

Poland | Ukraine and Impacted Countries Emergency Appeal



Polish Red Cross volunteers in the collective reception point in Nadarzyn, Poland, 2022. © Polish Red Cross

Emergency Appeal №: MGR65002

First launched on: 28/02/2022

Glide №:

OT-2022-000157-UKR

Final report issued on: 31/03/2026

Timeframe covered by final report:

From 28/02/2022 to 31/12/2025

Number of people targeted: 1,265,000

Number of people reached:

2022	2023	2024	2025
817K	1.1M	20K	9.4K

Funding requirement:

- **IFRC Emergency Appeal:** CHF 119M
- **Federation-wide:** CHF 170M

Expenditure:

- **IFRC Emergency Appeal:** CHF 48,145,236
- **Federation-wide:** CHF 98,813,558

*Details on methodology, data limitations, and how to interpret this report are provided in Annex I.

A. SITUATION ANALYSIS

Description of the crisis

Since February 2022, Poland became one of the primary destinations for people, mainly consisting of women, children and older people, fleeing Ukraine as the result of the escalation of the Russia-Ukraine international armed conflict. Based on October 2025 figures, 1 million displaced people from Ukraine are recorded in Poland, among them 960,000 registered under the temporary protection schemes¹.

In responding to the situation and alleviating the suffering of the displaced population, Polish Red Cross (PRC) with the support from the IFRC network started the implementation of its largest emergency response operations providing assistance with relief through multipurpose cash, vouchers, food and NFI distributions, shelter, health and care, including with mental health, integration and inclusion services, protection, prevention and restoration of people's livelihoods to around 1.8 million people². The organisation engaged a network of more than 8,000 volunteers in 200 locations to assist displaced population in emergency including through social care, psychosocial support and integration socio-cultural and socio-economic activities.

Needs assessment, conducted by UNHCR in 2023, showed that after a year from the crisis, despite humanitarian support was crucial for displaced people from Ukraine, 32% of respondents indicated that household income was insufficient to meet basic needs in Poland. People reported cash for basic needs (69%), food (40%), and accommodation (27%) as the top three priorities³. PRC/IFRC responded to this demand by completing one of its largest multipurpose cash interventions together with providing conditional shelter assistance. One of the biggest challenges was the increased rental costs coupled with changes in the governmental Special Act on Ukrainian refugees (2023) that significantly reduced the possibility of staying for free in collective sites⁴⁷. It was also reported that most of the displaced relied on social benefits as their main source of income in Poland. Only half of the respondents were employed, and 63% of Ukrainians were not able to speak Polish. This increases the need for sectoral interventions focused on livelihoods, integration and inclusion programmes⁸.

In 2024, Poland remained affected by the protracted consequences of the crisis. Moreover, Poland's Government tightened migration measures by adopting its Migration Strategy 2030⁵. On the base of this new strategy, a total of 49 foreigners' integration centres were established offering Polish language courses, information sessions, psychological care, legalization support, legal assistance. Additionally, collective sites were due to close permanently and 34,000 displaced people from Ukraine had to find alternative accommodation solutions. The biggest consequence was that authorities temporarily suspended the acceptance of asylum claims⁶.

In comparison with the beginning of the crisis, 2025 was characterized by a negative trend of "compassion fatigue" and growing xenophobia which spark debates on integration and social cohesion⁷. The situation created additional challenges for integration and economic security for displaced people from Ukraine in Poland⁸. This despite the positive impact on Polish economy, displaced people from Ukraine boosted Poland's GDP by 2.7%⁹. PRC re-focused its orientation to offering long-term assistance aimed at integrating the Ukrainian community within Polish society including offering socio-cultural activities, vocational and language courses, microentrepreneurial programmes, recreation activities for adults and children, supporting mental health and well-being, legal consultations, sectoral cash interventions among others.

¹ [UNHCR: Ukraine Refugee Situation – Poland](#)

² [PRC: helping Ukraine campaign](#)

³ [Deloitte: Analysis of the impact of refugees from Ukraine on the economy of Poland \(March 2024\)](#)

⁴ *ibidem*

⁵ [2025-2030 Migration Strategy](#)

⁶ [Poland Migration Strategy 2025-2030](#)

⁷ [Deloitte: Analysis of the impact of refugees from Ukraine on the economy of Poland \(March 2024\)](#)

⁸ [BBC: 'Go back to Ukraine': War refugees complain of abuse in Poland / Al Jazeera: 'We are scapegoats': The rise of anti-migrant anger in Poland](#)

⁹ [Poland: Analysis of the impact of refugees from Ukraine on the economy of Poland — 2nd edition \(June 2025\)](#)

Summary of response

In early 2022, following the onset of the crisis, PRC rapidly mobilised to provide immediate humanitarian assistance, including deployment of rescue and humanitarian aid groups to the border regions, distributing food, hygiene, medical supplies, launching cash and voucher assistance (CVA), mental health and psychosocial support services (MHPSS), providing information and referral support, including with restoring family links (RFL). Domestic fundraising efforts generated CHF 67 million in support of emergency operation¹⁰. The response was supported by Red Cross and Red Crescent Movement partners, who contributed through bilateral¹¹ and multilateral¹² technical support. IFRC was able to fundraise CHF 49 million for response efforts in Poland, assisting PRC with relief operation, deployment of technical experts, National Society development.

Leveraging on its auxiliary role, PRC coordinated efforts with national authorities and other humanitarian actors, participated in national technical working groups, provided life-saving assistance, health services, shelter, food and NFI distributions, protection and psychosocial support, restoring family links, information management, cash and voucher assistance. With IFRC support, PRC significantly strengthened its response capacities through capacity building and localization, expanded its areas of interventions and were able to launch multiple modalities for the first time. Coordination mechanisms improved, allowing for more harmonised action alongside government agencies and humanitarian clusters.

By 2024, the response began transitioning from acute emergency relief to more sustained, community-based assistance. PRC, with support from partners, shifted its focus to socio-economic and socio-cultural interventions, community-based mental health, sectoral conditional cash assistance, other durable solutions for displaced population. The noticeable shift happened in supporting preparedness efforts of the National Society by ensuring that PRC is ready to respond to crises and disasters of such scale. IFRC supported with the equipment of first responders, training programmes and simulation exercises for staff and volunteers, preparation of contingency and unified plans, setting up risk management system, promoting digitalization efforts of PRC, adaptation of new policies and safeguarding, community engagement and accountability standards, resilience-building, while maintaining flexibility to respond to localised sudden-onset emergencies¹³.

The shortfall in achieving certain sectoral targets by the end of the project is primarily attributable to funding constraints (funding received against funding required) and necessary programmatic adjustments made in response to evolving operational realities and community needs.

¹⁰ [PRC: helping Ukraine campaign](#)

¹¹ Spanish Red Cross, German Red Cross, American Red Cross

¹² American Red Cross, Australian Red Cross, British Red Cross, Canadian Red Cross, Danish Red Cross, Finnish Red Cross, French Red Cross, Irish Red Cross, the Netherlands Red Cross, Norwegian Red Cross

¹³ Storm Boris, September 2024

Federation-wide Response to Date:

Poland



TOTAL PEOPLE REACHED

817K	1.1M	20K	9.4K
2022	2023	2024	2025

NATIONAL SOCIETY CAPACITY during the response period

778		1.2K	
People Trained in PGI		People Trained in MHPSS	
8.2K		187	
Peak Number of Volunteers Mobilised		Branches Responding	

Disasters and Crises



BASIC NEEDS ASSISTANCE

817K	1.1M	326	58
2022	2023	2024	2025



SHELTER

4.7K	811	2.1K
2023	2024	2025



CASH AND VOUCHER ASSISTANCE

People reached with CHF 25M in 2022, CHF 5.5M in 2023, CHF 12K in 2024, and CHF 6.4K in 2025

45K	8.6K	13	2.5K
2022	2023	2024	2025

Health and Wellbeing



HEALTH AND CARE

8.5K	60	36
2022	2024	2025



MHPSS

1K	18K	20K	9.4K
2022	2023	2024	2025



WASH

106K	143
2022	2024

Migration and Displacement



MIGRATION



Values, Power and Inclusion



PROTECTION, GENDER AND INCLUSION

1.6K	2.6K	3.4K	2.5K
2022	2023	2024	2025



COMMUNITY ENGAGEMENT AND ACCOUNTABILITY

National Society has established feedback mechanisms

Operational risk assessment

Changes in the operational environment	Mitigation actions taken
<p>Special Act on Ukraine</p> <p>In June 2025, Polish government commenced working on the amendments to the Act on Assistance to Citizens of Ukraine (known as the "Special Act"). The current legislation is set to expire at the end of March 2026 following the approved amendments by the newly elected president Nawrocki in line with EU decision¹⁴.</p> <p>The recurring yearly extensions of Temporary Protection led to uncertainty and anxiety among the displaced people from Ukraine, putting an additional strain on them resulting in additional challenges for their long-term planning. In the event after March 2026 the protection would not be extended it could lead to decisions on onward movements or premature returns to Ukraine.</p>	<p>PRC was agile to adjust the response on a need basis. Considering the protracted nature of the situation most of the support focuses on integration and inclusion efforts while also maintaining modalities for assisting the most vulnerable. It offered long-term livelihoods support including micro-entrepreneurship pilot project, with support from IFRC, for displaced people from Ukraine to kick-start their businesses. In addition, PRC leads the implementation of "Together to independence" programme from the Ministry of Interior aimed at inclusion and cash for rent support for those living in collective sites.</p> <p>To ensure continued relevance of the programming PRC/IFRC conduct necessary monitoring, review of the context, monitoring and visiting collective sites. The PRC Infoline is available for inquiries and feedback from the affected population.</p>
<p>Central European Floods</p> <p>In September 2024, a series of floods caused by a record heavy rainfall generated by Storm Boris caused a series of catastrophic effects on people and infrastructures, especially in the most affected regions of south-western Poland.</p>	<p>PRC deployed rescue teams and humanitarian aid groups which collaborated with local authorities and emergency services, focusing on evacuations, FA and distribution of non-food items.</p> <p>PRC received DREF contribution form IFRC and was able to fundraise through the public campaign and bilateral investments.</p> <p>PRC delivered essential supplies such as power generators, heaters, dehumidifiers, radiators, hygiene kits and food packages, provided psychological support, children educational and recreational stays with therapeutic activities, vaccination campaign against tetanus. PRC was appointed a coordinator of the humanitarian aid in Stronie Śląskie.</p> <p>It must be noted that, although this put on hold some activities, it also had a positive impact on expanding services and tools introduced in the framework of the Ukraine and Impacted Countries Emergency Appeal (UIC EA) to floods-affected regions. For example, psychological first aid through a dedicated online platform, activated on the base of the experience of PRC Infoline for the Ukraine response; multi-purpose cash and voucher assistance programmes.</p>

¹⁴ [Legal portal for people fleeing Ukraine: The Act on Assistance for Ukrainian Citizens](#)

<p>Migration from Belarus</p> <p>In addition to migration crisis from Ukraine, Poland was confronted with migration challenges from neighbouring Belarus facing an influx of undocumented migrants. According to government data, Polish border guards prevented 30,090 attempted crossings in 2024 alone, 16% more than 26,000 recorded in 2023¹⁵.</p> <p>Migrants of Belarusian nationality in Poland constitute the second biggest migrant community after Ukrainian citizens moving for various reasons including financial instability, insecurity, political repressions, fear of possible military mobilization. Since 2019, the number of Belarusians in Poland has multiplied by 6.5 times. Thus, the total number of Belarusians living in Poland in 2024 was estimated at more than 310,000 people¹⁶.</p>	<p>People with migrant background of any nationality were welcomed at PRC network of integration centres which offered community-based socio-cultural activities including language courses, legal counselling, psychological support and psychosocial care, after school tutoring for children, support to older people, employment support and CV translation, nursing classes, childcare courses, first aid, computer and digital literacy classes, tailoring services courses, integration thematic events for children and adults, trips and guided tours.</p> <p>Currently, there are 16 centres in the country reaching over 2,700 people monthly, including those displaced from Ukraine, Belarus and third-country migrants.</p>
---	---

A. OPERATIONAL STRATEGY

PRC in its auxiliary role, supported by Red Cross and Red Crescent Movement partners, provided emergency support to displaced people since the beginning of the crisis in 2022 while ensured a timely shift towards early recovery. It offered integration and inclusion programmes for both displaced and host communities¹⁷, reducing inequalities, promoting social cohesion, while leveraging in-house expertise in implementing social programmes for people in vulnerable situations. PRC acted in line with governmental policies and guidelines ensuring adherence to the RCRC Movement Fundamental Principles. All proposed activities were designed to align with PRC' Strategy 2030¹⁸, based on three pillars: 1) readiness to act in times of crisis, 2) health and prevention activities, 3) activation of society and elimination of social inequalities.

Such approach was maintained to support the following categories of people aligning with the Federation-wide UIC EA targeting criteria:

- Displaced people in vulnerable situations from Ukraine arriving in Poland after February 2022,
- Displaced people in vulnerable situations from Ukraine staying in Poland for a prolonged period,
- Members of Polish host communities in vulnerable situations.

¹⁵ [NFP: Poland publishes data on thousands of migrant "pushbacks" at Belarus border for first time](#)

¹⁶ [Picodi: Сколько беларусов переехало в Польшу — состояние на 2024 год.](#)

¹⁷ Definition "hosts community" does not necessarily mean "Polish".

¹⁸ [PRC Strategy 2030](#)

The response integrated protection, gender and inclusion (PGI) principles, identifying and addressing the needs of displaced and host communities and taking into account diversity considerations. PRC adopted a people-centred approach, adhering to the IFRC’s community engagement and accountability (CEA) standards, ensuring two-way communication, inclusion of communities in the decision-making process, and that support was based on people’s diverse needs.

National Society development was mainstreamed in all areas of the response operation.

<p>Emergency response</p>	<p>PRC activated its emergency response groups¹⁹ deploying them to the border regions with Ukraine, mobilized staff and volunteers to support response operation providing assistance during the peak of the influx²⁰. This allowed reaching more than 800,000 people with relief assistance, distributing 280,000 hygiene kits, 330,000 food parcels and 9,300 tons of humanitarian assistance, including food, clothing and hygiene products, in Poland.</p> <p>The National Society (NS) cooperated with more than 300 corporate partners in 2022 and collected in-kind donations that were either sent to Ukraine or distributed to Ukrainian displaced in Poland.</p>
<p>Scaling up of existing services</p>	<p>The deployment of first responders allowed the NS to position itself among front-line partners and to strengthen linkages with governmental authorities. As a result, rescue and humanitarian aid groups were respectively trained and equipped, ensuring their preparedness for future responses. Moreover, the mobilization of volunteers led to the development of a volunteer management system rolled out in 2023. The logistics and warehouse capacities increased by the provision of transportation, contingency stocks, storage of substantial goods and materials. The widespread PRC presence across the country thanks to the network of regional and local branches, and its already pre-established community-based and social care activities allowed smooth implementation of relief activities. They represented a fundament for scaling up socio-economic and socio-cultural programmes.</p> <p>The unprecedented scale of the crisis allowed the NS to review its existing policies, standard operating procedures. The institution-initiated efforts to improve its response capacities by organizing comprehensive training programmes for staff and volunteers, improving its digital possibilities, risk management, monitoring, evaluation and reporting mechanisms.</p>

¹⁹ Rescue groups and humanitarian response groups

²⁰ [PRC rescue services](#)

<p>New developed response capacities</p>	<p>Thanks to the contribution from Federation-wide partners, PRC was recognized as one of the leading actors in Poland delivering CVA, shelter, integration and inclusion programmes, microentrepreneurship, livelihoods, FA. This included the use of innovative solutions, modern approaches, enhanced digital and technologic capacities, efficient information management leading to a positive institutional transformation.</p> <p>PRC positioned itself as MHPSS provider to other organizations, public and private institutions.</p>
<p>Contingency Scenario Planning</p>	<p>PRC managed to implement a carefully designed strategic planning process taking into consideration context and needs.</p> <p>Following the worsening conditions during winter period (November-March), specific contingency plans were prepared on the annual basis, defining scope and potential scale, triggers, needs of affected population, target groups, response plans and funding requirements.</p> <p>PRC, with the support from IFRC, scaled up by extending the distribution of household items including winter items at humanitarian service points and at branch levels, providing CVA based on newly increased vulnerability during winter periods through multipurpose cash and conditional vouchers, offered MHPSS services, through a helpline and in-person sessions, information and referrals, RFL.</p> <p>IFRC helped with the facilitation of cross-border cooperation amount NSs covered by the Country Cluster Delegation (CCD) based in Warsaw.</p> <p>To support joint response in Poland and prepare for unforeseen scenarios, PRC/IFRC joined UNHCR-led Regional Refugee Response plan to run its holistic activities in 2023-2025²¹.</p>
<p>Scaling down and transition to long-term development programmes</p>	<p>With the needs evolving over time so does the nature of the assistance provided. PRC remained agile to adjust the response on a needs-basis. Considering the protracted nature of the situation most of the support focused on integration and inclusion efforts while also maintaining modalities for assisting the most vulnerable. Needs were further verified via community engagement by organizing focus group discussions, key informant interviews, surveys, held with displaced people from Ukraine and members of host communities across regional branches of PRC.</p>

²¹ [UNHCR: Poland: 2025-2026 Regional Refugee Response Plan - Poland Chapter \(ENG\)](#)

Needs assessment conducted in early 2025 indicated the need for community-based initiatives, livelihoods, job counselling, building awareness on violence, including GBV, and ways to prevent as well as creating safe spaces for discussion and support. To address these issues a wide variety of PGI activities have been planned (including parenting workshops, summer camp activities for children, or integration picnics).

In addition, to support with the integration processes PRC provided long-term socio-cultural and socio-economic activities. These included micro-entrepreneurship pilot project for displaced people from Ukraine to launch their businesses, delivery of conditional CVA as well as investing capacities improvements to respond effectively. These programmes allowed displaced people from Ukraine to access assistance on legal residence in Poland and encouraged many to seek employment.

PRC also continues to operate 16 integration centres across the country and leads the implementation of *Together to independence* programme from the Ministry of Interior aimed at inclusion and cash for rent support for those living in collective sites²².



To ensure continued relevance of the programming PRC/IFRC conducted necessary monitoring focusing on more livelihood skills for people living in Poland for when they return to Ukraine. This is to consider scaling down on the operation while maintaining the same sectoral components focusing on people in the most vulnerable situations who stay in Poland.

Following the closure of the EA in Poland, IFRC will close its duty station in Warsaw, Poland by the end of 2026, ensuring continues technical support to PRC.

²² [PRC: Together to Independence](#)

B. DETAILED OPERATIONAL REPORT

HEALTH AND CARE, INCLUDING MHPSS AND WASH

	HEALTH AND CARE (INCLUDING MHPSS)	Overall Target: 70,000			
		Overall Services Provided: 59,224			
Objective		<i>Communities in crisis-affected areas and displaced people in vulnerable situations are provided with high-quality health and care services, including MHPSS.</i>			
Health and Care					
Key Indicators	Indicator	Reach			
	# of people reached with primary health services and/or referral to public health institutions	2022 8,500	2023 0	2024 60	2025 36
Achievements		<p>With UIC EA funding, IFRC supported PRC to strengthen its first aid (FA) institutional capacities through the revitalisation of service delivery, instructor readiness, and procurement of equipment. PRC conducted 19 first aid recertification exams for specialised instructors, with 157 instructors successfully recertified and 48 new instructors joining the cohort. Thus, ensuring people’s readiness in times of potential crises and disasters fulfilling PRC’s auxiliary role to the government. Polish Red Cross is tasked with the civil protection mandate since December 2024²³. For this, PRC procured adult, child and infant manikins for cardiopulmonary resuscitation (CPR) trainings, tablets, automated external defibrillators (AEDs), training choking vests, clothing, accessories for dog FA trainings. PRC developed a first-of-its-kind first aid manual for instructors, including PFA and PGI content parts, and adapted its FA course curricula.</p>			
		<div style="display: flex; align-items: center;">  </div> <p><i>PRC paramedic providing medical care to people arriving from Ukraine at a train station in Krakow in 2022. Source: IFRC</i></p>			

²³ [PRC: Polish Red Cross is an expert in civil protection](#)

Mental Health and Psychosocial Support


Key Indicators	Indicator	Reach			
		2022	2023	2024	2025
	# of people reached by National Society mental health and psychosocial support services	1,070	18,537	20,274	9,484
# of people trained in MHPSS (including psychological first aid and other MHPSS related trainings)	-	448	427	388	

Achievements	<p>IFRC supported PRC, through UIC EA funding, to strengthen its mental health and psychosocial support (MHPSS) and psychological first aid (PFA) capacity in response to the needs of people displaced by the conflict in Ukraine, who face significant psychological distress while adapting to new environments. Building on PRC’s previously limited experience in this area, IFRC, together with the MHPSS Hub, delivered a comprehensive package of capacity-building initiatives, including PFA training of trainers, caring for staff and volunteers (CSV), community-based mental health, and supervisor trainings. As a result, more than 1,200 health professionals, volunteers, and first responders were equipped to provide PFA and MHPSS services.</p> <p>PRC participation in the EU4Health project (2022-2025)²⁴ further allowed the NS to develop competences for delivering comprehensive, multilayered MHPSS support via helplines and other service platforms. IFRC supported with enhancement of competences and tools for the implementation and scale up of PFA, development of Self Help+ and Problem Management+ projects, as well as through direct provision, training and coaching of stress management sessions, psychoeducation, and professional psychological support. These services have been made widely accessible both online and in-person through training sessions, regular team support meetings, supervision and the creation of peer support systems. Through EU4Health programme, PRC was able to provide more than 49,000 MHPSS support services between 2022 and 2025. To learn more about MHPSS response in Poland, a respective podcast <i>People in the Red Vests</i> was recorded raising awareness about mental health issues and promoted destigmatization efforts²⁵.</p> <p>In 2024, following needs assessments conducted in several branches, PRC moved to the delivery of community-based mental health and psychosocial support (CBMHPSS) modality. This included recreational activities, socio-cultural engagement, exercises to help children manage stress (including ‘walking train’ and ‘grab my finger’ activities), exercises for parents focusing on the principles of "Look – Listen – Link", integrative workshops, provision of anti-stress gadgets for relaxation for both Ukrainian displaced population and host communities, individual and group support sessions. More than 3,200 people were reached in Kielce, Ostrowiec, Poznan, Szczecin, Gdynia, Katowice and Krakow.</p> <p>Due to the funding limitations Health sector experienced, the scale of the operation was adjusted to provide high quality services and targeted support while strengthening National Society capacities of delivering aid. In addition, following two years of emergency response, programmatic priorities shifted from large-scale MHPSS and psychological first aid activities toward community-based MHPSS (CBMHPSS). CBMHPSS focused on strengthening community resilience, building local support structures, and enabling displaced people and host communities to benefit from targeted long-term support, including integration activities, such as attending cultural and sport events, well-being sessions, joint support activities, peer support</p>
---------------------	--


²⁴ funded by EU DG Sante.

²⁵ [IFRC: Nataliia Kornienko: Helping her fellow refugees cope with the stresses of conflict, migration and starting over](#)


groups, structured psychosocial interventions. Consequently, while CBMHPSS produces more sustainable and meaningful outcomes, it reached a smaller number of beneficiaries compared to large-scale PFA and MHPSS outreach activities.

	WATER, SANITATION, AND HYGIENE (WASH)	Overall Target: 200,000			
		Overall Services Provided: 106,332			
Objective	<i>Comprehensive WASH support is provided to people in vulnerable situations, resulting in an immediate reduction in the risk of water-related diseases and improvement in dignity for the targeted population.</i>				
Key Indicators	Indicator	Reach			
		2022	2023	2024	2025
	# of people reached with hygiene supplies	106,189	0	143	-
Achievements	<p>Since the beginning of the response, Polish Red Cross distributed hygiene supplies at different levels, including branches, humanitarian aid points and at the collective reception sites. Displaced people from Ukraine in Poland received the total of 9,300 tons of food, clothing and hygiene products²⁶. Prepositioned hygiene kits included menstrual hygiene management kits together with bathing soap, laundry soap, toothpaste, toothbrushes, toilet paper, shampoo, sanitary pads, disposable razors, and nail clippers.</p> <p>Targets were not fully achieved due to a strategic reprioritization of activities in response to evolving humanitarian needs. As the response progressed, resources were reallocated to prioritize other service delivery areas that demonstrated more urgent and immediate needs among affected populations. Given the changing context and the increased emphasis on flexible, needs-based programming, WASH interventions were streamlined to focus on basic and life-saving activities.</p>				

INTEGRATED ASSISTANCE

	SHELTER, HOUSING, AND SETTLEMENTS	Overall Target: 800,000			
		Overall Services Provided: 8,456			
Objective	<i>Communities in crisis-affected areas and displaced people restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions.</i>				
Key Indicators	Indicator	Reach			
		2022	2023	2024	2025
		# of people assisted with collective temporary shelter/accommodation	-	4,700	2
	# of people assisted with individual temporary shelter/accommodation per household	-	-	811	18

²⁶ [Raport #napomocUkraine - #napomocUkraine](#)

	# of people reached with rental assistance	-	755	5	2,165
Achievements	<p>The shelter assistance was designed to offer household support, complementing Polish government's programme, according to which hosting families received PLN 30 per person daily for up to 6 months and rental support with the provision of cash for rental to people displaced from Ukraine. The country's complex regulations, including the limitation that only social workers can conduct household visits for monitoring purposes, challenged implementation. With this, the design of the cash-for-rent response was adjusted to nine-month support to enhance protection and well-being of people experiencing vulnerabilities and residing in the collective cities, including Roma households^{27,28}.</p>  <p><i>Polish Red Cross volunteers conduct monitoring visits in the collective reception center in Warsaw.</i> Source: IFRC</p> <p>Eligibility criteria:</p> <ul style="list-style-type: none"> • Ukrainian nationals and asylum seekers with PESEL number currently located in Poland, • People staying in a collective shelter/hostel/shared accommodation, • Households that would stay in Poland for over six months from the programme's start, • At least one person has income in the household. <p>Registrations were facilitated in person. By selecting households having already a source of income, the project aimed at ensuring the continuation of rentals by the same tenants supported, who, in a more protected environment, would have had the opportunity to focus for six months on looking for better job opportunities and on enhancing and/or acquiring new skills, including through the participation in socio-cultural and socio-economic activities at PRC Integration</p>				

²⁷ Top-up amounts were scheduled based on needs to allow the families to cope with unexpected costs related to temporary housing, such as the need to purchase essential household items and appliances at the time of moving in (housing adequacy top-up), and to make the living space accessible and safe for people living with disabilities or with reduced mobility (disability adaptation top-up was assessed by IFRC /PRC staff during the house adequacy visit).

²⁸ Among partners were local NGOs Fundacja Odbudowy Odporności and Fundacja w Strone Dialogu (ROMA Community).

Centres²⁹.

Transfer amounts were defined in accordance with the rental market assessment which considered among criteria different sizes of accommodation in different locations such as inner city and outskirts of the city.

The amount ranged from:

- 450 EUR/month for a one-bedroom apartment
- 500 EUR/month for a two-bedroom apartment and
- 750 EUR/month for a three-bedroom apartment and more.
- As a top-up, the programme included EUR 500 for disability adaptation and EUR 300 for housing adequacy.

IFRC and PRC coordinated with governmental and non-governmental actors and regularly participated in the shelter, housing and accommodation sector meetings to prevent redundancy, align eligibility criteria and transfer values and facilitate 5W reporting.

The post-distribution monitoring (PDM) for the shelter assistance was conducted in two rounds, in March–April and June 2024. Across both rounds, a total of 257 survey responses were collected; however, due to the repeated rounds of data collection, this figure may include some overlap in respondents and therefore does not necessarily represent 257 unique individuals. Key findings from the PDM are as follows

- The respondents' overall satisfaction (146 out of 148 responders / 99% being "Very Satisfied") stating that the programme significantly improved their living conditions.
- A significant proportion of respondents reported that accommodations met basic living requirements. Information and advice on rental practices and understanding rental contracts were also commonly provided, helping beneficiaries navigate the complexities of the rental market.
- 118 out of 148 people (80%) stated "Fully Agreed" and 23 (16%) "Somewhat Agreed", indicating a significant alleviation of their financial burdens.
- 46 out of 148 (31%) of respondents reported that finding accommodation was "Very Difficult," highlighting substantial challenges in the housing search process. A few respondents reported facing different challenges and named rejection reason based on "being a Ukrainian" or "because having a child and a disabled person in the family", underlying discrimination, and practical barriers in the rental market.
- A major issue reported was the high cost of rent, which often exceeded the financial assistance provided and was unsustainable for many families. Additionally, as reported by participants, landlords frequently expressed reluctance to rent to the displaced individuals due to perceived risks, such as unstable income or the presence of pets. Language barriers also compounded the difficulty, making communication with potential landlords challenging.
- 99 out of 148 (67%) of respondents indicated that the amount they received was insufficient to fully cover the rental costs, requiring them to contribute additional funds from their pocket. Many respondents noted that while they received sums like PLN 1,800 or PLN 2,600, the actual rent in larger cities like Warsaw often exceeded these amounts significantly, with some apartments costing over PLN 2,700 plus additional utility fees.

²⁹ Socio-cultural activities include, for instance, cooking classes, movie projection, outdoor games, cultural visits, intercultural exchange classes, awareness sessions on integration values, etc. Socio-economic ones include providing information on job opportunities, CV drafting, document translation, livelihood trainings etc.

Qualitative feedback indicated a strong desire among beneficiaries to continue and expand support. While the programme has efficiently addressed the immediate challenges of housing, broader issues of employment, language barriers and social inclusion persisted.

Planned targets under the Shelter sector were not fully achieved mainly due to insufficient funding, which limited the scale of planned interventions. In addition, the initial response plan under the Shelter category included the prepositioning and distribution of household items (such as blankets and winter items) and equipment (including sleeping kits and generators) at temporary collective sites were re-adjusted. Moreover, during implementation, the distribution of these items was reported and implemented under the Livelihoods sector.

	LIVELIHOODS	Overall Target: 300,000			
		Overall Services Provided: 1,973,314			
Objective	<i>Communities in affected areas and displaced people receive basic needs assistance to support immediate livelihoods security and recover their way of life and income through sustainable livelihoods programmes that promote socioeconomic integration and economic stability.</i>				
Key Indicators	Indicator	Reach			
	# of people reached with relief assistance for basic needs (food, clothing, hygiene, medicines, and other essential items)	2022	2023	2024	2025
Achievements	<p>Before moving to the provision of the specialized long-term livelihoods assistance, Polish Red Cross with the support from IFRC and other Movement and external partners, was able to complete the procurement, prepositioning and the distribution of food and NFI parcels at branches, border crossing points, transit centres and collective sites. Throughout the entire duration of the Appeal, more than 1.9M relief assistance services were provided by Polish Red Cross.</p> <p>Livelihoods assistance aimed to enhance employability and local labour market access for people displaced from Ukraine. The programme provided personalised support in professional activation centres through group information sessions, job counselling, reskilling, and upskilling, vocational trainings, digital, technical, and soft skills, language classes, legal advice, psychosocial support, CV writing and document translation and document recognition. In addition, support was provided for self-employment initiatives, including business management training and financial assistance for external training and childcare and transport allowances:</p> <ul style="list-style-type: none"> • 7,143 total participants • 5,538 participants were engaged in the group sessions • 4,885 participants received individual guidance • 638 language courses engaging 3,062 participants • 3,378 participants attended educational and vocational trainings • 26 people received microgrants to launch their businesses 				

- 1.865 labour insertions, 26% of current participants
- 131 conditional cash for livelihood, vocational and educational trainings.


Centres were open in eight locations including Gdansk, Krakow, Lodz, Ostrowiec Swietokrzyski, Rzeszow, Warsaw, Wroclaw and Zielona Gora.

A micro-entrepreneurship programme was organized for the first time by PRC. The pilot programme was designed to promote income-generating activities through a participatory and context-sensitive approach. It combined several forms of support, including training, start-up assistance, and technical guidance contributing directly to strengthening key elements of the IFRC Sustainable Livelihoods Framework.



PRC project coordinator and Spanish Red Cross country representative attending the art therapy activity in Ostrowiec. Source: PRC

A total of 178 individuals participated in the call for proposals, 139 participants received training in entrepreneurship skills, while 93 of them received individual guidance in entrepreneurship skills. Women represented nearly 79% of all participants across all 6 regions (Warsaw, Rzeszow, Ostrowiec, Gdansk and Krakow), indicating strong engagement from female beneficiaries and highlighting the programme's inclusive nature and relevance to women's economic empowerment. The total amount granted in 2025 comprised CHF 91,500.

	CASH AND VOUCHER ASSISTANCE	Overall Target: 150,000			
		Overall Services Provided: 56,739			
Objective	<i>Displaced people in vulnerable situations have their needs addressed through the use of cash.</i>				
Key Indicators	Indicator	Reach			
		2022	2023	2024	2025
	# of people reached with conditional and/or unconditional cash and voucher assistance	45,529	8,655	13	2,542
Achievements	<p>Multi-purpose cash assistance was provided by the PRC with IFRC support to displaced people from Ukraine meeting eligibility criteria³⁰. The transfer value was calculated based on Polish government data on the minimum cost of living expenditures (MEB) for 2020, adjusted for inflation in 2021. The assistance amount was provided monthly for four months and depended on the number of household members³¹. The average total assistance was PLN 6,360 per household over four months. Programme requirements were also published on the website, which was specifically designed for the cash assistance^{32,33}.</p> <p>IFRC and PRC collaborated closely with governmental and non-governmental entities by actively participating in the cash working group (CWG) to avoid duplications and harmonise eligibility.</p> <p>Considering the high number of people in need of assistance, IFRC developed a self-registration application AccessRC to allow a higher reach within a shorter timeframe. The self-registration process was initiated in Lodz and Warsaw, followed by Bydgoszcz, Kielce and Poznan. In-person assistance at PRC branches was guaranteed to support individuals who faced challenges using digital tools.</p> <p>54,000 individuals were assisted with CHF 30 million through per-paid visa cards or MoneyGram. For those having difficulties reaching MoneyGram agents physically, PRC/IFRC ensured the option of a distant cash delivery via mobile phone.</p>				

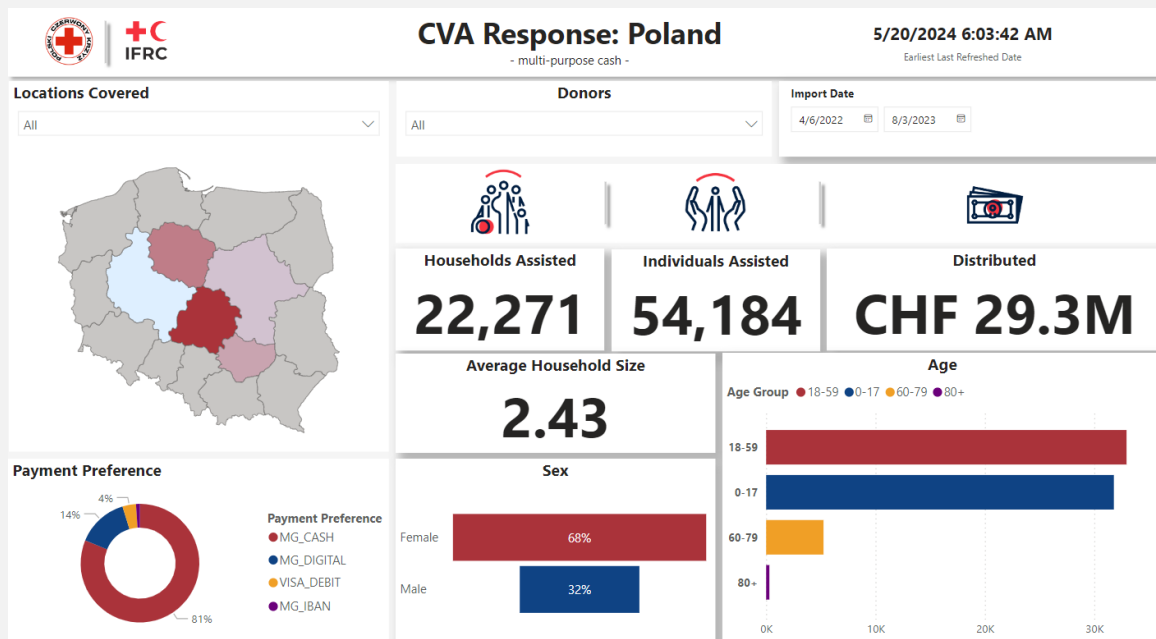
³⁰ Those who left Ukraine after 24 February 2022, were located in Poland, have not received cash assistance from other humanitarian organisations, fit at least one of these categories: 1) single-headed households with at least one child (below 18) or older person (equal or above 60); 2) household with two or more dependent persons (<18, >60); 3) household with one or more persons with specific needs.

³¹ 1 member in HH = PLN 710 (Total 4 months = PLN 2,840),
 2 members in HH = PLN 1,320 (Total 4 months = PLN 5,280),
 3 members in HH = PLN 1,930 (Total 4 months = PLN 7,720),
 4 members in HH = PLN 2,540 (Total 4 months = PLN 10,160),
 5 or more HH members = PLN 3,150 (Total 4 months = PLN 12,600).

³² [Polish Red Cross Cash Assistance Website](#).

³³ Available in Ukrainian, Russian, and English and provides recent updates for the cash programmes operating in Poland.

Post distribution monitoring, conducted in 2023 reaching 285 people engaged in the multipurpose cash assistance, showed that 271 people / 95% of recipients alleviated their financial burden. 282 / 99% of the participants felt safe during the cash disbursement process. This can be attributed to digitalised payments, which allowed most people to receive money to their bank account directly without going physically to branches. 71% of the respondents rated the self-registration process as satisfactory. Others stated it required room for technical improvements and a more adaptable mobile application interface. The feedback was well received, and the new version of AccessRC incorporated beneficiaries' feedback. Most respondents (59%) declared that cash assistance from IFRC/PRC was the main source of income, whereas unskilled labour (19%) was the second one. Half the respondents verbalised that the assistance met their family's monthly needs. Meanwhile, the other half answered partially. This can be attributed to unexpected expenses, rising food prices, and other essential needs. 91% of the recipients responded that they prefer cash assistance to other ways of humanitarian aid, including in-kind assistance. Among the other preferences (8%), respondents stated they would prefer to have both options available: cash or in-kind assistance³⁴.



Summary of the multi-purpose cash assistance response in Poland. **Source:** IFRC CVA Dashboard

IFRC helped enhancing PRC's capabilities to establish cash transfers as a primary modality within its national response system, extending PRC's technical support by enlisting CVA experts, enrolling enumerators for registration, providing training solutions, and elevating proficiency in NS data collection methodologies. Among Movement partners, German Red Cross helped PRC branch in Lublin to implement similar response programme reaching 2,683 individuals.

³⁴ Enumerators from the PRC infoline reached beneficiaries who engaged with MoneyGram money transfer methods between August 24 and August 29, 2023. Structured around key themes, the survey addressed recipients' informational priorities, favoured communication channels, identified information gaps, and gauged awareness of feedback mechanisms and understanding of complaint avenues.


Considering the context and needs, in 2024 PRC moved to the sectoral cash-based interventions. In March, PRC started distributions of medical vouchers with the aim to support vulnerable groups of both displaced people from Ukraine (80%) and Polish citizens (20%) with chronic health problems in meeting their medical needs through cash support for the purchase of medicines through prepaid barcodes (e-vouchers), allowing cashless transactions in pharmacies to access prescription and over-the-counter medicines at pharmacies. The e-vouchers worth PLN 400 were distributed in all 16 voivodeships, for a total of 18,000 medical vouchers distributed.

Ensuring preparedness for effective response, PRC developed a CVA preparedness (CVAP) roadmap and a plan of action in November 2023. With UIC EA funding, PRC was able to start CVAP at all institutional levels including senior management, finance, logistics and procurement, legal. CVA lessons learnt workshop on the distribution of medical vouchers was conducted in June 2024 with key staff to reflect on sectoral intervention. Among main challenges

July 2025 marked the organization of CVA standard operating procedures (SOPs) writing workshop with the support from Movement partners to enhance cash-based delivery in Poland.

Targets under the CVA component were not fully met due to significant funding gaps. While CHF 72 million was initially requested to implement the planned activities, about CHF 30 million was secured. This substantial funding shortfall required a reduction in the scope and geographical coverage of cash-based interventions, as well as a prioritization of the most vulnerable households. As a result, fewer beneficiaries were reached than originally planned.

PROTECTION AND PREVENTION

	PROTECTION, GENDER AND INCLUSION	Overall Target: 20,000			
		Overall Services Provided: 11,496			
Objective	<i>Communities in crisis-affected areas and displaced people in vulnerable situations are safe from harm including violence, discrimination, and exclusion, and their needs and rights are met.</i>				
Key Indicators	Indicator	Reach			
		2022	2023	2024	2025
	# of children welcomed in child-friendly spaces	1,684	374	0	-
	# of people reached with PGI activities	-	2,623	3,465	2,572
# of staff, volunteers and associated personnel trained on prevention and protection of sexual exploitation and abuse and child safeguarding	-	451	32	295	

Achievements



Workshops for women in Gdańsk, March 2025.

Source: PRC

courses, peer support, awareness-raising sessions in schools and branches, art therapy, sports, creative workshops, cooking classes, parenting and caregivers skills coaching, hygiene promotion, violence prevention, social network sessions, assistance to children with special needs, child rights and others. Furthermore, sign language courses were organised to enhance communication and access for individuals with hearing and visual impairments. PRC has received 8,135 restoring family links (RFL) inquiries. Several hundred cases are currently being handled in cooperation with sister National Societies.

PRC also launched cash for protection support addressing the urgent needs of individuals on the move. The objective was to overcome immediate protection risks covering the obtaining of identification documents (e.g. passports and civil IDs) and their certified translations.

Contributing to IFRC efforts to prevent gender-based violence, PRC launched its annual 16 Days of Activism against GBV campaign. Among other campaigns organized was "We act, activate, care - support for PRC community centres" spearheaded by the Lublin district branch focused on empowering children and youth from socially excluded areas.

Throughout the response to people displaced from Ukraine, starting in 2022, Polish RC increased its capacity in implementation of PGI activities and its mainstreaming. Some of the key areas of engagement included upgrades to facilities for after-school classes, policies revision, targeted campaigns, branch-level activities, including thematic holiday integration initiatives.

IFRC offered training sessions, focusing on PGI and safeguarding, including ToT approach, to PRC staff, volunteers and external actors. With IFRC's support, PRC adopted key policies such as the Code of conduct, child safeguarding, protection against sexual exploitation and abuse, anti-harassment policy and launched its integrity line. The organization ensured the dissemination of policies and building institutional knowledge³⁵.

In 2024, child friendly spaces (CFS) catalogues were translated into Polish offering guidance on creating safe, inclusive environments for children, aligned with international protection standards.


PRC organized PGI-related activities since the beginning of the response. This includes thematic celebrations³⁶, outdoor activities including summer camps for children, integration events and workshops recreational programmes, group support sessions, language

³⁵ [Polish Red Cross: documents](#)

³⁶ World Refugee Day, World Red Cross and Red Crescent Day, International Women's Day

Reduced financial resources constrained the scale of PGI direct service delivery and outreach activities initially envisaged under the response plan. In parallel, implementation focused more extensively than anticipated on capacity-building initiatives related especially to gender and inclusion and safeguarding. This strategic shift aimed to ensure that staff, volunteers, partners, and stakeholders at local and regional levels developed a strong understanding of protection principles, gender sensitivity, inclusion standards, and safeguarding requirements. Activities included trainings, mentoring, and the establishment of safeguarding mechanisms and referral pathways. The rapidly evolving emergency context necessitated the swift rollout of assistance to address urgent needs. This limited the time and operational capacity available to undertake a comprehensive baseline study. Menstrual health management (MHM) kits were distributed together with the hygiene parcels.

The wholistic organizational safeguarding self-assessment is planned to undergo upon the completion of the UIC EA implementation in February 2026.

	MIGRATION	Overall Target: 100,000
		Overall Services Provided: 90,819

Objective *People on the move, regardless of their background or status, have access to the lifesaving assistance and protection they need.*

Key Indicators	Indicator	Reach			
		2022	2023	2024	2025
	# of people assisted with transportation or evacuation	-	23	109	385
	# of HSPs that provided services to refugees/displaced people	-	10	64	5
	# of people reached at RCRC HSPs	-	1,066	11,728	3,371
	# of people supported in official procedures	0	8,565	497	856
	# of people reached with education support (including childcare and summer camps)	-	431	1,658	1,875
	# of people reached with employability support (including labour market orientation, employability and skills training)	-	2,951	2,621	3,326
	# of people reached by social cohesion activities to improve relations between asylum seekers, refugees and displaced people, and host communities	-	40,431	572	2,772
	# of people reached with language support services (language courses and classes)	-	1,507	4,617	1,458

In 2024, PRC ran activities in 64 Integration Centres across Poland, reaching over 2,700 beneficiaries per month. Contributions for the implementation of the component were entirely from PRC's #helpingUkraine campaign³⁷ and included the following modules:

- Module 1. Language courses: Polish and English language classes.
- Module 2. Support: Legal counselling, psychological support and psychosocial care, After school tutoring for children, Children playgrounds, Elderly people assistance, CV translation, Documentation counselling.
- Module 3. Trainings: Sister club and guardian classes, Childcare and babysitting courses, First Aid courses.
- Module 4. Vocational assistance: Computer and digital literacy classes, Tailoring services courses and Makeup courses.
- Module 5. Integration: Thematic events for children and adults (Children's Day, World Red Cross and Red Crescent Day, Christmas, Easter, Women's Day) and Integration group trips for children and adults.

In 2022-2025, thanks to the technical support from RCRC Movement partners, PRC expanded its Social Youth Instructor (SIM) groups and School Clubs, fundamental units of young people (age 13-30) which operate within specific district or regional branches. In the framework of the Ukraine response, SIM groups had the opportunity to prepare and implement their own projects as a part of the internal mini-grant programme *Together in Action - Poland and Ukraine*. Project presented focused on first aid, pro-climate education and anti-discrimination campaign.

Achievements

Polish RC restoring family links departments conducted a set of migration trainings for staff, volunteers but also for external partners, including local authorities, border guards, local police.

The organization has not adopted its Migration Strategy 2023-2025, however was directly involved in the consultation process with the Ministry of Interior and Administration on the implementation of Poland's Migration Strategy for 2025-2030. PRC is a member of the working group for cooperation with NGOs together with the Ministry of Interior, the Ministry of Science and Higher Education, the Ministry of Family, Labor and Social Policy, the Border Guard, and approximately 20 NGOs. Moreover, PRC work and priority of migration-related integration and inclusion activities are expressed in both PRC Strategy 2030 and Unified Plan 2026-2028³⁸. In order to learn more withing the Movement, Polish Red Cross organized a couple of peer-to-peer support visits to sister National Societies (including Spanish RC and German RC) and IFRC Regional Office for a range of thematic dedicated events.

To reflect on the integration and inclusion work of the PRC and operational experiences from 2022-2023, as well as to develop a standardization of activities at centres, the NS with the support of the IFRC organized a dedicated workshop in March 2024. The findings of the workshop included the following recommendations:

1. Introducing unified rules and regulations for integration centres.
2. Adapting the activities of the integration centres to the needs of the local and displaced communities against the PRC capacities.
3. Strengthening in raising external funding sources.
4. Introducing rules for regular reporting.

³⁷ [PRC: #napomocUkraine](#).

³⁸ [IFRC network country plans: Poland](#)

5. Organizing regular operational meetings for integration centres' managers for sharing best practices, lessons learnt and experiences.
- The rest of activities related to migration, integration and inclusion are highlighted throughout this report.



COMMUNITY ENGAGEMENT AND ACCOUNTABILITY (CEA)

Objective

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

Key Indicators	Indicator	Reach			
		2022	2023	2024	2025
	National Society with established feedback mechanisms	-	Yes	Yes	Yes
	# of community feedback comments collected	-	0	18	767
	# of community feedback reports produced	-	2	2	2
	# of operational decisions or changes made based on community feedback	-	10	1	1

Achievements

Community engagement and accountability (CEA) was incorporated into all activities and programmes to ensure that support is based on people's diverse needs. A Ukraine response CEA strategy has been developed, with key longer-term objectives: strengthening sector-specific community engagement and accountability approaches, strengthening community connections, and ensuring voices and perspectives of affected people inform humanitarian diplomacy³⁹.

³⁹ [Ukraine response: Community Engagement and Accountability \(CEA\) strategy](#)



Polish Red Cross CVA Officer is responding to questions outside of the distribution point. **Source:** IFRC

The CEA department worked closely with the sectoral leads on preparing information materials, FAQs, and announcements for the opening and closing programmes, monitoring and coordination with Infoline on programmatic subjects, case management and reviewing feedback received posting them in social media^{40, 41, 42, 43}. Materials were created in Ukrainian, Russian, Polish and English to promote information line and published on social media of the PRC⁴⁴. As Telegram is the preferred means of communication of refugees in Poland, a dedicated Telegram channel was established⁴⁵. This is together with multiple branch-level Facebook pages. This collaboration ensured the feedback mechanism was well-structured, efficient, and responsive to community needs. Moreover, leaflets and posters were produced and distributed at branch levels as well as in strategic accessible locations.

Additionally, community consultations – focus group discussions, especially to collect feedback through different post monitoring tools, stressed the significance of the community's voice in determining the aid they received. Branches were equipped with posters in Ukrainian, Russian, Polish and English on how people who received support should have reported any complaints and questions relating to the programme itself and how they could confidentially report any concerns relating to misconduct of Red Cross personnel.

⁴⁰ [PRC Facebook](#)

⁴¹ [PRC Instagram](#)

⁴² [PRC X](#)

⁴³ [PRC YouTube](#)

⁴⁴ [PCK X: Już działa nasza infolinia dla osób z Ukrainy](#)

⁴⁵ [PRC Telegram Channel](#)



PRC Contact Center operators answering beneficiaries' requests. **Source:** PRC

ENABLING APPROACHES



NATIONAL SOCIETY STRENGTHENING

Objective

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

Key Indicators	Indicator	Reach			
		2022	2023	2024	2025
	# of volunteers involved in the operation	8,200	8,200	2,031	1,404
	National Society provides insurance for all of their volunteers	-	Yes - fully	Yes - fully	Yes - fully
	# of branches responding ⁴⁶	187	185	183	164
	National Society has an advocacy strategy	-	Yes	Yes	Yes

⁴⁶ While Polish Red Cross officially has 16 branches according to IFRC definition, the figures reported under indicator 4c (number of branches responding) include both district and regional units to reflect the broader scope of support and operational reach of the National Society. Based on the IFRC definition, all 16 branches were engaged in the response throughout the period. In contrast, indicator 4e (number of branches that started branch development) reflects only regional branches, in closer alignment with the IFRC definition.

	# of branches which started branch development as part of the current response activities (including soft and infrastructure investments)	-	16	16	16
	# of Movement partners (Federation-wide) that support the development of National Societies (support bilaterally or through the IFRC)	-	4	2	7
	National Society has in place capacities to conduct an Emergency Needs Assessment	-	Yes	Yes	Yes
	National Society is part of their national government's disaster response mechanism	-	Yes	Yes	Yes
Achievements	<p>In 2022, for PRC, Ukraine response became the crisis of unprecedented scale in the history of the organization. The latest large population movement response in this region happened around 80 years ago. The context made PRC adapt to a new normal, changed its approaches to mobilising resources, staff, expanding its volunteer network. At the early stage of the emergency, the NS had no policies (including safeguarding) and procedures, digital volunteer management systems in place. Logistics, supply chain management, and fundraising systems required innovations. There was limited planning, monitoring, evaluation and reporting. New approaches in delivering humanitarian aid (such as CVA, Shelter, Livelihoods, MHPSS, PGI) were not strategized and well known prior to the emergency.</p> <p>Taking this into account, IFRC supported PRC with the mainstreaming of the National Society Development (NSD) plan by deploying an NSD Delegate. This resulted in HR, branch and volunteer strengthening, financial sustainability, internal control, audit, risk management systems, legal foundations in place, enhanced digitalization, improvement of data collection and reporting, as well as preparedness to disasters and emergencies.</p> <p>PRC was able to complete its Strategy 2030⁴⁷, transitioning to a project-based data collection system, ensuring standardization across branches. The institution conducted an ICT assessment leading to enhanced digital transformation, including the development of PRC own e-learning platform, intranet (e-PCK), and the set-up of a comprehensive enterprise resource planning (ERP) system implementation.</p> <p>With regards to working with volunteers, apart from the adoption of the volunteer management CRM platform, new policies and procedures were introduced and resulted in an increase in the number of volunteers in the country, especially the mobilization of youth movement, enhancing community engagement and attracting Ukrainian national volunteers.</p>				

⁴⁷ Adopted in 2022 and reviewed in 2025



COORDINATION AND PARTNERSHIPS

Objective

Technical and operational complementarity is enhanced through cooperation among the IFRC Membership and with the ICRC.

Key Indicators

Indicator	Reach			
	2022	2023	2024	2025
Movement coordination meetings are organized, and updates are provided to the Movement partners	-	Yes	Yes	Yes
# of external Stakeholders and Clusters coordination meetings organized	-	2	2	2

Achievements

PRC and the IFRC Warsaw-based CCD regularly participated in coordination forums and thematic national working group meetings (e.g. CVA, Health, Shelter, Protection) as part of the mutual assistance to the displaced population. PRC co-chaired Health working group in 2023 on the national level.

RCRC Movement

- ICRC:** As of 2025, the ICRC's regional delegation based in Warsaw covers eight countries neighbouring Ukraine. In this response operation, PRC ensured strategic collaboration with ICRC in humanitarian law, including the promotion of international humanitarian law, protection of the emblem, restoring family links, protection.
- Spanish Red Cross:** PRC is supported by SpRC and IFRC Livelihoods Centre in promoting socio-economic integration of displaced people from Ukraine by enhancing employability and access to the local labour market in Poland. In May 2022, a pilot of employment activation centre was conducted in Pomorskie voivodeship. Since November 2022 eight centres were supported. This collaboration is extended until December 2026 focusing on business cooperation and looking for sustainability through EU funds and other possibilities. Moreover, SpRC guaranteed the provision of technical support for the establishment of a database volunteer management system and volunteer management and development procedures. Above all, it supported PRC with NSD, peer-to-peer exchanges, KoboToolBox training, emergency preparedness, equipping PRC rescue groups, blood donors, climate adaptation. SpRC is represented in-country by a delegate since March 2022.
- German Red Cross:** GRC supported PRC integration centres activities, first aid, blood donorship, assisted with the implementation of training and equipment for PRC humanitarian aid groups. Additionally, GRC strengthened the PRC's capabilities in cash preparedness and the distribution of medical vouchers. GRC had its in-country presence in 2022-2024, thematic delegates were based in Lublin. The organization wrapped up the operation by the end of 2024 transitioning to the support from its HQ.
- American Red Cross:** AmCross was represented by one delegate seconded to IFRC who provided support to PRC on communications development in 2023-2024.

- **Other partners:** Australian Red Cross, British Red Cross, Canadian Red Cross, Danish Red Cross, Finnish Red Cross, French Red Cross, Irish Red Cross, the Netherlands Red Cross, Norwegian Red Cross were not presented in the country, however, supported PRC multilaterally through IFRC with CVA, PGI, CEA, Health/MHPSS, Livelihoods, Shelter, PMER, NSD, preparedness actions and the roll-out of the ERP system. Partners also ensured exchanges with other RCRC National Societies on rescue topics to enhance knowledge and share lessons learned.
- **IFRC Secretariat:** PRC also engaged in regional and sub-regional IFRC networks, benefitting from peer exchanges, communities of practice and thematic hubs. Where relevant, PRC participated in multi-country grants and IFRC global initiatives, particularly those linked to livelihood support, MHPSS and disaster preparedness. The IFRC Secretariat in Poland played a convening and coordinating role, ensuring alignment with the unified planning process and facilitating joint resource mobilisation. IFRC closes its duty station in Poland in 2026. This forms part of the wider regional reorganization process to ensure that IFRC's presence across Europe is proportionate to resources, programmatic needs, and long-term sustainability.

Coordination with other actors

In its auxiliary role to the public authorities, PRC is firmly embedded in national and sub-national coordination mechanisms for disaster management and social protection. Under the Civil Protection Law, PRC works closely with the government Centre for Security (RCB), the Ministry of Interior and Administration, and the Fire Service Department, which leads national civil protection coordination. The NS is a full member of the national crisis management mechanism, ensuring that the perspectives of communities and vulnerable groups are included in preparedness, response, and recovery planning. This reinforces its statutory role in public education, volunteer training, humanitarian assistance and crisis response, while also recognising its added value in bringing expert knowledge and extensive volunteer engagement to national resilience-building. A recent example of this cooperation is the joint "Safety Guide" for citizens, issued by the Ministry of Interior and Administration and the Ministry of National Defence. PRC contributed its experience in first aid, rescue operations, and civilian support to the consultations. At the regional and municipal levels, PRC branches collaborate directly with local authorities to align services with community priorities.

Beyond emergency response, PRC maintains structured partnerships with key ministries, including:

- Ministry of Health: blood donation, epidemic preparedness, vaccination campaigns, and health promotion,
- Ministry of Family and Social Policy: social assistance, refugee support, and inclusion of vulnerable groups,
- Ministry of Education and Science: health and safety education in schools, including psychosocial support.

PRC also coordinates closely with UN agencies and NGOs, particularly in the refugee response, and actively participates in sectoral and technical coordination groups, where it advocates for the needs of local communities and vulnerable populations.

In addition, PRC engages with a wide range of partners beyond the humanitarian sector, including the private sector (for logistics, cash and in-kind support, and corporate volunteering),

academic institutions (for research and training), and civil society organizations (for social inclusion and climate resilience initiatives).



IFRC SECRETARIAT SERVICES

Objective

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

Achievements

Poland operation team structure was formed based on the needs as well as strategic directions expressed by the NS. Over 2022-2025, the operation consisted of both international⁴⁸ and national staff providing necessary capacity and technical support to the teams on the ground. The IFRC personnel were based in the Warsaw CCD. Such support was especially instrumental for sectors that did not exist at PRC before the outbreak. The operation was supported by HR, administrative, logistics and finance personnel.

The Warsaw-based CCD, came into existence in April 2022 with the appointment of the Head of the Delegation. Between 2022 and 2025, CCD underwent some changes both in terms of membership composition and staffing structure. Nevertheless, it continued working on its initial objectives:

- Optimize the IFRC support to NSs, including PRC, responding to the Ukraine and Impacted Countries Emergency Appeal, in scaling up their service delivery,
- Ensure NSs, including PRC, within the Warsaw-based CCD are better prepared to anticipate and respond to future disasters, including by increasing their capacity and ensuring sustainability.

Throughout the response operation, and in line with the changing situation in the country, the Warsaw-based CCD focus shifted to localisation and the sustained growth of NS in its new normal. This included the promotion of NS transformational processes aimed at having NSs with a clear identity, relevant programmes and services, increased transparency and accountability, and sustained key flagship services over a longer period of time.

Besides directly supporting NSs, in line with its mandate, the Warsaw-based CCD provided membership services to participating in the operation NSs (PNSs) that generously contributed to UIC EA.

⁴⁸ Including support from the staff deployed as rapid response personnel on rotative basis in 2022

C. FINANCIAL REPORT

The interim Final Financial Report is attached below to this narrative report. The financial report is published on an interim basis given that, as of 31 December 2025, final reconciliations of the projects remained pending. The finalized report will be made available in 2026. Any remaining balance will be transferred to the funding pool of the Revised Emergency Appeal for Ukraine and Impacted Countries, in support of the continuation of activities addressing the humanitarian consequences of the Russia-Ukraine international armed conflict. Further details on the interpretation of financial data and reporting scope are provided in Annex I.

Expenditure by Thematic Area

Planned Operations / Enabling Approaches	Expenditure
PO01 – Shelter and Basic Household Items	6,541,176
PO02 – Livelihoods	
PO03 – Multi-purpose Cash	33,984,872
PO04 – Health	1,492,132
PO05 – Water, Sanitation & Hygiene	431,633
PO06 – Protection, Gender and Inclusion	539,457
PO07 – Education	0
PO08 – Migration	257,646
PO09 – Risk Reduction, Climate Adaptation and Recovery	128,180
PO10 – Community Engagement and Accountability	40,505
PO11 – Environmental Sustainability	17
Planned Operations Total	43,415,606
EA01 – Coordination and Partnerships	
EA02 – Secretariat Services	821,121
EA03 – National Society Strengthening	3,909,306
Enabling Approaches Total	4,729,630
Grand Total	48,145,236

Contact information

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

In the Polish Red Cross

- **Secretary General:** Katarzyna MIKOŁAJCZYK, katarzyna.mikolajczyk@pck.pl
- **Operational coordination:** Anna SZCZEPANIK, anna.szczepanik@pck.pl

In the IFRC

- **IFRC Regional Office:** Ruben CANO, Regional Operations Manager, ruben.cano@ifrc.org
- **IFRC Country Office:** Hleb SALAUYOU, Senior Programme Officer, hleb.salauyou@ifrc.org

For IFRC Resource Mobilization and Pledges support:

- **Regional Head, Engagement and Partnerships:** Andrej Naricyn, andrej.naricyn@ifrc.org
- **Coordinator, Resource Mobilisation in Emergencies:** T'Nasha La Roche, tnasha.laroche@ifrc.org

For In-Kind donations and Mobilization table support:

- **Manager, Global Operational Procurement and Regional Supply Chain:** Indra Eckstein, indra.eckstein@ifrc.org

Reference documents

↘ Click here for:

- [Previous Appeals and updates](#)
- [Emergency Plan of Action \(EPoA\)](#)
- [Note on methodology in calculating people reached and federation-wide response to date overview](#)

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.

ANNEX I. NOTE ON READING THIS REPORT

The structure of final country reports of Ukraine and Impacted Countries Emergency Appeal is organised around the sectors and enabling approaches outlined by the Appeal. The narrative presents a cumulative account of the response efforts carried out by National Societies within the timeframe of their respective Response Plans, unless stated otherwise.

All data is self-reported and, where necessary, validated and triangulated with previous reports or publicly available information. Detailed National Society Response Plans and individual results can be accessed on [IFRC GO](#). Please note that, in some cases, data may be incomplete, or estimates may be used where gaps exist, following a conservative and transparent methodology. Additionally, due to variations in National Societies' activities and data systems, some reported figures may represent services delivered rather than unique individuals reached, which may result in a degree of double counting.

At the country level, operations were aligned with National Society Response Plans developed at the launch of the Emergency Appeal. These plans were based on available data, needs assessments, risk analyses, and planning assumptions at the time, with aspirational funding requirements reflecting projected needs. As the context evolved, including changes in needs, population movement dynamics, and funding levels, National Societies adapted their responses accordingly. While remaining aligned with the overall strategic intent, adjustments were made to ensure that available resources were directed to maximise relevance, efficiency, and impact.

It should also be noted that while the narrative reflects the achievements of National Societies across the IFRC Network using federation-wide resources, the accompanying financial report presents income and expenditure related exclusively to the IFRC Emergency Appeal.

Data presented throughout the report follows different aggregation methodologies depending on the section. Under the Federation-wide Response to Date Overview, people reached figures are presented by year to enhance transparency and minimise double counting. In contrast, the National Society Capacity section combines cumulative and peak indicators, where training figures represent cumulative totals, while volunteer and branch figures reflect the highest levels reported during the response period. Branch figures may reflect a mix of "branches" and "local units" according to IFRC definitions, which may affect comparability across countries. Additionally, sector tables present both indicator-level data from the Ukraine and Impacted Countries Indicator Tracking Tool (ITT) and a total number of services provided (displayed at the top of each table), calculated by summing yearly reach values across all indicators within each sector. This differs from the methodology used in the Federation-wide overview and the people reached figures highlighted on the cover page, which aim to reflect unique individuals reached where possible. Values reported as "0" in sector tables may indicate either that no people were reached or that the number could not be accurately inferred or estimated.

As the escalation of the international armed conflict between the Russian Federation and Ukraine entered its fourth year, the IFRC revised the [Ukraine and Impacted Countries Emergency Appeal](#) to reflect the continued scale of humanitarian needs and the evolving nature of the response. The operation has been extended to 31 December 2027, maintaining the IFRC Secretariat funding ask at CHF 800 million and increasing the federation-wide requirement to CHF 3.1 billion. The revised Appeal retains a more focused geographic scope, covering Ukraine, the Republic of Moldova, and the Russian Federation, while other countries transition to [IFRC Network Country Plans 2026–2028](#). This ensures continuity of support through longer-term programming, while maintaining flexibility to adapt to future developments.

For most countries whose operations under the Appeal concluded on 31 December 2025, remaining balance was transferred to the funding pool of the revised Emergency Appeal for Ukraine and Impacted Countries to support the continuation of activities addressing the humanitarian consequences of the Russia-Ukraine international armed conflict.