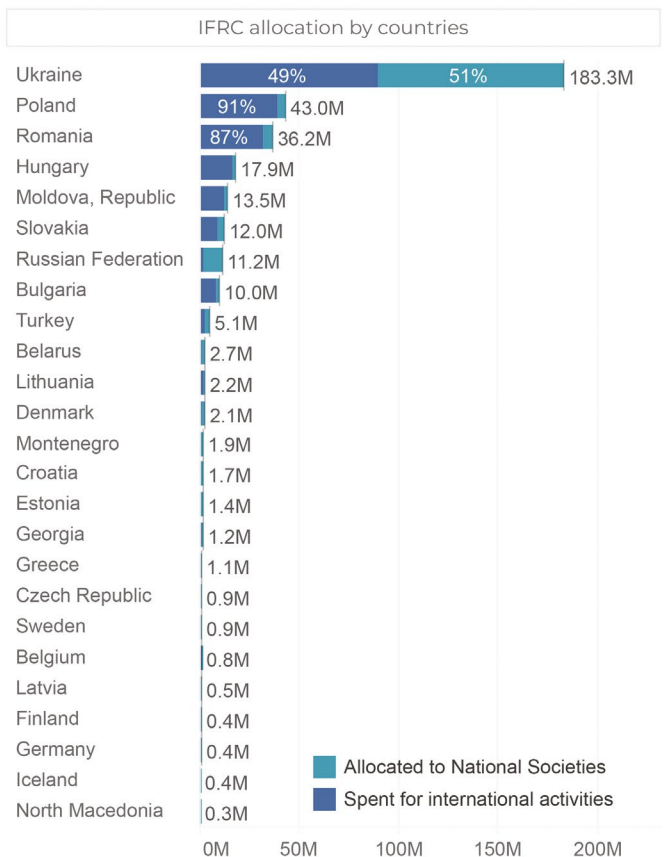
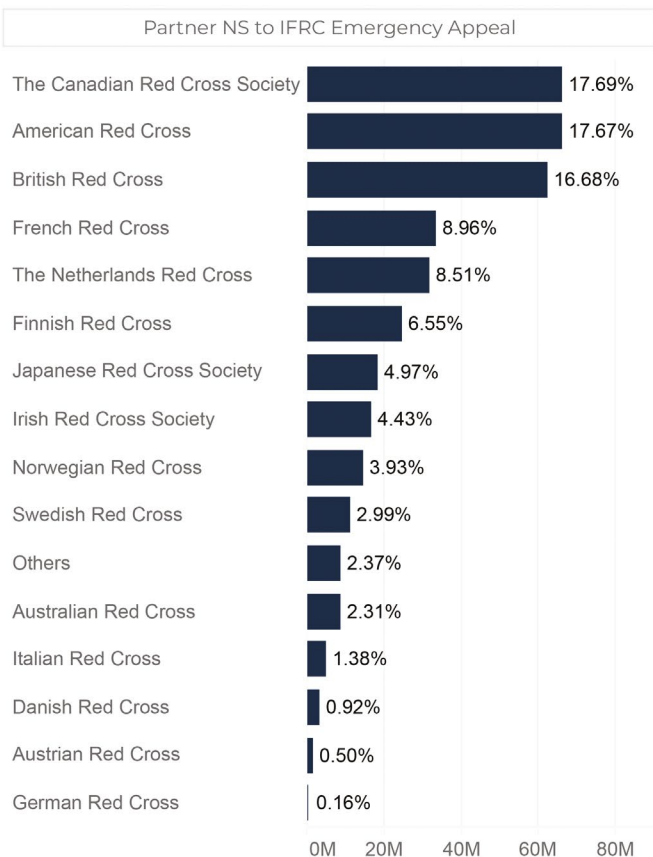


The international activities of the Secretariat include programmatic activities such as CVA or International Procurement of goods. The operating costs include support services from clusters and the Europe regional office, including human resources expenses. IFRC support in-country expenses, such as delegate costs, are included within the international activities expenses.

IFRC DONOR RESPONSE BREAKDOWN

The work of the IFRC is made possible in large part by the contributions of National Societies and their respective governments. The below graphs show the allocations from top 13 Partner National Societies to IFRC Emergency Appeal and IFRC expenditure breakdown by impacted countries.

Visit <http://www.ifrc.org/docs/appeals/Active/MGR65002.pdf> to access the complete list of partner National Societies.



Data Source - Reporting Period: **February 2022 to February 2024**

Federation-wide National Societies Financial Reports, as of 31/03/2024. IFRC Operation Strategy Report & Financial Management Report, as of 31/03/2024.

Note: The IFRC Secretariat's total income reporting methodology in the Federation-wide financial picture was revised in March 2024 by including deferred income to better represent the total funding available for the IFRC Emergency Appeal. As deferred income is not yet received, figures may be subject to fluctuations over time due to differences in values between registered pledges and received pledges.

Ukraine and impacted countries crisis Two-Year Report
 Federation-wide Overview | February 2022-February 2024

RCRC International Expenditure by the IFRC & Participating National Societies

Allocation of RCRC international expenditure, including international programming expenditures and funds transferred to Host National Societies, for Ukraine and impacted countries.

International Expenditures by

- IFRC
- Participating National Societies



Note: International expenditure outside the 18 emergency appeal countries is not shown; thus, the total percentages do not sum to 100%.
 Data Source: Federation-wide Financial Overview, as of April 2024

RCRC NATIONAL SOCIETIES INVOLVED IN THE UKRAINE AND IMPACTED COUNTRIES RESPONSE

The information portrayed in this report is reflective of contributions from the following Red Cross and Red Crescent National Societies and organizations.



- Ukrainian Red Cross Society

- Albanian Red Cross

- American Red Cross

- Andorran Red Cross

- Argentine Red Cross

- Australian Red Cross

- Austrian Red Cross

- Belarus Red Cross

- Belgian Red Cross

- British Red Cross

- Bulgarian Red Cross

- Chilean Red Cross

- Croatian Red Cross

- Cyprus Red Cross Society

- Czech Red Cross

- Danish Red Cross

- Estonia Red Cross

- Finnish Red Cross

- French Red Cross

- German Red Cross

- Hellenic Red Cross

- Hungarian Red Cross

- Icelandic Red Cross

- Irish Red Cross Society

- Italian Red Cross

- Japanese Red Cross Society

- Latvian Red Cross

- Liechtenstein Red Cross

- Lithuanian Red Cross Society

- Luxembourg Red Cross

- New Zealand Red Cross

- Norwegian Red Cross

- Paraguayan Red Cross

- Philippine Red Cross

- Polish Red Cross

- Portuguese Red Cross

- Red Crescent Society of Kazakhstan

- Red Cross of Monaco

- Red Cross of Montenegro

- Red Cross of the Republic of North Macedonia

- Red Cross Society of China

- Georgia Red Cross Society

- Red Cross Society of the Republic of Moldova

- Romanian Red Cross

- Singapore Red Cross Society

- Slovak Red Cross

- Slovenian Red Cross

- Spanish Red Cross

- Swedish Red Cross

- Swiss Red Cross

- The Canadian Red Cross Society

- The Netherlands Red Cross

- The Philippine National Red Cross

- The Red Cross of Serbia

- The Republic of Korea National Red Cross

- The Russian Red Cross Society

- The Thai Red Cross Society

- Turkish Red Crescent Society

- Vietnam Red Cross Society

ANNEX 1

Data gathered through the Indicator Tracking Tool presents the self-reported cumulative reach of National Societies covering the period from February 2022 to February 2024. Due to the varied nature of National Societies’ activities and the diversity of their data collection systems, the reported data may sometimes represent the total number of services provided instead of the unique number of individuals served, potentially leading to inflated people-reached figures. Instances of underestimation can occur as well, due to a lack of data available from National Societies or National Societies not reporting for the entire period. To mitigate double counting, the reported data has been split into yearly measures for 2022 and 2023, which may provide a more accurate representation of the network’s reach.

Methodology

The total value for 2022 shows the value reported by National Societies for the period from February 2022 to December 2022.

The total value for 2023 represents the reach of National Societies for the period from January 2023 to December 2023. Because data has been collected cumulatively for February 2022 to December 2023, the 2023 value has been calculated by subtracting the 2022 data by indicator from the cumulative total.

The total number of people reached under each sector is calculated by selecting the indicator with the highest number of people reached in that sector. This conservative approach aims to avoid double-counting if the same individual is counted under different indicators within a sector.

NA = the National Society reported to be conducting activities under a specific sector, but no data was available.

People reached domestically by sector and year

	Basic needs support		Health and Care		Migration		CVA		PGI		Shelter		WASH	
	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023
<i>Andorran Red Cross</i>	212	-	212	-	212	-	-	-	-	-	60	-	-	-
<i>Australian Red Cross</i>	NA	-	NA	-	NA	-	NA	-	-	-	NA	-	NA	-
<i>Austrian Red Cross</i>	-	-	6	-	11	-	-	-	-	-	5.K	-	-	-
<i>Belarus Red Cross</i>	5.6K	1.4K	5.6K	1.4K	5.6K	1.9K	3.2K	2.6K	3.4K	3.6K	1K	6K	5.6K	1.4K
<i>Belgian Red Cross</i>	14.8K	1.4K	3.4K	9.6K	NA	NA	-	-	64.9K	21.9K	9.3K	1.4K	12.5K	1.8K

	Basic needs support		Health and Care		Migration		CVA		PGI		Shelter		WASH	
	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023
<i>British Red Cross</i>	16.3K	3.3K	17.1K	18.6K	NA	NA	24.9K	6K	-	-	-	-	-	-
<i>Bulgarian Red Cross</i>	153.8K	150.8K	16.K	18.2K	756	92.2K	25.6K	36.7K	7.8K	29.4	-	-	37.4K	42.1K
<i>Croatian Red Cross</i>	13.8K	2.3K	4.8K	48	-	NA	-	3K	-	-	1.5K	1.2K	4.5K	12K
<i>Cyprus Red Cross Society</i>	3.2K	3.2K	-	-	NA	NA	-	-	-	-	-	-	-	-
<i>Czech Red Cross</i>	323K	37.K	323K	9.6K	323K	416.K	-	-	-	-	NA	588	323K	20.9K
<i>Danish Red Cross</i>	NA	-	NA	-	NA	-	NA	-	NA	-	-	-	NA	-
<i>Estonia Red Cross</i>	33.8K	2.1K	4K	2.5K	NA	NA	-	1.3K	697	732	-	-	3K	24
<i>Finnish Red Cross</i>	22.1K	-	11K	-	12.9K	-	22.1K	-	NA	-	13.4K	-	12.9K	-
<i>French Red Cross</i>	58.1K	11K	5K	244	5.8K	-	31.3K	-	NA	NA	73.7K	34.2K	105.7K	1.4K
<i>Georgia Red Cross Society</i>	300	2.K	2K	1K	50	-	-	-	-	1.7K	-	-	-	NA
<i>German Red Cross</i>	NA	-	NA	-	NA	-	NA	-	NA	-	NA	-	NA	-
<i>Hellenic Red Cross</i>	-	2.4K	8.2K	23.1K	-	15.6K	-	-	-	1.7K	-	-	150	-
<i>Hungarian Red Cross</i>	160.8K	37.6K	16K	11.6K	3.7K	1.1K	3.6K	7.2K	NA	3K	NA	NA	60.8K	17.4K
<i>Icelandic Red Cross</i>	2K	1.8K	9.2K	13K	-	-	-	-	20	180	800	3K	-	-
<i>Irish Red Cross Society</i>	5.8K	53	NA	-	NA	NA	3.8K	2.3K	-	-	1.3K	8.4K	6.1K	1.9K
<i>Japanese Red Cross Society</i>	25	-	6	13	-	-	-	-	-	-	-	-	-	-
<i>Latvian Red Cross</i>	-	41K	6.9K	1.K	-	-	-	-	-	250	240	-	-	64.8K
<i>Lithuanian Red Cross Society</i>	-	-	-	13K	73.4K	9.3K	28.8K	1.4K	25.5K	5.7K	-	-	72.2K	5.1K
<i>Luxembourg Red Cross</i>	-	-	82	-	2.3K	708	-	-	113	139	2.3K	708	2.3K	708
<i>Norwegian Red Cross</i>	NA	-	NA	-	NA	-	NA	-	NA	-	-	-	NA	-
<i>Polish Red Cross</i>	817.9K	1.1M	8.5K	18.5K	-	40.4K	45.5K	8.6K	1.6K	2.K	-	4.7K	106.1K	-
<i>Portuguese Red Cross</i>	4.8K	277	117	-	731	624	1.5K	277	-	-	2.5K	-	4.8K	277
<i>Red Cross of Monaco</i>	575	-	NA	-	NA	-	572	-	-	-	572	-	-	-

	Basic needs support		Health and Care		Migration		CVA		PGI		Shelter		WASH	
	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023
<i>Red Cross of Montenegro</i>	2.2K	1.1K	2.6K	934	2.6K	15.4K	-	2.2K	871	352	-	-	2.2K	821
<i>Red Cross of North Macedonia</i>	454	48	143	27	15	98	352	38	75	25	53	13	454	48
<i>Red Cross Society of the Republic of Moldova</i>	31.1K	83.1K	14K	1.2K	NA	NA	-	45.6K	2.6K	309	3.K	4.K	16.3K	5.9K
<i>Romanian Red Cross</i>	309.1K	51.1K	2.4K	8.3K	NA	39.8K	68.1K	24.3K	882	523	-	-	1.8K	273.3K
<i>Slovak Red Cross</i>	285.6K	33.6K	24.5K	13.5K	27.2K	4.9K	5,282	7.2K	2K	2.6K	3.4K	900	44.1K	-
<i>Slovenian Red Cross</i>	4.5K	709	4.8K	112	3K	225	3.8K	-	1.8K	49	3.8K	3.8K	4.5K	709
<i>Spanish Red Cross</i>	124.9K	8.8K	2.8K	669	88.2K	4.8K	6.2K	2.3K	10.3K	9.4K	26.6K	1.2K	2.5K	120
<i>Swedish Red Cross</i>	18.9K	4.1K	4.2K	928	0	0	18,9K	4.1K	13.6K	1.7K	NA	NA	18.3K	2.6K
<i>Swiss Red Cross</i>	2.5K	-	52	18.6K	502	NA	3.5K	2K	NA	-	3.3K	600	-	-
<i>The Canadian Red Cross Society</i>	14.6K	7.2K	NA	NA	NA	NA	8.4K	5.3K	-	-	-	-	-	-
<i>The Netherlands Red Cross</i>	18.9K	2.1K	1.4K	896	2.9K	5.2K	300	-	-	-	18.9K	2.1K	13.1K	NA
<i>The Red Cross of Serbia</i>	-	-	60	-	NA	-	-	-	880	-	NA	-	NA	-
<i>The Republic of Korea National Red Cross</i>	-	-	-	-	-	-	1.2K	193	-	-	-	-	-	-
<i>The Russian Red Cross Society</i>	307.4K	11.3K	20.8K	43.7K	NA	48	157.4K	45.2K	-	6.5K	62K	8K	90K	2K
<i>Turkish Red Crescent Society</i>	9.1K	-	576	3.1K	-	1.9K	2.4K	47	2.8K	1.1K	-	764	-	3.6K
<i>Ukrainian Red Cross Society (Round Up)</i>	11M	2.7M	129K	426K	251K	190K	298K	2.1M	43K	74K	-	262K	326K (MHPSS)	329K (MHPSS)

ANNEX 2

Figure 1.

Intersectoral severity of needs in Ukraine by proximity to the frontline

OCHA, Ukraine Humanitarian Needs and Response Plan 2024. Data accessed on 10 April 2024

<https://data.humdata.org/dataset/019de7ad-8043-4755-b1fb-f84ce4b961a5/resource/a10ae1ac-533f-4b0a-bc5a-d04ba-d3ef132/download/ukr-2024-hnnp-pin-severity-targets-activities-20240119.xlsx>

Figure 2.

Top priority needs in Ukraine by proximity to the frontline

REACH, Multi-Sector Needs Assessment, July 2023, Indicator Analysis Oblast. Data accessed on 10 April 2024

https://repository.impact-initiatives.org/document/reach/0e0626df/MSNA-UKR-2023-Indicator-Analysis_Oblast.xlsx

Figure 3.

Number of IPDs and returnees from March 2022 to December 2023

IOM, DTM for internal displacement and returns. Data accessed on 10 April 2024

https://data.humdata.org/organization/international-organization-for-migration?groups=ukr&q=&sort=last_modified%20desc&ext_page_size=25

Figure 4.

Intersectoral severity of needs by displacement status

OCHA, Ukraine Humanitarian Needs and Response Plan 2024. Data accessed on 15 April 2024

<https://data.humdata.org/dataset/019de7ad-8043-4755-b1fb-f84ce4b961a5/resource/a10ae1ac-533f-4b0a-bc5a-d04ba-d3ef132/download/ukr-2024-hnnp-pin-severity-targets-activities-20240119.xlsx>

Figure 5.

Displaced people from Ukraine recorded globally UNHCR, End-year stock population figures for forcibly displaced persons originating from Ukraine.

Data accessed on 4 April 2024

<https://data.humdata.org/dataset/unhcr-population-data-for-ukr>

Figure 6.

Border crossings from and to Ukraine

UNHCR, Ukraine Situation Data Portal. Data accessed on 14 April 2024 (data bilaterally shared by UNHCR)

Figure 7.

URCS relief items distribution by oblast and number of people in need

OCHA, Ukraine Humanitarian Needs and Response Plan 2024. Data accessed on 10 April 2024

<https://data.humdata.org/dataset/019de7ad-8043-4755-b1fb-f84ce4b961a5/resource/9865aa90-d0a4-4d78-845d-3ffa67be0be/download/ukraine-2023-hno-pin-and-severity-for-hdx-20230215.xlsx>

URCS, Relief Monitoring System 2023.

Data accessed on 8 April 2024

Figure 8.

URCS relief distribution points by oblast and severity of humanitarian access constraints index

ACAPS, Quarterly index of access constraints (06/02/2024) & URCS, Relief Monitoring System.

Data accessed on 2 April 2024

https://www.acaps.org/fileadmin/Data_Product/Main_media/20240206_ACAPS_Ukraine_analysis_hub_quarterly_access_update_October-December_2023.pdf

URCS, Relief Monitoring System 2023.

Data accessed on 8 April 2024

Figure 9.

Top 10 item categories distributed by URCS

URCS, Relief Monitoring System 2023.

Data accessed on 8 April 2024

Figure 10.

URCS distribution: relief items procured with support from RCRC Movement

URCS, Relief Monitoring System 2023.

Data accessed on 8 April 2024

Figure 11.

Evolution of events impacting civilians in Ukraine since February 2024

ACLED, Civilian targeting events and fatalities as of 8 May 2024. Data accessed on 8 May 2024

<https://data.humdata.org/dataset/ukraine-acled-conflict-data>

Data includes ACLED's classification of civilian targeting events: violence against civilians events and explosions/remote violence events in which civilians were directly targeted.

<https://acleddata.com/>

Figure 12.

URCS Winterisation 2023/2024: shelter commodities
 URCS, Winterisation 23/2024 Monitoring System.
 Data accessed on 20 April 2024
 URCS CVA programmes
 URCS, CVA Monitoring System February 2022 to February 2024. Data accessed on 30 April 2024

Figure 14.

Number of RCRC National Societies implementing CVA programmes with support from the IFRC, by sector
 IFRC, CVA internal data. Accessed on 12 March 2024

Figure 15.

Reach by CVA programmes via IFRC self-registration app
 IFRC, CVA Monitoring System.
 Data accessed on 28 March 2023

Figure 16.

Funding received by URCS for Winterisation 2023-2024 from RCRC Movement Partners
 URCS, Winterisation 23/2024 Monitoring System.
 Data accessed on 15 April 2024

Figure 17.

Monthly trends in URCS relief item distribution
 URCS, Relief Monitoring System 2023.
 Data accessed on 8 April 2024

Figure 18.

Number of health professionals, volunteers, first aid responders and other professionals trained to provide PFA and MHPSS within the EU4Health project
 IFRC, EU4Health Indicator Tracking Dashboard.
 Data accessed on 8 May 2024
<https://go.ifrc.org/emergencies/5854/additional-info/eu4health>

Figure 19.

Number of health professionals, volunteers, first aid responders and other professionals trained to provide PFA and MHPSS within the EU4Health project
 IFRC, EU4Health Indicator Tracking Dashboard.
 Data accessed on 8 May 2024
<https://go.ifrc.org/emergencies/5854/additional-info/eu4health>

Figure 20.

Direct damage by sector from the destruction of the Kakhovka Dam in CHF million
 Government of Ukraine and United Nation, Post-Disaster Needs Assessment: 2023 Kakhovka Dam Disaster. Data accessed on 28 April 2024
<https://reliefweb.int/attachments/0249867a-484f-45f4-8896-e19f6061b810/PDNA%20Final%20and%20Cleared%20-%2016Oct.pdf>

Figure 21.

Reported hostilities in Ukraine since February 2024
 ACLED, Political violence events and fatalities as of 12 April 2024. Data accessed on 8 May 2024
<https://data.humdata.org/dataset/ukraine-acled-conflict-data>
 Data includes ACLED's classification of political violence events: battles, violence against civilians, and explosions/remote violence event types, as well as the mob violence sub-event type of the riots event type.
<https://acleddata.com/>

Figure 22.

Number of people reached with integration and inclusion support
 IFRC, Federation-wide Indicator Tracking Tool.
 Data accessed on 19 April 2024
<https://go.ifrc.org/emergencies/5854/additional-info/federation-wide>

Figure 23.

EspoCRM: feedback documentation platform for IFRC feedback mechanism
 IFRC, Community Accountability and Engagement dashboard. Data accessed on 19 April 2024

Figure 24.

Beneficiary satisfaction with IFRC CVA self-registration programmes
 IFRC, Multi-purpose cash and PDM dashboard.
 Data accessed on 25 March 2024
<https://go.ifrc.org/emergencies/5854/additional-info/multi-purpose-cash-and-pdm>

Figure 25.

Movement partners presence and regional support
 IFRC, April 2024 Membership Mapping in Ukraine.
 Data accessed on 4 April 2024

ANNEX 3

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Operational Strategy

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2022/2-2024/2	Operation	MGR65002
Budget Timeframe	2022-2025	Budget	APPROVED

Prepared on 03 Jun 2024

All figures are in Swiss Francs (CHF)

MGR65002 - Ukraine and impacted countries crisis

Operating Timeframe: 05 Feb 2022 to 31 Dec 2025; appeal launch date: 28 Feb 2022

I. Emergency Appeal Funding Requirements

Total Funding Requirements	800,000,000
Donor Response* as per 03 Jun 2024	492,930,099
Appeal Coverage	61.62%

II. IFRC Operating Budget Implementation

Planned Operations / Enabling Approaches	Op Strategy	Op Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	128,196,000	82,215,815	86,798,069	-4,582,253
PO02 - Livelihoods	8,360,000	2,137,544	1,985,621	151,923
PO03 - Multi-purpose Cash	255,858,000	151,340,079	145,653,394	5,686,685
PO04 - Health	64,000,000	50,857,595	21,306,157	29,551,438
PO05 - Water, Sanitation & Hygiene	3,980,000	5,206,765	3,650,490	1,556,275
PO06 - Protection, Gender and Inclusion	8,973,000	5,005,018	2,638,306	2,366,712
PO07 - Education	2,367,000	166,141	9,327	156,814
PO08 - Migration	126,600,000	64,613,477	41,859,321	22,754,156
PO09 - Risk Reduction, Climate Adaptation and Recovery	14,000,000	-10,868,049	3,612,856	-14,480,905
PO10 - Community Engagement and Accountability	3,860,000	2,153,838	1,785,814	368,024
PO11 - Environmental Sustainability	0	297,985	31,168	266,817
Planned Operations Total	616,194,000	353,126,208	309,330,523	43,795,686
EA01 - Coordination and Partnerships	17,612,000	12,808,614	9,480,946	3,327,668
EA02 - Secretariat Services	75,000,000	47,351,907	26,096,762	21,255,145
EA03 - National Society Strengthening	91,194,000	55,120,292	33,510,163	21,610,130
Enabling Approaches Total	183,806,000	115,280,813	69,087,870	46,192,943
Grand Total	800,000,000	468,407,021	378,418,393	89,988,628

III. Operating Movement & Closing Balance per 2024/02

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	470,692,463
Expenditure	-378,418,393
Closing Balance	92,274,070
Deferred Income	22,006,266
Funds Available	114,280,337

IV. DREF Loan

* not included in Donor Response	Loan :	1,293,301	Reimbursed :	1,293,301	Outstanding :	0
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HOW WE WORK

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

THE FUNDAMENTAL PRINCIPLES OF THE INTERNATIONAL RED CROSS AND RED CRESCENT MOVEMENT

Humanity

The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavours, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all people.

Impartiality

It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

Neutrality

In order to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

Independence

The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.

Voluntary service

It is a voluntary relief movement not prompted in any manner by desire for gain.

Unity

There can be only one Red Cross or Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

Universality

The International Red Cross and Red Crescent Movement, in which all societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.



OVER _____
TWO YEARS
OF RESPONSE

UKRAINE AND IMPACTED
COUNTRIES CRISIS