



GRCS volunteers in the field

Appeal: MDRGE019	Total DREF Allocation: CHF 254,298	Crisis Category: Yellow	Hazard: Other
Glide Number: CW-2025-000024-GEO	People Affected: 28,870 people	People Targeted: 6,000 people	People Assisted: 6,000 people
Event Onset: Sudden	Operation Start Date: 15-03-2025	Operational End Date: 31-07-2025	Total Operating Timeframe: 4 months

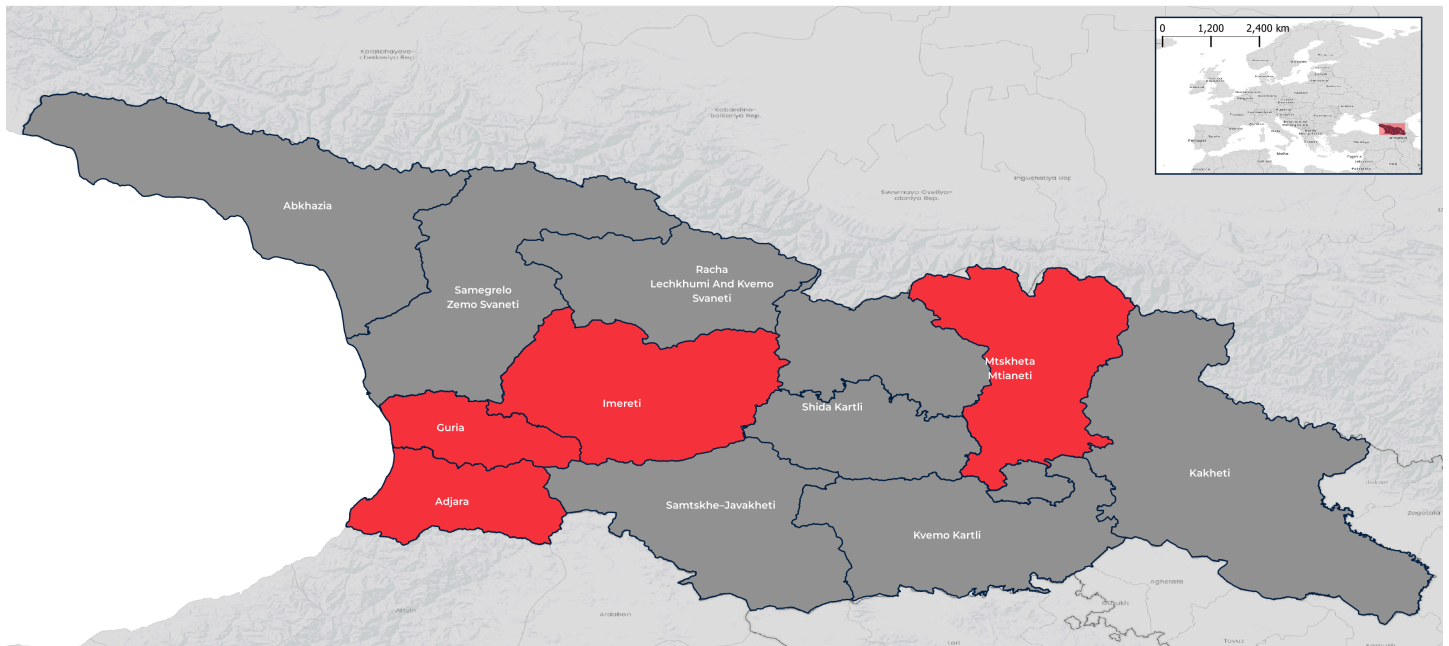
Targeted Regions: **Adjara Aut. Rep., Guria, Imereti, Mtskheta-Mtianeti**

The major donors and partners of the IFRC-DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Britain, China, Czech Republic, Canada, Denmark, Germany, Ireland, Italy, Japan, Luxembourg, Liechtenstein, Malta, Norway, Spain, Sweden, Switzerland, Thailand, and the Netherlands, as well as DG ECHO, Mondelez Foundation, and other corporate and private donors. The IFRC, on behalf of the National Society, would like to extend to all for their generous contributions.

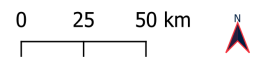
Description of the Event

Georgia - Heavy Snowfall

11 Mar 2025



The maps used do not imply the expression of any opinion on the part of the International Federation of Red Cross and Red Crescent Societies or National Societies concerning the legal status of the territory of of it's authorities
Produced by IM Team, IFRC Regional Office for Europe
Sources: OCHA, IFRC.



Affected regions

Date of event

21-02-2025

What happened, where and when?

A severe winter storm that hit Western Georgia between February 21 and 27, 2025, caused extensive humanitarian issues in Guria, Imereti, Adjara, and Mtskheta-Mtianeti regions. In total, about 179 villages remained completely isolated from the surrounding areas for more than weeks' time, and up to 28,800 households were left without electricity for days. In addition to the closure of kindergartens, daycare centers, and schools, damaged fences, roofs, and frozen water pipes, causing disruptions in drinking water access made impacted families' situation even more severe. Older people living alone, people with mobility issues, as well households with infants and people requiring consistent medical care were most severely impacted, as the delivery of necessary supplies was restricted by impassable roads. In Adjara, 20 villages spread across Khulo, Shuakhevi, and Keda were encircled by snow, while in Guria, villages like Chokhatauri, Gogole, and Ozurgeti were cut off by snowdrifts. The disaster claimed the lives of three people, and numerous households reported serious home damage.

Within the first 24-48 hours of the snowstorm, the Georgia Red Cross Society rapidly mobilized its emergency response mechanisms: GRCS Disaster Management Team was deployed to the affected regions to assess the needs of the affected, deliver some immediate assistance and plan for structured response aimed at alleviating the most pressing medium- and longer-term needs. GRCS helpline stayed active 24/7, responding to over 300 calls in the first few days of the disaster, providing emotional support, information, and referrals. Coordination was established with the national Emergency Management Service, national defense forces, and local government authorities to support rescue operations and road-clearing efforts where needed. A fundraising campaign was launched, and in-kind donations were mobilized from businesses, hypermarkets, individuals, and pharmacies. As a result of these efforts, and through the mobilization of in-kind donations, GRCS staff and 184 volunteers provided food, non-food items (including blankets, hygiene kits, and warm clothing), and medications to 810 households in most vulnerable situations across nine municipalities. Seven staff members traveled to Chokhatauri and Ozurgeti to support local teams and oversee distributions. Additionally, medical parcels were delivered to 70 households in two municipalities. The volunteers also supported the DM team in conducting rapid needs assessments and extending psychosocial outreach to the affected. Door-to-door Psychological First Aid visits reached even the most remote households, with trained operators ensuring prompt and accurate responses. Special attention was given to older people living alone, who faced heightened risks during the crisis due to physical isolation and preexisting health or socioeconomic vulnerabilities.





GRCS in the field

Scope and Scale

A serious humanitarian crisis was triggered by persistent and intense snowfall in Western Georgia, starting on February 21, 2025, which primarily affected the areas of Guria, Adjara, Imereti, and Mtskheta-Mtianeti. Within a few days of snowfall, accumulated snow exceeded two meters, while in the high mountainous areas, snow depths reached up to three meters. Disaster completely cut off around 179 villages from the outside world due to disrupted infrastructure and blockages caused by the volume of snowfall and left 28,800 households without electricity for days. About 1,600 households were the most heavily affected, having their homes severely damaged and livelihoods storage destroyed.

Guria and Adjara experienced the most severe consequences in terms of geographic spread, prolonged isolation, and humanitarian needs. In Guria, at least 149 villages became inaccessible, including communities such as Chokhatauri, Gogole District, Ozurgeti, Jumati, Konchati, Kokati, Buknari, Kvenobani, and Basileti, where urgent needs for food, water, and medical assistance were reported via local branches and helpline calls.

In Adjara, GRCS's regional branch reported extensive damage in the mountainous municipalities of Khulo, Shuakhevi, and Keda, where approximately 20 villages were encircled by deep snow. Several homes were buried under collapsed rooftops, and access was severely limited. The coastal city of Batumi faced widespread power outages and icy roads, bringing daily life to a standstill. Schools and kindergartens were closed for at least a week across most affected areas. GRCS helpline and local volunteers received reports of urgent needs for heating, food, and medical supplies, especially among elderly and chronically ill individuals.

In Imereti, the damage was concentrated on infrastructure, particularly in Tkibuli, Kharagauli, and Chiatura, where blocked roads and power outages created humanitarian hardship for vulnerable households. GRCS received reports of isolated families unable to access pharmacies or grocery stores, and local branches identified urgent needs for food, medications, warm clothing, and psychosocial support.

Based on reports GRCS headquarters regularly received from local branches and the emergency helpline, communities were facing serious challenges in accessing basic necessities. The priority at that time was to ensure people had access to food, drinking water, essential medications, and warm clothing. These immediate actions helped stabilize the situation and provided critical support to the most vulnerable households until more structured assistance could be implemented.

Older people living alone, female-headed households, and residents of remote mountainous villages were among the most severely affected by the snowstorm. These groups were already vulnerable due to limited financial resources, restricted mobility, and a lack of support networks. The disaster further deepened their isolation, making it extremely difficult to access food, heating, and medical care. Families with children and people with disabilities also faced significant challenges, especially in areas where roads were blocked and services disrupted.

Local branches and helpline reports highlighted that many households lacked basic necessities in the first days of the emergency. The

most frequently reported needs included food, drinking water, medications, and warm clothing. In several cases, people were unable to leave their homes or reach nearby shops and pharmacies due to snow accumulation and damaged infrastructure. Livelihoods were also impacted, particularly in rural areas where families rely on agriculture. GRCS received reports of damaged greenhouses, loss of stored food, and destruction of small-scale farming infrastructure. The closure of local markets and prolonged power outages made it difficult for households to purchase essential goods. Immediate humanitarian needs included food distribution, medical assistance, and heating support. For longer-term recovery, communities emphasized the importance of restoring damaged roads, rehabilitating agricultural systems, and strengthening local preparedness for future extreme weather events.

Source Information

Source Name	Source Link
1. GRCS Facebook page regarding response of the NS	https://www.facebook.com/share/p/1CAZNTF8Aw/
2. Interpressnews :Georgia Red Cross Society Responds Swiftly to Snowstorm Crisis"	https://tinyurl.com/4cjmpjzt
3. Interpressnews: Response of the Georgian Government to Heavy Snowfall	https://tinyurl.com/4cjmpjzt

National Society Actions

Have the National Society conducted any intervention additionally to those part of this DREF Operation?	Yes
Please provide a brief description of those additional activities	<p>The Disaster Management Team was deployed to the affected regions.</p> <ul style="list-style-type: none"> · GRCS activated its 24/7 emergency hotline, which received over 300 calls in the first few days, providing emotional support, information, and referrals. · Coordination was established with the Emergency Management Service (EMS), local government authorities, and defense forces to support rescue operations and road-clearing efforts. · A fundraising campaign was launched, and in-kind donations were mobilized from businesses, hypermarkets, individuals, and pharmacies. · 184 volunteers were mobilized in the four most affected municipalities to support distributions, assessments, and psychosocial outreach.

IFRC Network Actions Related To The Current Event

Secretariat	The IFRC Country Cluster Delegation for the South Caucasus has been closely engaged in supporting the Georgia Red Cross Society throughout the snowstorm response starting from rapid needs assessment and Disaster Response Emergency Fund (DREF) operation design, allocating the funds for implementation and technical guidance on operational planning, monitoring and accountability during implementation.
Participating National Societies	<p>GRCS maintained close coordination with the International Federation of Red Cross and Red Crescent Societies (IFRC), the International Committee of the Red Cross (ICRC), and partner National Societies - including the Swiss Red Cross, Austrian Red Cross, and Turkish Red Crescent - to secure additional resources and technical support throughout the response. Regular coordination meetings were held to share updates on the evolving situation, discuss emerging needs, and explore opportunities for support. These exchanges helped ensure that partners were informed and ready to assist as needed.</p> <p>In terms of contributions to GRCS early response, the Turkish Red Crescent provided 13,100 kilograms of mixed non-food items, including winter supplies. These items were</p>



distributed in the most affected areas and played a key role in meeting immediate humanitarian needs.

The engagement of partner National Societies strengthened GRCS's capacity to respond effectively and ensured that international assistance could be mobilized if the situation escalated further.

ICRC Actions Related To The Current Event

The International Committee of the Red Cross (ICRC) was not directly involved in the emergency response to the snowstorm.

Other Actors Actions Related To The Current Event

<p>Government has requested international assistance</p>	<p>No</p>
<p>National authorities</p>	<p>The Government of Georgia established State Operations Center in the affected regions through the Emergency Management and Security Agency. They ensured full mobilization of all relevant agencies, including the Defense Forces, Emergency Management Service, Infrastructure Ministry, National Environment Agency and local municipalities. A coordination headquarters was established in Guria to oversee relief operations and prioritize needs. Up to 600 firefighters and special equipment (snowmobiles, heavy machinery) were engaged in rescue operations, including evacuating vulnerable people from hard-hit areas. Main roads and connecting routes in affected regions were cleared; by late February, about 70-80% of roads in Guria were reopened. In the national authority's response, restoration of essential services was a priority: electricity supply to tens of thousands of users was brought back, and gas connections were re-established where possible. Local authorities supported these efforts by clearing main and connecting roads and accounting for the damage to the infrastructure and affected households. Municipalities also arranged venues for aid distribution and transport for people unable to reach distribution points, helping ensure timely and inclusive relief.</p> <p>To ensure a coordinated and effective response, the Georgia Red Cross Society collaborated closely with both local and national authorities at every stage of the operation. GRCS was part of the inter-agency task force and joined regular coordination meetings where partners shared updates on response activities. Together with municipalities, GRCS conducted household-level assessments to identify urgent needs, prioritized support for the most vulnerable, and aligned beneficiary selection for voucher assistance with local government lists. In areas without GRCS branches, municipalities provided venues and logistical support, while national agencies, including the National Environment Agency, supplied real-time hazard alerts to inform operational decisions. GRCS volunteers complemented these efforts by distributing relief items, offering psychosocial support, conducting assessments, and even assisting with snow clearance.</p>
<p>UN or other actors</p>	<p>The involvement of UN agencies and other international agencies were restricted in the field. The absence of broader international coordination mechanisms has led to gaps in resource allocation, delays in aid distribution, and difficulties in mobilizing additional funding from global humanitarian partners. Consequently, the GRCS has assumed a primary role in leading response efforts, coordinating directly with local authorities to assess needs and deliver aid in affected areas.</p>



Needs (Gaps) Identified



Shelter Housing And Settlements

In the impacted municipalities, GRCS staff and volunteers recorded damage to 40 houses, schools, and food storage facilities during early days of the snowstorm. Together with local authorities, staff and 300 volunteers accounted for a total of 1,600 households, amounting to about 6,000 people, who were identified to be in most vulnerable situations. Prior to the DREF allocation, GRCS mobilized its own and partner resources to provide immediate, life-sustaining assistance, including 810 food and hygiene parcels and 70 medical parcels, helping affected households remain in their homes despite the absence of extensive emergency shelters. In order to warm and safe until recovery efforts could begin, volunteers also helped with small roof clearing.



Livelihoods And Basic Needs

Heavy snowfall blocked supply routes and damaged food storage facilities, creating severe shortages that left households unable to meet daily needs. The impact was worsened by the storm's sudden onset and the fact that, due to ongoing economic hardship, many families typically stored only a few days' worth of provisions. Initial ad-hoc support was provided by civic groups, such as off-roaders delivering food and medicines and clearing snow, before government-led crisis management took over as conditions improved. In the earliest phase of the response, using resources mobilized independently of DREF funding, GRCS carried out door-to-door assessments, provided psychosocial support, and distributed food and hygiene parcels to 810 households across nine municipalities. Additionally, 70 households in two municipalities received medical parcels containing essential medicines, child-friendly food, and personal hygiene items.

Despite these measures, the rapid needs assessment confirmed that livelihoods remained one of the most pressing challenges. The snowstorm caused not only temporary shortages but also lasting economic strain, as households depleted limited savings and faced additional recovery costs. The most vulnerable families, already struggling with financial insecurity, were hit hardest. These findings informed the DREF operation design, which supported 915 affected households with voucher assistance, giving families the flexibility to prioritize their own most urgent livelihood needs and begin restoring their coping capacity.



Multi purpose cash grants

GRCS identified voucher assistance as the most effective way to address the urgent needs of households affected by the snowstorm, as in-kind aid could not adequately cover the wide range of necessities stemmed from the snowstorm damage. Voucher assistance would allow the households to prioritize their most pressing needs, including livelihoods, medicines, food or hygiene and would also allow flexible utilization of support over time. A well-defined selection process, coordinated with local municipalities and informed by rapid needs assessments and surveys across GRCS branches would ensure prioritization of the households in vulnerable situations, such as older people living alone, households with multiple children, and families highly dependent on agriculture.



Health

Due in large part to the restricted availability of emergency medical care, the snowstorm in Western Georgia caused serious health and psychosocial support needs. The deaths of three people demonstrated how urgently remote locations needed access to critical healthcare services and prompt medical interventions. People in more vulnerable situations, such as older people, families with infants, and people with disabilities, faced heightened risks, including untreated health conditions, distress, and anxiety.

From the first days of the disaster, in parallel to collecting rapid needs assessment data, GRCS mobilized its own resources and donations (prior to the DREF allocation) to deliver in-kind assistance — including medicines, hygiene items, and baby formula — to 70 households. In addition, Psychological First Aid (PFA) was provided to individuals experiencing distress, livelihood loss, and isolation. GRCS helpline responded to 300 requests for psychosocial support.



Water, Sanitation And Hygiene

Affected communities faced increased health risks as a result of the severe winter storm in Western Georgia, which severely restricted access to clean water, sanitation, and basic hygiene services, forcing many to rely on melted snow.



As an immediate response, prior to the DREF allocation, GRCS mobilized in-kind support from its own resources and partners to assist 810 households with hygiene parcels containing soap, detergents, personal care items, feminine hygiene supplies, as well as food and other essential goods.



Protection, Gender And Inclusion

Dignity, access, participation, and safety were given top priority during the snowstorm response in Western Georgia, and the Georgia Red Cross Society made sure that its interventions were guided by Protection, Gender, and Inclusion principles. Vulnerable groups, such as the elderly, those with disabilities, and single parents, received particular attention. During the rapid needs assessment, GRCS paid particular attention to recording the disaggregated data to identify and address potential gaps in assistance delivery later. The volunteers, helpline responders, and staff provided clear information about the availability of support, selection criteria, equitable ways of support, and available channels to record the inquiries and feedback to GRCS.

Later, during the DREF Implementation, older people made up about half of the 915 households that were reached during voucher assistance distributions. At distribution sites, GRCS volunteers and local branch staff actively controlled lines and distributed spaces during distributions to avoid any problems. Priority seating and first access to help were granted to those who were most in need, and there was enough room to ensure privacy and safety.



Education

The snowstorm that hit Western Georgia in February and March of 2025 caused significant disruptions to education in the communities that were impacted. Due to unsafe transportation conditions, blocked roads, and damaged infrastructure, schools had to close, which limited children's access to education and might have resulted in long-term gaps in knowledge. Early childhood learning opportunities were further restricted by the closure of kindergartens and day centers.

The community's recovery and the development of the children were severely hampered by the extended disruption of education, even though the immediate humanitarian needs of food, shelter, and medical attention were given priority. Due to their limited access to alternative learning opportunities, children living in remote mountainous areas and children living in prior vulnerable situations were more severely impacted.



Migration And Displacement

Western Georgia experienced severe damage to homes, roads, and infrastructure during the snowstorm. Particularly in rural and mountainous regions, some houses suffered partial destruction and roof damage. Many of the affected, however, stayed in their homes and depended on aid deliveries for heating materials, food, and medical supplies. While some families had to temporarily relocate with their relatives, there were no reports of widespread relocation or the construction of makeshift shelters.



Risk Reduction, Climate Adaptation And Recovery

While Georgia is generally vulnerable to climate-related hazards such as landslides and flash floods, the sudden snowstorm showcased existing gaps in public awareness of climate-related risks and in readiness strategies during the immediate response, both in household resilience and in the preparedness and recovery planning of local authorities.

As part of the DREF initial phase, GRCS organized a community-based education and awareness-raising event, in partnership with the local government to raise awareness on climate adaptation, resilience and recovery strategies and ensure timely reach of at-risk groups with education and public awareness messages following the event.

Insights from the PAPE workshop highlighted the need to strengthen local-level preparedness, improve early warning systems, and integrate climate risk education into community planning. Participants emphasized the importance of household-level resilience and the role of coordinated communication between authorities and communities. The workshop also served to identify lessons learned from the snowstorm and to identify practical steps for improving future response and recovery efforts.



Community Engagement And Accountability

Days-long disruptions in communication due to electricity and internet cuts made Community Engagement and Accountability ever more important during the disaster and following recovery phase. Isolation from the outside world created critical Community Engagement



and Accountability (CEA) needs, requiring direct, face-to-face contact by GRCS volunteers to provide information, record needs and preferences, and ensure equitable assistance. Affected populations needed to be actively involved in decision-making, and their concerns and feedback had to be addressed in a transparent and accountable manner. Two-way communication channels were essential to allow people to express their needs, ask questions, and receive accurate information about available services such as shelters, food aid, and healthcare. People in vulnerable situations, including women-headed households, older people, people with disabilities, and residents in remote areas required particular attention to ensure fair access to aid.



Environment Sustainability

Although the most urgent needs were given priority at early stages, local authorities and communities received guidance on risk-reducing reconstruction techniques, safe debris disposal, and snow management in the following phases of the response. To ensure that recovery efforts safeguard the environment and increase resilience to future hazards, the response also underlined the necessity of raising awareness about climate adaptation and disaster risk reduction.

Operational Strategy

Overall objective of the operation

The overall objective of the operation was to provide rapid emergency assistance to the snowstorm-affected population in Western Georgia, addressing their urgent needs in basic services, shelter, health, WASH, and livelihoods through a timely CVA modality. The operation supported 6,000 people in total, including 3,200 people (915 households) with CVA interventions across the most affected municipalities: Khulo, Shuakhevi, Keda, Khelvachauri, Kobuleti, Tkibuli, Chiatura, Kharagauli, Dusheti, Chokhatauri, Ozurgeti, Lanchkhuti, and Nabeglavi.

Assistance was tailored to the specific needs of affected households, ensuring access to essential goods and services, including food, heating materials, medical support, hygiene supplies, and other urgent necessities, while also strengthening resilience through community awareness interventions.

Operation strategy rationale

The Georgia Red Cross Society (GRCS) provided a prompt and targeted, response to the urgent needs of households affected by the severe snowstorm in Western Georgia. The operation was designed to combine immediate life-saving assistance with longer-term support for recovery and resilience.

Before receiving the DREF funding, GRCS launched an emergency response using its internal resources and in-kind donations. In the first days of the disaster, GRCS distributed food, medications, warm clothing, blankets, hygiene kits, candles, and fuel to the most affected households, covering 810 households with food and hygiene, and 70 with complementary medicines, infant food, and other special needs assistance. These items were mobilized through donations from local businesses, pharmacies, and partner organizations, as well as GRCS's pre-positioned stocks. Psychosocial support was also initiated early on, with trained volunteers conducting door-to-door visits and operating the 24/7 helpline to provide Psychological First Aid (PFA). GRCS branches conducted rapid needs assessments, and real-time updates on potential secondary hazards such as landslides and floods regularly received from the National Environmental Agency (NEA). These early actions were critical in stabilizing the situation and addressing urgent needs while awaiting external support.

Once the DREF operation was launched, GRCS scaled up its operations and implemented voucher assistance as the primary modality. Through a voucher system that functioned similarly to a debit card but could only be used to purchase essential goods, such as food, non-food, hygiene, and kitchen items, GRCS provided voucher assistance to 915 households. Each voucher had a fixed value of 400 GEL (approximately 110 CHF), based on the minimum subsistence allowance defined by public authorities. The CVA ensured that vulnerable groups received assistance by focusing on households most impacted by the snowstorm. The distribution covered 13 municipalities: Khulo, Shuakhevi, Keda, Khelvachauri, Kobuleti, Tkibuli, Chiatura, Kharagauli, Dusheti, Chokhatauri, Ozurgeti, Lanchkhuti, and Nabeglavi. Beneficiaries were able to use their vouchers at 11 retail locations, including both supermarkets and pharmacies: Carrefour, Libre, Nikora, Magniti, Daily, SPAR, 2Step, PSP, GPC, Aversi, and PharmaDepot. These stores were selected following a market assessment, which confirmed their accessibility and capacity to provide a wide range of necessities, such as food, household goods, kitchenware, personal hygiene products, and medicines.

The transfer was conducted directly in front of beneficiaries, ensuring immediate access to money. Local authorities supported the process by providing beneficiary lists, while all other aspects of the response - including post-distribution monitoring (PDM), helpline services, feedback mechanisms, and beneficiary consultations - were fully managed and implemented by GRCS. The CVA process enabled households to prioritize their urgent needs, such as food, health, WASH, and shelter-related items, based on their unique circumstances. By supporting families in maintaining their dignity and gaining access to necessary resources during the post-disaster phase, this intervention enhanced the overall efficacy of the response and supplemented the in-kind assistance awarded by GRCS.

The rationale behind the chosen strategy was rooted in addressing the most pressing humanitarian needs while ensuring flexibility,



dignity, and community empowerment. The most urgent needs identified included food and potable water, medicines and first aid kits, candles (due to electricity cuts), heating materials (fuel, gas burners, heaters), alternative energy sources (generators, power banks), winter clothing, blankets, hygiene kits, and roofing materials.

GRCS ensured accountability and inclusion by leading all Community Engagement and Accountability (CEA) components, including helplines, feedback mechanisms, needs assessments, market assessments, exit surveys, post-distribution monitoring (PDM), and focus group discussions (FGDs). Local municipalities provided beneficiary lists and, in locations without GRCS branches, allocated distribution spaces and arranged transport for beneficiaries living far from distribution centers. This collaborative approach with local authorities was key to ensuring efficient and equitable delivery of aid.

The operation was further strengthened by the engagement of 300 trained GRCS volunteers and branch staff, who supported assessments, distribution, and awareness campaigns. Their contribution was critical in maintaining direct contact with affected communities and ensuring transparent communication throughout the response.

Beyond voucher support, health, hygiene, and psychosocial needs were addressed through targeted messaging, consultations, and PFA provision, both in-person and remotely through the GRCS helpline. Awareness interventions reached up to 6,000 people, including 3,200 covered by CVA, and focused on health, hygiene, and climate-related risks. These activities were aligned with the GRCS Climate Strategy, emphasizing climate change adaptation, early warning systems, and community-level resilience.

Monitoring and evaluation were essential components of the strategy. GRCS conducted field visits, FGDs, and PDM surveys to systematically collect beneficiary feedback. GRCS and IFCR joint monitoring mission ensured a complex assessment of the CVA distribution process and recorded learnings for future operations designs. To review operational efficiency and document best practices, a Lessons Learned Workshop was organized with GRCS Headquarters, impacted branches, and IFRC.

In conclusion, GRCS employed a phased and well-coordinated strategy that clearly distinguished between the initial emergency response using internal resources and the expanded assistance supported by DREF funding. This approach ensured that immediate needs were met swiftly, while longer-term support was delivered in a flexible, dignified, and community-centered manner.

Targeting Strategy

Who was targeted by this operation?

Out of the 1,600 affected, the operation focused on 915 households, or about 3,200 people, giving priority to those who were most affected and lived in remote rural areas with little access to aid. Furthermore, 6,000 people were reached by awareness campaigns, including the 3,200 people who were covered by CVA interventions in the impacted municipalities. The most vulnerable groups—older adults, people with disabilities, pregnant women, single-headed households (particularly those headed by women), families with small children, and people with chronic illnesses were given extra consideration because they were at greater risk because of their mobility issues, medical requirements, and trouble accessing essential services.

Explain the selection criteria for the targeted population

In order to ensure that aid reached those most in need after the snowstorm in Western Georgia, targeted groups were chosen based on a combination of individual risk factors, socioeconomic vulnerability, and geographic isolation. Priority was given to remote and rural communities where access to aid and essential services was severely disrupted, and to households experiencing significant home damage, loss of income, or acute shortages of food, heating materials, medical care, or hygiene supplies. Out of the 1,600 affected households, 915 of the most vulnerable households (roughly 3,200 people) were successfully reached by the operation. Additionally, about 6,000 people were reached through awareness interventions. Special attention was given to vulnerable groups, including the elderly, people with disabilities, single-parent families, and households dependent on daily labor or agriculture. The CVA method ensured dignity, choice, and flexibility in relief efforts by enabling recipients to take care of their most pressing needs on their own.

Households that relied heavily on daily labor and agriculture were also given priority because the snowstorm had severely damaged their capacity to earn a living, endangering their long-term stability and means of subsistence. The highest risk of food insecurity, lack of heating, and restricted access to medical care was also found to be among those who lived in isolated or remote areas where road closures and severe weather made it impossible to receive humanitarian aid.

The Protection, Gender, and Inclusion (PGI) approach was incorporated into every facet of the operation to guarantee an equitable and inclusive response. In order to guarantee that all vulnerable populations received prompt and suitable assistance, GRCS collaborated closely with local authorities and community leaders. The list of beneficiaries was initially provided by local authorities in coordination with GRCS, based on jointly identified vulnerability criteria. After receiving the list, GRCS staff and volunteers conducted a verification process to ensure that the information was accurate, addressing any discrepancies before assistance distribution. While cash-based interventions enabled households to choose and prioritize their own needs, volunteers actively participated in identifying and assisting those with limited mobility or access barriers.



Total Assisted Population

Assisted Women	3,600	Rural	98%
Assisted Girls (under 18)	-	Urban	2%
Assisted Men	2,400	People with disabilities (estimated)	11%
Assisted Boys (under 18)	-		
Total Assisted Population	6,000		
Total Targeted Population	6,000		

Risk and Security Considerations (including "management")

Does your National Society have anti-fraud and corruption policy?	Yes
Does your National Society have prevention of sexual exploitation and abuse policy?	Yes
Does your National Society have child protection/child safeguarding policy?	Yes
Does your National Society have whistleblower protection policy?	No
Does your National Society have anti-sexual harassment policy?	Yes

Please analyse and indicate potential risks for this operation, its root causes and mitigation actions.

Risk	Mitigation action
GRCS anticipated that rising temperatures could cause snowmelt-related landslides and flash floods. Mitigation measures were implemented, including continuous monitoring of weather forecasts with the National Environmental Agency, updating contingency plans, and conducting pre-deployment briefings.	No incidents occurred, and all operational teams worked safely.
Delays in Cash and Voucher Assistance (CVA): It was considered that setting up the distribution mechanism could delay voucher assistance. GRCS proactively coordinated with local financial service providers and prepared alternative mechanisms such as prepaid vouchers.	915 households received CVA on time, with no delays.
Community Frustration: Potential dissatisfaction from those not receiving support was identified. GRCS implemented clear targeting criteria, communicated via helplines, volunteers, and local authorities.	Beneficiaries understood the selection process, and no significant complaints were reported.
Media Complaints: GRCS anticipated the risk of negative publicity. Feedback and complaint mechanisms were in place to track and respond to concerns.	All sensitive complaints were addressed promptly, maintaining trust in the operation.



Exceeding Available Resources:
The risk of community needs exceeding GRCS funding was considered. A communication plan managed expectations, and referral mapping was prepared.

Assistance was delivered according to plan, and unmet needs were referred appropriately.

Please indicate any security and safety concerns for this operation:

As the weather steadily improved, there were no risks during the operation. GRCS employees, however, were ready and knew what to do in an emergency. The packages were delivered to the recipients using the proper equipment that the staff and volunteers had prepared, and the volunteers closely adhered to the rules of conduct to prevent self-harm while removing the snow. It is important to remember, though, that the staff and volunteers were not required to operate in hazardous environments.

To obtain up-to-date weather forecasts, hazard warnings, and situational information, GRCS kept in regular communication with the National Environment Agency (NEA) and local authorities. This made it possible for the teams to avoid hazardous areas, modify the timing of aid delivery, and plan safe routes.

Effective communication protocols were put in place, guaranteeing quick information sharing and prompt emergency response. All GRCS staff and volunteers-maintained phone and WhatsApp contact with central coordination teams. The fact that there were no mishaps or safety incidents during the operation shows how successful these risk-reduction strategies were.

Has the child safeguarding risk analysis assessment been completed?

Yes

Implementation



Multi Purpose Cash

Budget: CHF 158,153

Targeted Persons: 3,150

Assisted Persons: 3,200

Targeted Male: 1,280

Targeted Female: 1,920

Indicators

Title	Target	Actual
Percentage of people surveyed by PDM who report being able to meet the basic needs of their households, according to their priorities	85	100
Percentage of surveyed people who feel treated with respect by GRCS staff and volunteers	85	100
Number of people provided with unconditional cash assistance	3,150	3,200

Narrative description of achievements

Through a voucher system that functioned similarly to a debit card but could only be used for essential goods, such as food, medicines, hygiene products, and household items, GRCS provided voucher assistance to 915 households, each valued at 400 GEL. The support targeted the households most impacted by the snowstorm, with distributions covering 13 municipalities: Khulo, Shuakhevi, Keda, Khelvachauri, Kobuleti, Tkibuli, Chiatura, Kharagauli, Dusheti, Chokhatauri, Ozurgeti, Lanchkhuti, and Nabeglavi.

Beneficiaries could redeem their vouchers at 11 retail locations, including supermarkets and pharmacies such as Carrefour, Libre, Nikora, Magniti, Daily, SPAR, 2Step, PSP, GPC, Aversi, and PharmaDepot. Stores were selected after a Market Assessment, ensuring accessibility for affected communities and availability of diverse goods. GRCS coordinated with the FSP TBC Bank to ensure smooth implementation, timely card activation, and effective financial management throughout the process. Local authorities contributed by providing beneficiary lists, while GRCS managed all other aspects of the response, including beneficiary registration, distribution, and accountability mechanisms.



Distribution points were set up in easily accessible community locations. Special arrangements were made to accommodate older people, individuals with disabilities, and those with limited mobility, providing priority queues, seating areas, and volunteer assistance. For beneficiaries unable to reach distribution points, GRCS staff conducted home visits to deliver vouchers and provide on-site guidance and support.

GRCS led the implementation process, starting with a response analysis session in coordination with IFRC and internal teams, where operational priorities, targeting criteria, and modalities were agreed. The distribution took place in phases between early May and early June. During this process, GRCS introduced a new digital registration system using tablets, replacing paper-based forms, with data stored securely on GRCS servers. Voucher top-ups were conducted transparently in front of recipients, reinforcing trust.

Households were informed about assistance and distribution procedures through the GRCS helpline, volunteers, and branch-level outreach. Since beneficiary lists came directly from municipalities, eligibility inquiries were minimal.

To ensure accountability and transparency, GRCS implemented a comprehensive feedback system that included helplines, exit surveys, post-distribution monitoring (PDM), and focus group discussions (FGDs). During card activation and usage, some beneficiaries, particularly elderly individuals faced challenges related to digital literacy. GRCS staff and volunteers provided step-by-step assistance and practical demonstrations, while selected partner stores were briefed in advance about the assistance program and the voucher usage process to prevent confusion. Volunteers and staff received training on CEA, PSS, and PGI between 2–6 June 2025, ensuring ethical, inclusive, and sensitive engagement with communities. In addition, on June 2–5, GRCS led a basic training on the prevention and protection of sexual exploitation and abuse (PSEA) in Tsemi. Staff and volunteers were among the 15 participants, 9 of whom were women and 6 of whom were men. Key PSEA principles, the Code of Conduct, reporting procedures, and staff and volunteer roles in community protection were all covered in the training. To make sure there were no risks to children from the CVA process, a child safeguarding risk assessment was carried out. During distributions or home visits, GRCS employees and volunteers were reminded of the Child Safeguarding Policy, and precautions were taken to ensure that no child was left unsupervised or in danger.

Particular attention was given to vulnerable groups, such as the elderly, people with disabilities, single-parent households, families with small children, and those heavily reliant on agriculture. The flexibility of the voucher system allowed beneficiaries to meet their most urgent needs while preserving autonomy and dignity, making the response both relevant and impactful.

Lessons Learnt

The operation showed that doing good market assessment and carefully choosing vendors helped make the voucher distribution process smooth and successful. GRCS used different ways to share information and reached out to communities directly. This helped avoid confusion and made sure both eligible and non-eligible families understood the process. GRCS took full responsibility for communication with communities, including running helplines, doing post-distribution monitoring (PDM), and organizing group discussions (FGDs). This helped build trust and keep the process transparent. The voucher system showed that giving CVA support respects people's dignity and helps them become stronger by letting them choose what they need most. Working with local authorities - who helped with distribution spaces and transport - also showed how important partnerships are for reaching remote areas. Because volunteers were already trained in psychosocial support (MHPSS), protection (PGI), and community engagement (CEA), staff were able to give full support during distributions and also meet people's emotional and protection needs.

Challenges

Limited internet connection in certain distribution locations was one of the biggest issues faced during the implementation of voucher assistance. These connectivity problems momentarily slowed down the distribution process because the voucher system needed online verification in order to load the transfers. Another small difficulty was making sure that every beneficiary was fully aware of the voucher system and how to use it. Clear instructions given during distributions, specialized helpline support, and on-site direction from qualified volunteers all successfully addressed this. The operation was successfully finished in spite of these challenges, and the recipients were able to obtain and utilize the vouchers to take care of their immediate needs.



Budget: CHF 8,115
Targeted Persons: 6,000
Assisted Persons: 6,000
Targeted Male: 2,400
Targeted Female: 3,600

Indicators

Title	Target	Actual
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Number of community members trained on PFA and MHPSS	100	100
Number of IEC materials distributed by the community volunteers, containing health promotion during emergencies messaging	6,000	6,000

Narrative description of achievements

Reaching vulnerable and isolated populations was made possible by the helpline's active operation and prompt volunteer deployment. GRCS mobilized 300 trained volunteers to provide immediate Mental Health and Psychosocial Support (MHPSS) and Psychological First Aid (PFA) to affected communities. These volunteers conducted door-to-door visits, offered emotional support, and helped stabilize distress during the emergency phase.

To complement direct support, GRCS developed and distributed Information, Education, and Communication (IEC) materials aimed at raising awareness and improving understanding of psychosocial services. A total of 347 booklets were produced in two formats: "Wellbeing Cards" and the "Wellbeing Guide." These materials included basic health advice, first aid instructions, and contact information for MHPSS services. They were distributed during field visits and voucher distributions, ensuring that beneficiaries had access to both immediate support and longer-term guidance.

The GRCS helpline played a critical role in extending remote psychosocial support. Over 300 calls were received from individuals seeking emotional assistance, guidance, or referrals. The high demand for helpline services highlighted the importance of scalable remote support mechanisms in future emergencies, especially for those unable to access in-person services.

To ensure the quality and sustainability of MHPSS interventions, GRCS planned and conducted Community-Based MHPSS trainings. These sessions, held from 2–6 June 2025, targeted both volunteers and staff, strengthening their capacity to deliver structured and sensitive psychosocial support. As part of these sessions, GRCS also integrated CfSV components, including emotional debriefing spaces, peer support mechanisms, and regular well-being check-ins. These elements were designed to support the mental health and resilience of those involved in the response, recognizing their critical role and the emotional toll of working in crisis settings.

Even in emergency situations, structured volunteer training proved crucial to preserving the caliber and reliability of MHPSS interventions. The integration of psychosocial support into the broader voucher assistance operation ensured that affected individuals received holistic care, addressing both material and emotional needs.

Lessons Learnt

Reaching vulnerable and isolated people was possible thanks to the helpline and quick response from volunteers. Besides giving direct help, the early distribution of IEC materials helped people understand the available psychosocial services. Even in emergencies, proper volunteer training is important to ensure high-quality MHPSS support. The high demand for helpline assistance showed the need for ways to provide remote support in future emergencies.

Challenges

A key challenge during the operation was the initial lack of electricity and blocked roads, which prevented some households from contacting the GRCS helpline and communicating with family members. This situation increased stress, anxiety, and worry among affected people. The challenge was addressed once roads were cleared and helpline access was ensured, with active support from volunteers and GRCS branches.



Risk Reduction, Climate Adaptation And Recovery

Budget: CHF 9,287

Targeted Persons: 6,000

Assisted Persons: 6,000

Targeted Male: 2,400

Targeted Female: 3,600

Indicators

Title	Target	Actual
Number of people reached by RCRC through disaster risk reduction	45	20



(DRR) and climate change adaptation activities		
Number of people reached by RCRC through disaster risk reduction public awareness messaging and public education campaigns (PAPE)	6,000	6,000

Narrative description of achievements

GRCS adapted IFRC PAPE materials on forest fires, floods, and landslides to the Georgian context. A workshop was conducted with participation of 20 representatives from municipalities, GRCS branches, HQ staff, and the Emergency Management Service. During the workshop, participants reviewed, adapted, and finalized the materials to fit local realities. The final materials were then translated into Georgian and prepared for dissemination. Following the workshop, the adapted PAPE messages were distributed through some channels. GRCS volunteers actively shared the information locally during community visits and awareness sessions. Participants also received training on conducting climate awareness sessions for their respective communities, ensuring knowledge transfer for future community-level awareness activities. While the adaptation was initially linked to the heavy snowfall context, GRCS used this opportunity to strengthen broader climate risk awareness in Georgia. Forest fires were specifically included because, in recent years, wildfire risk has increased significantly in Georgia, especially during summer and spring. Integrating wildfire information alongside floods and landslides ensures communities are aware of year-round climate hazards and prepared to take preventive and responsive actions.

The main purpose of the adapted PAPE materials was to raise awareness and preparedness among communities regarding climate-related hazards such as forest fires, floods, and landslides. The key messages focused on practical steps for risk reduction, early warning response, and community-level safety actions. Additionally, the materials included guidance on emotional wellbeing and psychosocial preparedness, ensuring that communities are equipped not only with physical safety knowledge but also with tools to manage stress and anxiety during emergencies. These materials were distributed across GRCS branches, enabling volunteers and staff to share the guidance directly with local communities during awareness sessions and outreach activities.

Lessons Learnt

The workshop highlighted the importance of involving multiple stakeholders, including municipal representatives and emergency services, to ensure that climate messages are contextually relevant and actionable. Early involvement of technical experts and local staff allowed for smoother adaptation and better alignment with local hazards. Additionally, translating materials into the local language before dissemination is crucial for ensuring comprehension and usability by community volunteers.

Challenges

A minor challenge was coordinating schedules for all participants across municipalities and branches, which required flexibility in planning. Additionally, limited prior knowledge of PAPE concepts among some participants required additional explanation and guidance during the workshop to ensure full understanding of climate risks and adaptation strategies.



Community Engagement And Accountability

Budget: CHF 3,941

Targeted Persons: 100

Assisted Persons: 300

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
Number of community consultation meetings	3	3
Percentage of community members surveyed by the PDM who report they know how to provide feedback and complaints about the operation	100	100

Narrative description of achievements

The Georgia Red Cross Society (GRCS) ensured that Community Engagement and Accountability (CEA) was fully integrated throughout the snowstorm response operation in Western Georgia. The approach prioritized transparency, inclusion, and responsiveness to the needs and feedback of affected populations. To begin with, GRCS conducted household-level needs assessments in collaboration with local volunteers and municipal authorities. These assessments, carried out in February 2025 by 300 trained volunteers across 13 municipalities, surveyed 400 individuals and helped identify urgent needs such as food, medical supplies, hygiene products, and psychosocial support. In parallel, market assessments were conducted to determine the availability and accessibility of essential goods, which informed the design and targeting of the voucher-based assistance. Beneficiary communication was a central component of the operation. GRCS operated a 24/7 helpline that enabled two-way communication with affected communities. Through this channel, beneficiaries could report issues, ask questions, and receive accurate information about available services. Volunteers and branch staff also played a key role in community outreach, ensuring that households were informed about eligibility, distribution procedures, and locations. Informative brochures explaining the voucher system and helpline contact details were distributed during field visits. At the distribution points, GRCS ensured that feedback channels were clearly visible and accessible. Posters displaying the helpline number and key information about the assistance were placed prominently at each site. Volunteers were available on-site to answer questions and assist beneficiaries in real time. To monitor satisfaction and identify potential gaps, GRCS implemented multiple feedback mechanisms. Exit surveys were conducted during distributions in May 2025, covering 225 participants, while Post-Distribution Monitoring (PDM) followed in July through phone interviews with 208 beneficiaries. In addition, three Focus Group Discussions (FGDs) were held in Khelvachauri, Keda, and Dusheti with 30 participants. Across all tools, findings consistently confirmed that beneficiaries had received their full entitlements (400 GEL) and were able to address their most urgent household needs. Respondents emphasized being treated with respect by GRCS staff and volunteers and expressed high levels of satisfaction with both the assistance and the transparency of the process. Protection, Gender, and Inclusion (PGI) standards were applied throughout the operation. Vulnerable groups including the elderly, people with disabilities, single-parent households, families with small children, and those heavily reliant on agriculture were prioritized during targeting and distribution. PGI principles ensured that all recipients were treated with dignity and respect, and that aid was delivered fairly and equitably. Finally, to strengthen the capacity of volunteers and staff, GRCS conducted refresher online trainings on CEA, PSS, and PGI before survey implementation. A total of 300 trained volunteers participated in these sessions, which were organized before the launch of the DREF operation to ensure readiness for rapid response. These sessions covered ethical engagement, data collection standards, and communication techniques. The integration of CEA into all stages of the operation ensured that affected communities were not only recipients of aid but active participants in the response process.

Lessons Learnt

The significance of early and continuous community engagement in accurately identifying needs and vulnerabilities is one of the operation's key lessons. The use of exit surveys, FGDs, PDM, and helplines together proved crucial for preserving responsiveness, accountability, and transparency. By using trained volunteers, CEA made sure that the values of safety, participation, dignity, and access were upheld in all of its dealings with beneficiaries. Effective logistics and efficient access to remote households were made possible by close collaboration with local authorities.

Challenges

Making sure that every beneficiary understood the goal and how the helplines and feedback mechanisms worked was a small challenge. Because they were unfamiliar with these systems, some beneficiaries initially struggled to express their concerns. Direct volunteer assistance during distributions and post-distribution monitoring sessions helped to address this, making sure that all feedback was noted and taken into consideration. All CEA activities were efficiently facilitated by local branches and volunteers, so there were no significant operational or logistical challenges.



Secretariat Services

Budget: CHF 16,827

Targeted Persons: 15

Assisted Persons: 15

Targeted Male: 6

Targeted Female: 9

Indicators

Title	Target	Actual
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Number of IFRC monitoring and support missions	5	3
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Narrative description of achievements

IFRC supported the NS actions through its South Caucasus Country Cluster delegation and regional office for Europe technical and operational expertise, including Disaster Management, Planning, Monitoring, Evaluation and quality assurance, financial oversight and programmatic support.

The Disaster Management Delegate provided ongoing guidance to GRCS during the assessment process and in shaping the overall response strategy, with particular emphasis on the design and technical quality of cash and voucher assistance through a bi-weekly coordination setup. IFRC's role extended to supporting the actual implementation of CVA distributions by ensuring that targeting, monitoring, and accountability mechanisms met established standards. The PMER officer worked alongside GRCS counterparts to strengthen the planning and monitoring framework, contributing to the development of a matrix that helped guide interventions and to the organization of post-distribution monitoring and the lessons learned exercise.

Beyond operational and monitoring support, IFRC also played a role in risk communication and awareness raising. The delegation facilitated the adaptation of Public Awareness and Public Education materials and co-organized a dedicated workshop that allowed key messages on climate risks and household preparedness to be contextualized for Georgia. These messages were further supported through awareness activities carried out by GRCS volunteers and branches during the operation.

In line with the agreed Terms of Reference, IFRC organized and led a joint monitoring visit with GRCS from 6 to 10 May 2025, covering affected areas in Adjara and Guria. The visit involved field observations, meetings with beneficiaries, volunteers, and local authorities, and the review of operational documentation. The results confirmed that voucher distributions were implemented effectively and reached the targeted households, with the voucher modality functioning smoothly and being well accepted by communities. The monitoring also showed that Community Engagement and Accountability mechanisms were in place, with the helpline and feedback systems accessible and known to affected households. Volunteers were properly insured and equipped, and their safety was taken into account during field work. At the same time, the visit highlighted some areas for improvement, particularly the need for stronger data collection tools for post-distribution monitoring and more systematic integration of PGI and protection risk analysis into the operation.

The findings and recommendations of the monitoring visit were shared with GRCS in a short report, which emphasized good practices in volunteer mobilization, accountability, and flexibility of the CVA response, while also noting gaps in reporting and the need to strengthen monitoring systems. Overall, the visit confirmed that the operation was timely and relevant, and that the assistance provided met the urgent needs of the most affected households.

Lessons Learnt

N/A

Challenges

The Response M&E framework was established at the outset of the operation, outlining key deliverables, tools, and means of verification. The National Society applied most of the monitoring tools during implementation, including documenting source materials, conducting needs assessments and post-monitoring surveys, collecting community feedback, and conducting monitoring and lessons-learned exercises. However, challenges remain in coherently integrating these tools to guide response implementation. Gaps and delays were observed in the submission and quality of key monitoring deliverables, including the final report.

It is recommended that the National Society strengthens its internal monitoring and reporting processes, including closer alignment with the agreed M&E frameworks, timely submission of deliverables, and compliance with quality assurance best practices during future operations



National Society Strengthening

- Budget:** CHF 57,975
- Targeted Persons:** 320
- Assisted Persons:** 320
- Targeted Male:** 128
- Targeted Female:** 192

Indicators

Title	Target	Actual
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Number of volunteers involved in the response operation that have increased their skills in response and management of operations	300	300
Number of weeks to establish an efficient fund transfer mechanism adapted to the level of risk and capacity of the NS	8	5
Number of GRCS' volunteers involved in response who are insured	300	300
Number of National Society staff and volunteers trained on prevention and protection of sexual exploitation and abuse (PSEA)	15	15
Number of GRCS staff directly supporting the implementation of the operation	20	20
Number of National Society staff and volunteers trained on prevention and protection of sexual exploitation and abuse (PSEA)	15	15

Narrative description of achievements

The Georgia Red Cross Society (GRCS) effectively mobilized both headquarters and branch staff during the snowstorm response operation to guarantee prompt and thorough humanitarian assistance. Eight GRCS HQ staff members were deployed to Chokhatauri and Ozurgeti municipalities, where they oversaw the distribution of 70 medical kits to affected households. In parallel, twelve GRCS branches located in the most impacted municipalities were actively engaged throughout the operation, providing direct support to communities through needs assessments, distributions, and coordination with local authorities.

To ensure that the response was inclusive and protection-sensitive, GRCS deployed volunteers who had previously received training in Community Engagement and Accountability (CEA), Protection, Gender and Inclusion (PGI), Psychological First Aid (PFA), and communication. These volunteers played a key role in facilitating distributions, collecting feedback, and offering psychosocial support to affected individuals.

GRCS produced and disseminated visibility and communication materials to support transparency and information sharing. This included the first psychosocial support brochures, informational leaflets explaining voucher usage, and wall posters placed at distribution sites. These materials helped beneficiaries understand the assistance process and access available support services.

Monitoring and field assessments were conducted throughout the operation. Exit surveys were administered during voucher distributions to capture immediate feedback from recipients. Post-distribution monitoring (PDM) was conducted in July 2025 across 12 municipalities, covering 208 beneficiaries (119 male, 98 female). Interviews were conducted via telephone by two GRCS hotline operators and five trained volunteers, who followed the RCRC Movement Code of Conduct and used standardized questionnaires. Additionally, three focus group discussions (FGDs) were held in Khelvachauri, Keda, and Dusheti municipalities, involving 30 participants (12 male, 18 female). These FGDs were facilitated by GRCS staff using a semi-structured guide developed with CVA Hub resources. Informed consent was obtained from all participants. GRCS also conducted needs assessments and market assessments to inform the design and targeting of assistance.

A comprehensive communication strategy was implemented to ensure effective information flow to affected communities. This included the use of the GRCS helpline and printed materials distributed during field activities. These tools enabled beneficiaries to receive timely updates and provide feedback throughout the operation.

To support volunteer wellbeing and motivation, GRCS reimbursed food and transportation expenses for all volunteers engaged in the operation. This support began on 21 February and covered both the pre-DREF and DREF implementation periods. A total of 184 volunteers were involved initially, with the number increasing to 300 as the operation expanded. To ensure volunteer safety during field activities, 300 volunteers participating in the operation were covered by insurance provided by the IFRC during DREF timeframe. This measure was essential for sustaining volunteer engagement and minimizing risks throughout the response.

An GRCS/IFRC Lessons Learned Workshop was held on 1–2 July 2025 to review operational performance and identify areas for improvement. The workshop was attended by 27–28 participants across both days, including representatives from the 12 affected branches, local municipalities (Khelvachauri and Dusheti), GRCS Headquarters, and IFRC. The sessions covered all aspects of the DREF operation, highlighting strengths, challenges, and emerging needs. The workshop provided a valuable opportunity to reflect on the response and strengthen preparedness for future emergencies.

To support operational readiness, GRCS utilized pre-positioned stock from previous DREF operations, including uniforms and protective equipment. This allowed for immediate deployment of staff and volunteers and ensured that field teams were properly equipped from the outset.

Overall, the operation demonstrated GRCS's capacity to deliver timely, inclusive, and accountable humanitarian assistance. Through coordinated efforts, trained personnel, and strong community engagement, GRCS was able to meet urgent needs while reinforcing its institutional preparedness and volunteer support systems.



Lessons Learnt

In order to ensure a prompt and efficient humanitarian response, GRCS emphasized the value of readiness and trained volunteers during the snowstorm response operation. By assigning volunteers who had previously completed training in Gender and Inclusion, Protection, Community Engagement and Accountability, and Psychological First Aid, the teams were able to conduct needs assessments, distribute aid, and offer psychosocial support in a timely, professional, and coordinated way. Operational readiness and prompt deployment without delays were made possible by the use of pre-positioned stock, which included uniforms and protective gear which was procured in the frame of the previous DREF operations. Stronger accountability and increased trust between GRCS and the communities were achieved through effective communication, which included the creation of visibility materials, the use of helplines, and organized feedback systems. The importance of solid collaborations in augmenting the effectiveness and influence of emergency operations was underscored by the fact that close coordination with local authorities enabled fair distribution, access to distribution points, and logistical support.

Challenges

The operation encountered a number of difficulties that called for strategic planning and flexible management. Access to isolated communities was hampered by severe weather, including heavy snowfall and blocked roads, which called for assistance from defense forces and local authorities. Due to the large number of impacted households and the limited resources, careful prioritization based on vulnerability criteria was necessary to guarantee that aid reached the most vulnerable. Poor connectivity made it difficult to communicate with remote communities, which made it difficult to share information, get feedback, and maintain accountability. It required a significant amount of coordination and volunteer mobilization to conduct focus groups and thorough post-distribution monitoring across several municipalities. In order to ensure that volunteers could work efficiently and safely in difficult situations, it was necessary to pay close attention to volunteer safety while operating in harsh winter conditions. This included reimbursement for food and transportation, and ongoing operational guidance.



DREF Operation

FINAL FINANCIAL REPORT

MDRGE019 - Georgia - Snow storm

Operating Timeframe: 15 Mar 2025 to 31 Jul 2025

Selected Parameters			
Reporting Timeframe	2025/3-2025/11	Operation	MDRGE019
Budget Timeframe	2025	Budget	APPROVED

Prepared on 22/Dec/2025

All figures are in Swiss Francs (CHF)

I. Summary

Opening Balance	0
Funds & Other Income	254,298
DREF Response Pillar	254,298
Expenditure	-254,262
Closing Balance	36

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items			0
PO02 - Livelihoods			0
PO03 - Multi-purpose Cash	148,500	158,383	-9,883
PO04 - Health	7,620	8,115	-495
PO05 - Water, Sanitation & Hygiene			0
PO06 - Protection, Gender and Inclusion			0
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery	24,241	9,287	14,954
PO10 - Community Engagement and Accountability	3,700	3,941	-241
PO11 - Environmental Sustainability			0
Planned Operations Total	184,061	179,725	4,335
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	15,800	16,082	-282
EA03 - National Society Strengthening	54,437	58,455	-4,018
Enabling Approaches Total	70,237	74,537	-4,300
Grand Total	254,298	254,262	36

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