EUROPE AND CENTRAL ASIA

KEY RESULTS/CONSTRAINTS IN 2016

- Conflict-affected people met their most pressing needs, learnt safe practices to mitigate the dangers they faced, and benefited from psychosocial support. ICRC-built walls helped reduce risks of injury for people in some areas.
- Dialogue with high-level authorities and intergovernmental organizations helped build support for humanitarian principles and action within the region and around the world.
- The authorities' efforts to address the issue of missing persons led to the resolution of some cases, but many more remained unresolved. Missing persons' families received psychosocial and other support.
- Hospitals, clinics, blood banks and haemodialysis facilities in eastern Ukraine received ICRC assistance, increasing the availability of appropriate treatment for people with injuries or chronic illnesses.
- Detainees restored or maintained family links with ICRC assistance. Penitentiary authorities received ICRC feedback on detainees' living conditions, including access to health care, and support for improvements.
- The region's National Societies partnered with the ICRC on humanitarian activities, particularly assistance for conflict-affected people and migrants, including asylum seekers and refugees.

PROTECTION	Total
CIVILIANS (residents, IDPs, returnees, etc.)	
Restoring family links	
RCMs collected	466
RCMs distributed	399
Phone calls facilitated between family members	21,057
Tracing cases closed positively (subject located or fate established)	372
People reunited with their families	9
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)	
ICRC visits	
Detainees visited	95,317
Detainees visited and monitored individually	1,485
Number of visits carried out	524
Number of places of detention visited	223
Restoring family links	
RCMs collected	245
RCMs distributed	193
Phone calls made to families to inform them of the whereabouts of a detained relative	470

ASSISTANCE		2016 Targets (up to)	Achieved
CIVILIANS (residents, IDPs, returnees, etc.)			
Economic security (in some cases provided within a protection or cooperation programme)			
Food commodities	Beneficiaries	108,500	232,093
Essential household items	Beneficiaries	108,500	261,672
Productive inputs	Beneficiaries	12,000	16,093
Cash	Beneficiaries	29,917	44,761
Vouchers	Beneficiaries	4,500	3,864
Services and training	Beneficiaries		4,007
Water and habitat (in some cases provided within a protection or cooperation programme)			
Water and habitat activities	Beneficiaries	1,620,706	1,506,291
Health			
Health centres supported	Structures	15	28
WOUNDED AND SICK			
Hospitals			
Hospitals supported	Structures	35	86
Water and habitat			
Water and habitat activities	Number of beds	2,700	1,580
Physical rehabilitation			
Projects supported	Projects	2	1
Patients receiving services	Patients	625	

EXPENDITURE IN KCHF	
Protection	25,755
Assistance	59,128
Prevention	17,037
Cooperation with National Societies	7,755
General	797
Total	**110,473**
Of which: Overheads	*6,736*

IMPLEMENTATION RATE	
Expenditure/yearly budget	79%
PERSONNEL	
Mobile staff	202
Resident staff (daily workers not included)	993

DELEGATIONS
Armenia
Azerbaijan
Georgia
Ukraine

REGIONAL DELEGATIONS
Moscow
Paris
Tashkent
Western Balkans

Brussels
London

ICRC delegation ICRC regional delegation ICRC mission

Ukraine, Lugansk region. The ICRC organizes a distribution of cylinders of cooking gas so that people do not need to collect wood in mine-contaminated areas.

In 2016, the ICRC strove to improve the protection of the civilian population and respond to the most urgent needs of people affected by armed conflict and other situations of violence in Europe and Central Asia. It ran extensive assistance programmes in the context of the Ukraine crisis and the escalation, in April, of the Nagorno-Karabakh conflict.

Across the region, the ICRC pursued discussions with the authorities, *de facto* authorities and other key parties, enabling it to draw attention to pressing humanitarian issues and seek acceptance for its work. In connection with both the Ukraine crisis and the Nagorno-Karabakh conflict, it monitored the plight of civilians, reminded the parties concerned of their obligations under IHL, and made confidential representations to them about the humanitarian consequences in both situations.

The Brussels, London, Moscow (regional) and Paris (regional) delegations helped mobilize support for ICRC operations worldwide. They shared the organization's views on humanitarian concerns with influential parties, including intergovernmental organizations such as the Collective Security Treaty Organization (CSTO), the Commonwealth of Independent States (CIS), the European Union, NATO and the Organization for Security and Co-operation in Europe.

Contact with influential figures enabled the ICRC to build support for humanitarian principles and action. The ICRC's president and other senior personnel engaged high-level government officials in discussions emphasizing the importance of humanitarian work around the world. The second CSTO–ICRC staff talks – involving headquarters-level interaction between the two organizations – took place in June; participants discussed, *inter alia*, humanitarian issues and ICRC operations in contexts of common concern. NATO considered ICRC input in implementing a new protection-of-civilians policy and establishing new training standards to help ensure safe health-care access.

Vulnerable people received ICRC assistance to cope with threats to their safety and well-being. In eastern Ukraine and in areas affected by the Nagorno-Karabakh conflict, schools and/or health facilities were fitted with ICRC-donated materials to help protect people from injury in the event of shelling or shooting; in some areas, the ICRC built walls and provided materials to reinforce parts of people's homes that faced military positions. The ICRC facilitated the provision of psychosocial services to help people deal with conflict-related trauma.

Working with the pertinent National Societies and other local actors, the ICRC helped protect vulnerable communities from mines and explosive remnants of war (ERW). For instance, it supported mine-risk education sessions for people in Bosnia and Herzegovina (hereafter Bosnia-Herzegovina), eastern Ukraine and areas affected by the Nagorno-Karabakh conflict.

In the countries covered by the Moscow, Tashkent and Western Balkans regional delegations, and in Armenia, Azerbaijan, Georgia proper and Ukraine, the National Societies received financial and technical assistance for strengthening first-aid training.

Health facilities received various forms of assistance. In eastern Ukraine, the ICRC provided supplies to hospitals and clinics on both sides of the front line, and to blood banks and haemodialysis

facilities in non-government-controlled areas. It also provided support for repairs to medical equipment at several health facilities in Crimea, restoring their diagnostic capacities.

Physicians, including surgeons, from Crimea, eastern Ukraine, Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan, Uzbekistan and areas affected by the Nagorno-Karabakh conflict strengthened their skills through training organized or sponsored by the ICRC.

The ICRC began providing support for physical rehabilitation services in eastern Ukraine. An orthopaedic centre in the city of Donetsk produced prostheses and orthoses using ICRC-supplied materials.

Civilians affected by the Ukraine crisis met their immediate needs with help from the Ukrainian Red Cross Society and the ICRC. People in communities and IDP centres in the Donetsk and Lugansk regions, and in public institutions in non-government-controlled areas, were provided with food on a monthly or quarterly basis, and with other essentials. Households in government-controlled areas with functioning markets received monthly cash assistance.

People displaced by the Ukraine crisis to Belarus obtained basic supplies using vouchers distributed on a monthly basis by the Red Cross Society of Belarus with ICRC support. Those who had fled to south-western Russia and Crimea received food and other essentials provided by the ICRC and distributed monthly by the local Red Cross branches or the local authorities.

The ICRC provided equipment and materials to help keep water networks running in eastern Ukraine. In the Lugansk region, the water supply was interrupted for over a week in October after the power to pumping stations was cut off owing to unpaid bills; the ICRC covered the payment for two months, enabling some 600,000 people to regain access to water. To restore water-supply facilities damaged during the escalation of the Nagorno-Karabakh conflict in April, the ICRC provided materials for repairs and carried out infrastructure upgrades.

Conflict-affected households pursued livelihood activities with cash grants, productive inputs and/or business training provided by the ICRC – in some cases, with the help of the pertinent National Societies. The beneficiaries included vulnerable households in eastern Ukraine, people displaced following the escalation of the Nagorno-Karabakh conflict, the families of missing persons or mine/ERW victims in Abkhazia, Armenia, Azerbaijan and Georgia proper, front-line communities in Armenia and Azerbaijan, and households in Abkhazia and Georgia proper affected by the demarcation of administrative boundary lines. The ICRC brought its livelihood assistance programme in Abkhazia and Georgia proper to a close in November.

Members of families separated by the Ukraine crisis and the Nagorno-Karabakh conflict, by the demarcation of administrative boundary lines in Abkhazia, Georgia proper and South Ossetia, or by other circumstances, reconnected through ICRC family-links services.

Acting as a neutral intermediary, the ICRC helped people cope with movement restrictions and assisted in the transfer of human remains, including of people killed during hostilities. People crossed the administrative boundary between Georgia proper and South Ossetia to obtain medical care or rejoin their families, with the ICRC facilitating their passage in coordination with the pertinent authorities.

The ICRC urged authorities to address the issue of missing persons. It worked with State bodies and within coordination mechanisms involving, for example, Abkhaz, Georgian, Russian and South Ossetian participants, or the authorities in the Western Balkans. It supported the collection and management of DNA samples and/or ante-mortem data to ensure that these were done in line with international practice, and provided technical and financial assistance for exhumations and the forensic analysis of human remains. Efforts to clarify the fate of people missing in relation to the Nagorno-Karabakh conflict moved forward; authorities underwent training in the proper collection and management of gravesite data. The ICRC's support helped close several hundred missing-persons cases across the region, but many more remained unresolved.

Missing persons' families obtained psychosocial, legal and/or administrative assistance from local service providers, which received ICRC support. In Georgia proper, the ICRC's local partners prepared to take the lead in aiding families, as the ICRC concluded its accompaniment programme there in November. An ICRC-supported working group of academics in Georgia proper – formed to help heighten public awareness of the plight of missing persons' families, and to promote the study of the families' psychosocial needs – held its first meeting in May, and its first regional meeting, with Armenian and Georgian participants, in December.

In eastern Ukraine, the ICRC engaged the authorities and the armed opposition in bilateral discussions to establish a coordination mechanism for addressing the issue of persons missing in relation to the conflict. However, no meeting among the parties took place. The ICRC launched an accompaniment programme to aid missing persons' families; several families received home visits from psychologists, and some particularly vulnerable families in the Donetsk region began to receive monthly cash assistance.

Argentina and the United Kingdom agreed to have the ICRC recover and identify the remains of Argentine soldiers who had perished during the 1982 conflict between them.

With Movement partners, the ICRC scaled up its response to the evolving needs of migrants, including asylum seekers and refugees. To enhance its ability to assist vulnerable migrants, it opened a mission in Athens, Greece, and reopened its mission in Budapest, Hungary. To aid those stranded in Greece and unable to leave by their own means, it launched a budget extension appeal for the Paris (regional) delegation. The National Societies in the Western Balkan countries received ICRC support to help migrants restore or maintain contact with relatives, rejoin family members and/or avoid family separation; they also began discussions with the ICRC on incorporating responses to migrants' broader protection needs in their activities. In several countries in the region, the National Societies visited migrants – including unaccompanied minors – in places of detention and offered them family-links services; the ICRC provided the National Societies with financial and technical assistance. In Greece, directors of migrant detention centres received training in the centres' management from the police and the ICRC. The plight of migrants was among the subjects emphasized in the ICRC's dialogue with European Union institutions.

People being detained in relation to the Nagorno-Karabakh conflict or for security-related reasons – including detainees in Bosnia-Herzegovina, the former Yugoslav Republic of Macedonia, Kosovo[1] and Serbia, people at three prisons in Northern Ireland, and, for the first time, people at two high-security prisons in England – and people being held on remand or serving sentences handed down by international tribunals, also received ICRC visits and benefited from family-links services. Following its visits, the ICRC communicated confidential feedback and recommendations to the detaining authorities.

In Abkhazia, Tajikistan and Turkmenistan, the ICRC pursued discussions with the authorities and *de facto* authorities regarding visits to detainees. In Ukraine, it continued its dialogue with the authorities on an agreement to formalize its access to detainees under their supervision; meanwhile, it visited detainees on an ad hoc basis. It also pursued discussions with armed opposition about access to people being held in relation to the conflict. Acting as a neutral intermediary, it participated in the release and transfer of people who had been held by the parties to the conflict.

Penitentiary authorities received ICRC assistance for improving detainees' treatment and living conditions. In Kyrgyzstan, the health and penitentiary authorities continued to tackle TB among detainees, with ICRC support. In Northern Ireland, the health authorities and the ICRC signed a plan of action on joint initiatives to strengthen health care for detainees. ICRC-led infrastructure renovations helped improve living conditions for detainees in Kyrgyzstan. Detainees in Ukraine benefited from ICRC-supplied food, hygiene items and medical equipment.

The ICRC rallied public support for its work, encouraging journalists to report on humanitarian issues, promoting the teaching of IHL at universities, and sponsoring the participation of students and academics in IHL-related events.

The countries in the region continued to incorporate IHL in domestic legislation, with ICRC assistance. With the ICRC's encouragement, Bosnia-Herzegovina and Montenegro took steps to establish national IHL committees, and Montenegro ratified Protocol V to the Convention on Certain Conventional Weapons. The Tajik authorities incorporated ICRC recommendations concerning missing persons and their families in draft civil and criminal codes, which were pending government approval. The Interparliamentary Assembly of CIS Member States adopted recommendations, drafted with the ICRC, on implementing legal frameworks related to the goals of the Health Care in Danger project, and transmitted these to its member parliaments. It worked with the ICRC on a set of model regulations, derived from IHL, for the armed forces of CIS Member States.

Military and police officers attended events on IHL and other norms applicable to their work. The ICRC continued to support efforts by the region's armed forces to incorporate IHL in their decision-making processes. The legal service of the Russian armed forces integrated IHL-related modules into workshops for military legal advisers. The Georgian military continued to take the lead in providing IHL training to its troops.

Agreements and partnerships with a number of European National Societies, including those working internationally, helped strengthen cooperation and boost operations in certain contexts and fields of action.

1. UN Security Council Resolution 1244

PROTECTION MAIN FIGURES AND INDICATORS

PROTECTION

	CIVILIANS													
	RCMs collected	RCMs distributed	Phone calls facilitated between family members	Names published on the ICRC family-links website	People reunited with their families	People transferred/repatriated	Human remains transferred/ repatriated	People located (tracing cases closed positively)	People to whom travel documents were issued	Detainees visited	*of whom women*	*of whom minors*	Detainees visited and monitored individually	*of whom women*
Armenia	1		170						1	2,189	160	9	10	2
Azerbaijan	88	70	249				32	7	2	21,197	1,338	85	237	1
Georgia	309	272			9	910	17	48		10,222	428	33	80	8
Ukraine	28	13	965				1	117	32	26,770	1,321	145	573	53
Moscow (regional)	14	7	7					9	15					
Paris (regional)			18,735					8		14,508	327	1,062	37	1
Tashkent (regional)	26	37	931					17	12	9,721	520	107	392	23
Western Balkans (regional)				8,719				166		7,798	185	68	96	1
London										2,912	54		60	2
Total	**466**	**399**	**21,057**	**8,719**	**9**	**910**	**50**	**372**	**62**	**95,317**	**4,333**	**1,509**	**1,485**	**91**

PEOPLE DEPRIVED OF THEIR FREEDOM														
of whom girls	*of whom boys*	Detainees newly registered	*of whom women*	*of whom girls*	*of whom boys*	Number of visits carried out	Number of places of detention visited	RCMs collected	RCMs distributed	Phone calls made to families to inform them of the whereabouts of a detained relative	Detainees visited by their relatives with ICRC/National Society support	Detainees released and transferred/ repatriated by/via the ICRC	People to whom a detention attestation was issued	
		2	1			22	7	3	2	8	1	1	5	Armenia
		89				89	35	100	89	30	12		1	Azerbaijan
	2	37				43	17	95	65		6		5	Georgia
	1	284	23			93	47	2		345	2		3	Ukraine
								7	15		424		1	Moscow (regional)
1	6	17	1	1	6	83	30	5	2	13			1	Paris (regional)
	5	139	13		4	144	59	32	20	74	342			Tashkent (regional)
	2	51	1		2	33	23						155	Western Balkans (regional)
		18	1			17	5	1						London
1	**16**	**637**	**40**	**1**	**12**	**524**	**223**	**245**	**193**	**470**	**787**	**1**	**171**	**Total**

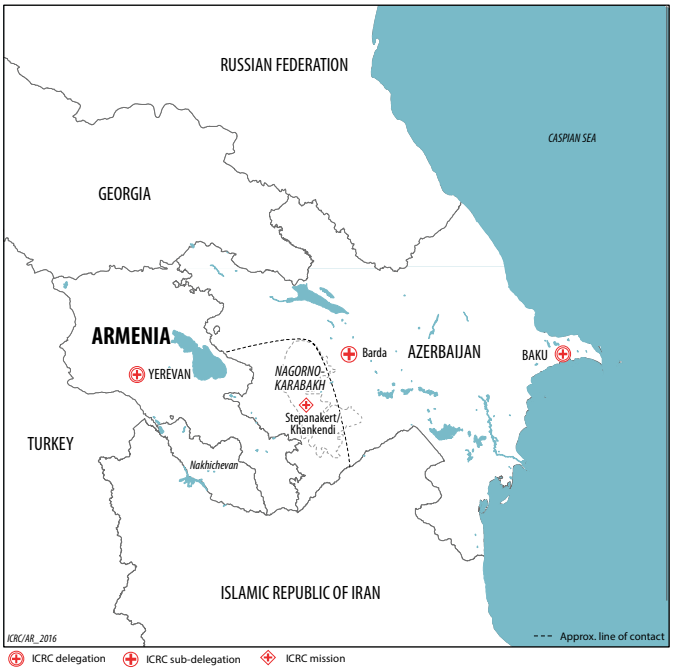
ASSISTANCE MAIN FIGURES AND INDICATORS

ASSISTANCE

	CIVILIANS						
	CIVILIANS - BENEFICIARIES						
	Food commodities	Essential household items	Productive inputs	Cash	Vouchers	Services and training	Water and habitat activities
Armenia				459			4,683
Azerbaijan		1,632	1,636	14,105		1,300	9,608
Georgia	670	620	1,065	2,665		700	
Ukraine	195,396	214,484	13,392	25,991	215	2,007	1,492,000
Moscow (regional)	36,027	38,427			3,649		
Tashkent (regional)		6,509		1,541			
Total	**232,093**	**261,672**	**16,093**	**44,761**	**3,864**	**4,007**	**1,506,291**
of whom women	**100,076**	**111,007**	**7,132**	**17,494**	**1,806**	**1,524**	**751,152**
of whom children	**47,742**	**55,835**	**2,941**	**9,557**	**1,133**	**621**	**452,548**
of whom IDPs	**181,545**	**217,864**	**15,602**	**26,174**	**5,458**	**12,128**	

	HEALTH CENTRES		PEOPLE DEPRIVED OF THEIR FREEDOM			WOUNDED AND SICK			
	Health centres supported	Average catchment population	Food commodities	Essential household items	Water and habitat activities	First-aid posts supported	Hospitals supported	Projects supported	
									Armenia
				49			9		Azerbaijan
				60					Georgia
	28	592,099	6,705	27,038		30	77	1	Ukraine
									Moscow (regional)
				4,849	3,498				Tashkent (regional)
	28	**592,099**	**6,705**	**31,996**	**3,498**	**30**	**86**	**1**	**Total**
			888	**3,899**					**of whom women**
				190					**of whom children**
									of whom IDPs

ARMENIA



The boundaries, names and designations used in this report do not imply official endorsement, nor express a political opinion on the part of the ICRC, and are without prejudice to claims of sovereignty over the territories mentioned.

The ICRC has been working in Armenia since 1992 in relation to the Nagorno-Karabakh armed conflict. It focuses on the issue of missing persons and on detainees held for conflict-related or security reasons, and works to protect and assist communities living along the international border with Azerbaijan. It promotes the national implementation of IHL and its integration into the armed and security forces' doctrine, training and sanctions and into academic curricula. The ICRC works in partnership with and aims to help the Armenian Red Cross Society strengthen its capacities.

YEARLY RESULT	
Level of achievement of ICRC yearly objectives/plans of action	HIGH

KEY RESULTS/CONSTRAINTS IN 2016

- With ICRC support, people living near the international border with Azerbaijan launched new livelihoods and improved their protection from cross-border fire. Counselling sessions helped them cope with conflict-related trauma.
- Through bilateral dialogue and workshops, the ICRC reminded the sides to the conflict of IHL provisions on the conduct of hostilities, particularly their obligation to protect civilians.
- Work to clarify the fate of missing persons moved forward with preparations for the exhumation process: the authorities received training in gravesite mapping, which included assessment visits to alleged burial sites.
- The families of missing persons eased their circumstances through peer-group counselling, commemorative events and livelihood assistance arranged by the ICRC and its partners.
- Movement partners began drafting a contingency plan to strengthen joint crisis response. The Danish Red Cross, the National Society and the ICRC launched a project to develop the National Society's branch in the Tavush region.

PROTECTION	Total
CIVILIANS (residents, IDPs, returnees, etc.)	
Restoring family links	
RCMs collected	1
Phone calls facilitated between family members	170
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)	
ICRC visits	
Detainees visited	2,189
Detainees visited and monitored individually	10
Number of visits carried out	22
Number of places of detention visited	7
Restoring family links	
RCMs collected	3
RCMs distributed	2
Phone calls made to families to inform them of the whereabouts of a detained relative	8

EXPENDITURE IN KCHF	
Protection	418
Assistance	1,798
Prevention	443
Cooperation with National Societies	343
General	37
Total	**3,039**
Of which: Overheads	*185*
IMPLEMENTATION RATE	
Expenditure/yearly budget	110%
PERSONNEL	
Mobile staff	6
Resident staff (daily workers not included)	35

ASSISTANCE		2016 Targets (up to)	Achieved
CIVILIANS (residents, IDPs, returnees, etc.)			
Economic security (in some cases provided within a protection or cooperation programme)			
Cash	Beneficiaries	4,160	459
Water and habitat (in some cases provided within a protection or cooperation programme)			
Water and habitat activities	Beneficiaries	80	4,683

CONTEXT

Rising tensions between the sides in the Nagorno-Karabakh conflict escalated in April as heavy fighting erupted along the Line of Contact. Two high-level meetings took place between the presidents of Armenia and Azerbaijan, under the auspices of the Minsk Group of the Organization for Security and Co-operation in Europe, but brought no major changes in the negotiation process; the risk of renewed hostilities remained high. In December, deadly clashes broke out on the international border between Armenia and Azerbaijan.

Civilians living in border areas contended with the consequences of the conflict. Crossfire and the increased presence of mines and explosive remnants of war (ERW) threatened their safety, restricting movement, livelihoods and access to basic services. Hundreds of families in Armenia remained without news of relatives who went missing in connection with the conflict in the 1990s.

ICRC ACTION AND RESULTS

The ICRC continued working to alleviate the humanitarian consequences of the Nagorno-Karabakh conflict. It monitored the situation of civilians living near the international border between Armenia and Azerbaijan. When necessary, it reminded the sides of their obligations under IHL.

Following the April events, the ICRC expanded its activities, supported by a budget extension in July.

Communities in Tavush region, along the international border, coped with the precarious security conditions with help from the ICRC, which implemented activities based on their requests. For example, it constructed "safer rooms" in public buildings, mostly schools and kindergartens, to serve as temporary shelters in case of cross-border fire. Some households reduced their vulnerability to similar risks by reinforcing parts of their homes that faced military positions, using ICRC-provided construction materials. Residents had better access to water for drinking and irrigation following upgrades to the requisite infrastructure. In one village, households whose farming activities were curtailed by the insecurity were presented with options for alternative livelihoods; they chose to launch collective bee-keeping and calf-rearing businesses, with ICRC grants as capital. Particularly vulnerable households, including the families of civilian casualties, were given multipurpose cash grants for their most pressing needs. Children and other residents coped with conflict-related trauma through counselling sessions held by the Armenian Red Cross Society and a local NGO.

Communities learnt about the dangers of mines and ERW, and safe behaviour in case of military escalation, through awareness sessions run by the National Society. First-aid training better prepared them for such an eventuality.

Work to clarify the fate of missing persons progressed with the Armenian State Commission on Prisoners of War, Hostages and Missing Persons (CEPOD). The authorities prepared for eventual exhumations through training in gravesite mapping, which involved assessment visits to alleged burial sites. DNA-sample collection proceeded as planned. Relatives of missing persons received comprehensive support, including through counselling, commemorative events and referrals to appropriate service providers; some households kickstarted income-generating activities and repaired their homes with ICRC assistance.

Having finished entering data on the needs of mine and ERW victims in the Information Management System for Mine Action (IMSMA) database, the ICRC entrusted database management to the Armenian Center for Humanitarian Demining and Expertise (CHDE) for sustainable follow-up, to help with the development of a national strategy to address weapon contamination and its consequences.

During visits to detainees, the ICRC checked on their treatment and living conditions, provided family-links services and extended small-scale assistance. It also visited one civilian who was temporarily detained after crossing the international border into Armenia; she was eventually repatriated to Azerbaijan, under ICRC auspices.

Cooperation with the armed forces in incorporating IHL in military decision-making continued, through dissemination sessions for units stationed along the international border, predeployment training for peacekeepers, and IHL courses for commanders and military instructors. In light of judicial reforms, the ICRC offered technical support to the authorities for incorporating IHL in domestic legislation, particularly in relation to the right of families to know the fate of their missing relatives and bringing the criminal code in line with IHL. Local media kept the public informed on key humanitarian issues and the plight of conflict-affected people; journalists produced features on the ICRC after observing its activities during field trips. Students and researchers benefited from various IHL events supported or organized by the ICRC with local partners and legal experts.

The National Society worked with ICRC teams to assist conflict-affected people and continued to receive capacity-building support. The Armenian Red Cross, the Danish Red Cross and the ICRC embarked on a project to develop operational and organizational capacities at the National Society's Tavush branch. Movement partners in Armenia began contributing input for a joint contingency plan, to ensure a strong collective response in case of crisis.

CIVILIANS

Dialogue with all sides emphasizes IHL compliance in conduct of hostilities

Through its field presence and contact with community leaders and local authorities, the ICRC monitored the situation along the international border between Armenia and Azerbaijan, and compliance with IHL by the sides to the conflict. It documented military incidents that affected civilians and their property, including instances where civilians were wounded. Through written and oral representations, it raised these concerns confidentially with the sides concerned and reminded them of IHL provisions on the conduct of hostilities, particularly their obligation to protect civilians. It also reminded them to take precautions to ensure civilians' safety ahead of cultural events or seasonal activities such as harvesting.

Border communities withstand threats to their safety, livelihoods and psychological health

The ICRC continued to help people in Tavush region, along the international border, cope with the chronic insecurity and its effects on their physical and psychological well-being. It worked with them to identify the risks they faced and implemented projects on the basis of their requests.

A total of 1,743 people benefited from infrastructural projects aimed at improving their safety. In nine villages, the ICRC supported the construction or rehabilitation of ten "safer rooms" in public buildings,

mainly schools and kindergartens. Equipped with drinking water, medical kits and other emergency supplies, the rooms afforded residents places to take refuge in in the event of cross-border military activity. Children attending a local kindergarten were better shielded against such risks after the ICRC built a protective wall in front of their playground. Using ICRC-donated construction materials, 98 households walled up parts of their homes that faced military positions, thereby reducing their vulnerability to small-calibre bullets.

Where water was scarce owing to degraded infrastructure and lack of maintenance, the ICRC restored or replaced pipelines and other infrastructure, which increased the available supply and facilitated its flow to villages; 2,940 people had better access to water for drinking and irrigation.

Over 110 people (31 households) benefited from cash-based assistance. Under a pilot project in the village of Barekamavan, the ICRC identified vulnerable households whose farming activities had been curtailed by the prevailing insecurity, and offered them options for alternative livelihoods that matched their needs and capacities. With ICRC grants for capital, 20 households launched collective bee-keeping and calf-rearing businesses in safer pastures away from the border; some of them also raised cows individually, profiting from the sales of milk and calves. Particularly vulnerable households, including the families of civilian casualties, received multipurpose cash grants for their most pressing needs.

To help residents cope with the psychological toll of living near the front line, specialists from the National Society and a local NGO took an ICRC-supported course in stress management. They conducted counselling sessions for local communities, through which teachers, children and parents learnt of constructive ways to deal with conflict-related trauma.

CHDE takes over follow-up of mine/ERW victims and their families

Over 2,000 residents learnt how to mitigate risks related to mines and ERW, and safe behaviour in case of military escalation, during dissemination sessions run by National Society volunteers trained by the CHDE with ICRC support. To improve their preparedness, community members learnt life-saving skills through first-aid training, and medical professionals attended a war-surgery seminar.

Having finished encoding data collected by the National Society on some 580 victims of mine and ERW incidents in the IMSMA database, the ICRC turned the database over to the CHDE for analysis and follow-up, to feed into its development of a national strategy addressing weapon contamination and the challenges faced by victims' families. Meanwhile, the ICRC continued providing small-scale assistance for such families: 15 households (78 people) started small businesses with conditional grants or interest-free loans, or covered urgent expenses with unconditional cash assitance; the homes of six households (28 people) were repaired through a joint programme with a housing NGO.

Work to resolve missing persons' cases moves towards exhumation and identification

More than 4,500 people remained unaccounted for in relation to the Nagorno-Karabakh conflict; over 400 of them were registered as missing by the ICRC delegation in Yerevan.

Having submitted an updated list of missing persons to the sides in 2015, the ICRC encouraged them to use it as a common reference for following up cases. It examined the list against public archives and generated analytical reports on incidents of disappearance, and forwarded them to the authorities to facilitate the location of burial sites.

Authorities underwent training in the proper collection and management of gravesite data, which involved assessment visits to alleged burial grounds of missing soldiers and civilians. A draft document on procedures for the exhumation, identification and return of human remains was under discussion with the Armenian authorities. A study tour to Cyprus, for CEPOD members to observe best practices in this regard, was postponed to January 2017.

To facilitate future identification of exhumed remains, the ICRC, in coordination with the Armenian authorities and the National Society, continued collecting buccal swabs from relatives of missing persons. It did this in line with standard operating procedures, which included obtaining the families' informed consent and ensuring confidentiality. Families had access to psychological support throughout the process. Random samples were sent abroad for testing, to ensure quality control for long-term preservation. An ICRC geneticist assessed local capacities for DNA profiling.

The ICRC continued to review and hand over ante-mortem data to the CEPOD; this included questionnaires filled out by the families concerned, together with relevant documents and photographs. The information was entered into the centralized ante/post-mortem database for use in the identification process.

Families of missing persons find relief, with community support

Families coped with the uncertainty surrounding the fate of their missing relatives, and its socio-economic repercussions, with the help of a comprehensive support programme run by the ICRC with the National Society and other local partners throughout Armenia.

Over 270 relatives of missing persons discussed their needs and learnt of services that could help them during information sessions co-facilitated by local leaders, specialists and NGOs. Fifty-five people were referred to the appropriate channels for psychosocial, medical and/or legal assistance, and for help in accessing social service benefits. Some received follow-up home visits. Fifty-three people strengthened their ability to support their peers by attending basic counselling workshops.

With ICRC cash assistance, 43 households (145 people) started income-generating activities, undertook vocational training or met their immediate household needs, and 21 households (94 people) repaired their homes.

Families commemorated their missing relatives at 20 public events attended by over 500 people. Organized with the involvement of local authorities, religious leaders, artists and other community members, the events helped the families process their grief and broadened awareness of the difficulties they faced. Families from Yerevan received copies of a memory book honouring their loved ones, to which they had contributed.

PEOPLE DEPRIVED OF THEIR FREEDOM

The ICRC visited an Azerbaijani civilian who was temporarily detained after crossing the international border into Armenia; it assessed her treatment and the conditions in which she was held. With the agreement of all parties concerned, she was subsequently repatriated, with the organization acting as a neutral intermediary.

Over 2,000 people held in places of detention under the justice ministry likewise received visits. In line with its standard procedures, the ICRC monitored their treatment and living conditions and shared its findings with the relevant authorities, noting the specific needs of particularly vulnerable people. Detainees at the Nubarashen prison had a newly refurbished and equipped fitness room; those serving life sentences also benefited from free consultations with an ophthalmologist and eyeglasses provided by the ICRC.

Foreign detainees got in touch with their families using ICRC-provided phone cards; women also received personal hygiene parcels. An ICRC proposal to allow foreign detainees to contact their families via video calls, and the required legislative amendments, were being discussed with the justice ministry.

ACTORS OF INFLUENCE

Humanitarian issues arising from the Nagorno-Karabakh conflict, and the ICRC's work for the people affected, remained central to dialogue with the authorities, armed forces, international community and civil society.

Armed forces familiarize themselves with IHL considerations in military operations

Dialogue with the armed forces focused on the protection of civilians living along the international border and the ICRC's role as a neutral intermediary (see above).

Troops stationed along the international border learnt about the ICRC and basic IHL during information sessions. Over 80 surgeons from military and civilian hospitals were briefed on the same topics at an ICRC war-surgery seminar (see *Civilians*). During predeployment training, peacekeeping contingents familiarized themselves with IHL rules applicable to their duties, and with the ICRC's mandate and activities, including those connected to the Health Care in Danger project and addressing sexual violence.

Ten command officers learnt more about incorporating IHL in military planning and decision-making at a seminar organized by the defence ministry and the ICRC. Two officers participated in an advanced course on the subject in San Remo, Italy. Fourteen instructors from two major military academies honed their IHL-teaching skills at a train-the-trainer workshop; two others attended a regional seminar in Belarus, on improving IHL education in military institutes (see *Moscow*).

A military lawyer from the defence ministry contributed to an ICRC experts' meeting in Canada, on proportionality in the conduct of hostilities (see *Washington*).

Authorities consider aligning judicial reforms with IHL

With judicial reforms ongoing, the ICRC presented its recommendations for aligning criminal law with IHL to the working group revising the criminal code. Engagement with the working group reforming the civil code, which may define the legal status of missing persons, centred on the possibility of amending domestic legislation to incorporate the families' right to know the fate of their missing relatives.

The authorities drew on ICRC expertise in the application of IHL treaties. Defence personnel took part in discussions on the legal aspects of the use of weapons in modern conflicts at a regional conference in the Russian Federation (see *Moscow*). Representatives of the foreign affairs and justice ministries exchanged views on IHL implementation with their counterparts at a universal meeting of national IHL committees in Geneva, Switzerland.

Fifteen investigators and prosecutors discussed the suppression of war crimes at an ICRC seminar on international criminal law organized with the Academy of Justice.

Academics develop expertise in IHL

Legal professionals, researchers and students deepened their knowledge of IHL through ICRC-provided reference material and IHL-themed events, which in turn fostered domestic expertise. The events included public lectures by international law experts brought in by the ICRC, and a summer IHL course for legal specialists and law students. With the Armenian-Russian (Slavonic) University, UNHCR's Yerevan office and other partners, the ICRC organized the first public international law summer school in Armenia, which acquainted participants with basic IHL. University students supplemented their studies with practical skills gained at a moot-court competition judged by IHL experts from the government, and at similar events abroad. Researchers and experts from 12 countries discussed the challenges of modern armed conflicts from an IHL perspective at a yearly conference organized by the Slavonic University and the ICRC.

The media draw attention to humanitarian issues

Local media used the ICRC's news releases, factsheets, press lines and interviews to give wide coverage to its response to the events in April. They regularly highlighted ICRC activities concerning missing persons and the plight of their families, mine and ERW victims, civilians living along the international border, and detainees; this broadened public awareness and understanding of humanitarian needs linked to the conflict, and the ICRC's mandate. Journalists were briefed on conflict reporting and the ICRC during workshops, to which the National Society contributed. Some supplemented their knowledge with field visits to Tavush and Syunik, which yielded features on the ICRC's work for border communities and commemorative events for missing persons.

RED CROSS AND RED CRESCENT MOVEMENT

Movement partners work to strengthen joint crisis response

Increased tensions related to the conflict highlighted the need for improved emergency preparedness and response. The International Federation, the Armenian Red Cross, six partner National Societies and the ICRC began drafting a contingency plan to ensure a strong collective Movement response in the event of a crisis in Armenia.

With ICRC financial, material and technical support, the National Society reinforced its ability to train volunteers in first aid, assist border communities and missing persons' families, and run mine-awareness sessions (see *Civilians*); it also held talks and other activities promoting IHL among students and the general public.

The National Society, the Danish Red Cross and the ICRC embarked on a partnership focused on helping the National Society's branch in Tavush expand its capacity to respond to the population's needs, through support for emergency preparedness and the provision of material and human resource assistance.

MAIN FIGURES AND INDICATORS: PROTECTION	Total			
CIVILIANS (residents, IDPs, returnees, etc.)				
RCMs and other means of family contact		UAMs/SC		
RCMs collected	1			
Phone calls facilitated between family members	170			
Tracing requests, including cases of missing persons		Women	Girls	Boys
Tracing cases still being handled at the end of the reporting period (people)	407	24		6
including people for whom tracing requests were registered by another delegation	1			
Documents				
People to whom travel documents were issued	1			
Official documents relayed between family members across borders/front lines	2			
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)				
ICRC visits		Women	Minors	
Detainees visited	2,189	160	9	
		Women	Girls	Boys
Detainees visited and monitored individually	10	2		
Detainees newly registered	2	1		
Number of visits carried out	22			
Number of places of detention visited	7			
RCMs and other means of family contact				
RCMs collected	3			
RCMs distributed	2			
Phone calls made to families to inform them of the whereabouts of a detained relative	8			
Detainees visited by their relatives with ICRC/National Society support	1			
Detainees released and transferred/repatriated by/via the ICRC	1			
People to whom a detention attestation was issued	5			

MAIN FIGURES AND INDICATORS: ASSISTANCE		Total	Women	Children
CIVILIANS (residents, IDPs, returnees, etc.)				
Economic security (in some cases provided within a protection or cooperation programme)				
Cash	Beneficiaries	459	184	135
of whom IDPs		10	5	3
Water and habitat (in some cases provided within a protection or cooperation programme)				
Water and habitat activities	Beneficiaries	4,683	1,405	1,873
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)				
Health				
Visits carried out by health staff		4		
Places of detention visited by health staff	Structures	3		
Health facilities supported in places of detention visited by health staff	Structures	1		

AZERBAIJAN

The boundaries, names and designations used in this report do not imply official endorsement, nor express a political opinion on the part of the ICRC, and are without prejudice to claims of sovereignty over the territories mentioned.

The ICRC has been working in Azerbaijan since 1992 in relation to the Nagorno-Karabakh armed conflict. It focuses on the issue of missing persons and on detainees held for conflict-related or security reasons, and works to protect and assist communities living along the Line of Contact and the international border with Armenia. It promotes implementation of IHL and its integration into armed and security forces' training and into academic curricula. The ICRC works in partnership with and aims to help the Red Crescent Society of Azerbaijan strengthen its capacities.

KEY RESULTS/CONSTRAINTS IN 2016

- With National Society and ICRC support, conflict-affected people, including those displaced, met their urgent needs and recovered their livelihoods. Psychosocial-support activities helped them deal with conflict-related trauma.
- The remains of soldiers killed in the hostilities were transferred across the Line of Contact, with the ICRC acting as a neutral intermediary.
- Through bilateral dialogue and workshops, the ICRC reminded the sides to the conflict of IHL provisions on the conduct of hostilities, particularly their obligation to protect civilians.
- In view of a potential re-escalation of the conflict, first-aid training for front-line communities intensified, with support from the National Society; medical professionals took courses in war surgery and emergency-room trauma care.
- Work to clarify the fate of missing persons moved forward with preparations for the exhumation process: the authorities received training in gravesite mapping, which included assessment visits to alleged burial sites.
- Initial meetings with the authorities paved the way for closer cooperation in strengthening the provision of health care for detainees.

EXPENDITURE IN KCHF	
Protection	1,903
Assistance	6,298
Prevention	732
Cooperation with National Societies	624
General	55
Total	**9,612**
Of which: Overheads	*587*

IMPLEMENTATION RATE	
Expenditure/yearly budget	88%

PERSONNEL	
Mobile staff	19
Resident staff (daily workers not included)	89

YEARLY RESULT	
Level of achievement of ICRC yearly objectives/plans of action	HIGH

PROTECTION	Total
CIVILIANS (residents, IDPs, returnees, etc.)	
Restoring family links	
RCMs collected	88
RCMs distributed	70
Phone calls facilitated between family members	249
Tracing cases closed positively (subject located or fate established)	7
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)	
ICRC visits	
Detainees visited	21,197
Detainees visited and monitored individually	237
Number of visits carried out	89
Number of places of detention visited	35
Restoring family links	
RCMs collected	100
RCMs distributed	89
Phone calls made to families to inform them of the whereabouts of a detained relative	30

ASSISTANCE		2016 Targets (up to)	Achieved
CIVILIANS (residents, IDPs, returnees, etc.)			
Economic security (in some cases provided within a protection or cooperation programme)			
Essential household items	Beneficiaries		1,632
Productive inputs	Beneficiaries	3,600	1,636
Cash	Beneficiaries	2,002	14,105
Services and training	Beneficiaries		1,300
Water and habitat (in some cases provided within a protection or cooperation programme)			
Water and habitat activities	Beneficiaries	5,626	9,608
WOUNDED AND SICK			
Hospitals			
Hospitals supported	Structures		9

CONTEXT

Rising tensions between the sides in the Nagorno-Karabakh conflict escalated in April as heavy fighting, involving shelling and artillery fire, erupted along the Line of Contact, causing military and civilian casualties. Thousands of civilians on both sides were temporarily evacuated or displaced. Two high-level meetings took place between the presidents of Azerbaijan and Armenia, under the auspices of the Minsk Group of the Organization for Security and Co-operation in Europe, but brought no major changes in the negotiation process; the risk of renewed hostilities remained high. In December, deadly clashes broke out on the international border between Azerbaijan and Armenia.

Civilians living near the front lines contended with the consequences of the conflict. Crossfire and the increased presence of mines and explosive remnants of war (ERW) threatened their safety, restricting movement, livelihoods and access to basic services. Thousands of families remained without news of relatives who went missing in connection with the conflict in the 1990s.

ICRC ACTION AND RESULTS

The ICRC continued working to alleviate the humanitarian consequences of the Nagorno-Karabakh conflict. It monitored the situation of civilians living near the Line of Contact and the international border between Azerbaijan and Armenia. When necessary, it reminded the sides of their obligations under IHL.

Being the only international humanitarian organization present on both sides of the Line of Contact enabled the ICRC to respond immediately to the upsurge in fighting in April. It provided assistance for the recovery and dignified management of human remains and, as a neutral intermediary, facilitated the handover of the remains of soldiers and their subsequent return to the families. To address the additional needs that arose, the ICRC expanded its activities, supported by a budget extension in July.

The ICRC, in some cases with the Red Crescent Society of Azerbaijan, helped front-line communities protect or restore their livelihoods. Vulnerable households, including the families of missing persons and mine victims, launched income-generating activities with business grants and training. Displaced and returnee households, and those that had lost their breadwinners, property or harvests owing to the conflict, received cash for covering urgent expenses or enrolled in cash-for-work projects, which facilitated their recovery. Monthly allowances helped elderly pensioners in Nagorno-Karabakh meet their basic needs. Communities had better access to water and electricity following infrastructure upgrades, including repairs to facilities damaged in the fighting, undertaken with local water boards.

To boost emergency preparedness, given the potential for a re-escalation of hostilities, the ICRC reinforced houses, constructed protective walls and donated anti-blast film to schools and health facilities, thus reducing civilians' exposure to bullets and shrapnel. Community members learnt life-saving first-aid skills, while military and civilian medical personnel attended war-surgery and emergency-room trauma training. Hospitals in Nagorno-Karabakh received supplies for treating weapon-wounded patients. Psychosocial-support activities for front-line communities, particularly children, strengthened their ability to cope with the precarious security conditions.

Work to clarify the fate of missing persons progressed with the Azerbaijani State Commission on Prisoners of War, Hostages and Missing Persons (CEPOD) and the *de facto* commission in Nagorno-Karabakh. The authorities prepared for eventual exhumations through training in gravesite mapping, which involved assessment visits to alleged burial sites. The Azerbaijani CEPOD contributed information to verify the consolidated list of missing persons submitted by the ICRC in 2015, and engaged with the ICRC on amending existing legislation to protect the rights of missing persons' families. DNA-sample collection proceeded as planned. Relatives of missing persons continued receiving comprehensive support, including through counselling, commemorative events and referrals to appropriate service providers. Peer counsellors previously trained by the ICRC formed their own family-support network and began replicating these activities in some districts.

Detainees, including those held in relation to the conflict, received ICRC visits; delegates monitored their treatment and living conditions and helped them restore family contact. Initial meetings with the authorities laid the groundwork for closer cooperation in improving health care for detainees.

Humanitarian issues arising from the conflict remained central to dialogue with the authorities, weapons bearers, the media and other stakeholders. ICRC presentations and seminars for military personnel emphasized IHL considerations in military operations; Azerbaijani police and internal troops learnt more about international policing standards. Local and international events fostered expertise in IHL among academics.

With ICRC support, the Azerbaijani Red Crescent strengthened its core capacities and assisted conflict-affected households. It intensified training for its first-aid instructors, who in turn trained front-line communities. Movement partners coordinated their activities and mobilized joint efforts in emergency preparedness and response.

CIVILIANS

Dialogue with all sides emphasizes IHL compliance in conduct of hostilities

Through its field presence and contact with community leaders and local authorities, the ICRC monitored the situation along the Line of Contact and the international border between Azerbaijan and Armenia, and respect for IHL by the sides to the conflict. It documented military incidents that affected civilians and their property, including instances where civilians were wounded. Through written and oral representations, it raised these concerns confidentially with the sides concerned and reminded them of IHL provisions on the conduct of hostilities, particularly their obligation to protect civilians. It also reminded them to take precautions to ensure civilians' safety ahead of cultural events or seasonal activities such as harvesting.

Following the April events, the forensic bureau in Nagorno-Karabakh received an autopsy kit, a refrigeration unit and other equipment for managing human remains, and support for expanding its morgue. With the agreement of all stakeholders, the ICRC, in its capacity as a neutral intermediary, facilitated the retrieval, identification and handover, across the Line of Contact, of the remains of soldiers killed in the hostilities, and their subsequent return to the families; all persons reported missing in relation to these events were accounted for.

People separated by the conflict maintained contact through ICRC family-links services. Ethnic Armenians received support for clarifying their legal status in Azerbaijan and applying for identification documents. A civilian who had crossed the international border to Armenia was repatriated under the auspices of the ICRC.

Front-line communities withstand threats to their safety and psychological health

The ICRC continued to help front-line communities cope with the chronic insecurity and its effects on their physical and psychological well-being. It worked with them to identify the risks they faced and implemented projects on the basis of their requests.

In Tovuz district, 81 people reduced their exposure to bullets and shrapnel after the ICRC built protective walls and provided materials for reinforcing parts of their homes that faced military positions. Construction of a collective shelter inside a school, and a safe play area, were ongoing. In Nagorno-Karabakh, the ICRC distributed anti-blast film to six schools and three health facilities to prevent injuries from shattered windows in the event of shelling or shooting. The military hospital in Stepanakert/Khankendi and the *de facto* health ministry received kits for treating weapon-wounded patients.

To prepare for a potential re-escalation of hostilities, community members learnt life-saving skills at first-aid courses conducted by trained volunteers and health-care workers. Medical personnel from hospitals near the front line underwent training in emergency-room trauma care and war surgery.

To help residents, particularly women and children, cope with the psychological toll of constant exposure to conflict, teachers, medical staff and National Society volunteers took train-the-trainer courses in stress management and conducted counselling sessions in various communities. Specially designed summer camps helped children process conflict-related trauma. In Nagorno-Karabakh, such support was provided by ICRC-trained psychologists, with a focus on displaced children and returnees.

Conflict-affected people recover their livelihoods

The ICRC continued to help conflict-affected people establish stable livelihoods and improve their living conditions; some projects were implemented with the National Society. Around 310 households (1,252 people), including families of missing persons and mine/ERW victims, launched income-generating activities with cash grants and business training. Over 1,600 people benefited from productive inputs; notably, ICRC-provided fertilizer, fuel and training restored over 80 hectares of cultivable land for 325 households (1,300 people).

Following the escalation of hostilities, 400 households (1,600 people) received tarpaulins, which allowed them to remain in their damaged homes until they were repaired. Vulnerable households, including those who were displaced or who had lost their breadwinners, houses or livestock to the conflict, received unconditional cash assistance for meeting their immediate needs and resuming normal living conditions after returning to their communities. Over 3,100 households (12,377 people, including returnees) started over with the help of grants for recovering from lost harvests or replacing damaged assets, or provisional income from cash-for-work projects.

Monthly allowances helped alleviate the living conditions of 296 elderly people living alone in Nagorno-Karabakh; planned home repairs were however postponed, owing to the prevailing situation.

Approximately 7,700 people restored or improved their access to water for drinking and irrigation after the ICRC upgraded water-supply infrastructure and donated equipment and materials for repairing facilities damaged in April. This was complemented by maintenance training for 28 water board operators and promotion of sustainable use of water systems to around 1,000 community members, with National Society support. Rehabilitation of electrical networks improved access to electricity for 720 people in one village. In Nagorno-Karabakh, the ICRC provided the water boards with materials to enable faster repairs in case of damaged pipelines.

Civilians learn to avoid mines and ERW

The ICRC provided support to communities and other local stakeholders to enhance the safety of civilians exposed to weapon-contaminated areas. Communities in 18 front-line villages learnt about the dangers of mines and ERW, and how to protect themselves, through billboards and posters produced by the National Society, the Azerbaijan National Mine Agency and the ICRC.

The National Society and/or the ICRC continued to collect data on mine incidents and the needs of victims' families. Some families received financial assistance (see above).

Work to resolve missing persons' cases moves towards exhumation and identification

More than 4,500 people remained unaccounted for in relation to the Nagorno-Karabakh conflict; over 3,770 of them were registered as missing by the ICRC delegation in Baku, and some 370 by the mission in Stepanakert/Khankendi.

Having submitted an updated list of missing persons to the sides in 2015, the ICRC encouraged them to use it as a common reference for following up cases. The Azerbaijani CEPOD came forward with additional information verifying a number of cases. The ICRC examined the list against public archives and generated analytical reports on incidents of disappearance, with a view to forwarding them to the authorities concerned and facilitating the location of burial sites; three such reports were submitted to the *de facto* CEPOD.

Authorities underwent training in the proper collection and management of gravesite data, which involved assessment visits to alleged burial grounds of missing soldiers and civilians. The ICRC began dialogue with the authorities on establishing procedures for the exhumation, identification and return of human remains. A study tour to Cyprus, for CEPOD members to observe best practices in this regard, was postponed to January 2017.

To facilitate future identification of exhumed remains, the relevant authorities and the ICRC continued collecting buccal swabs from relatives of missing persons, in line with standard operating procedures, which included obtaining the families' informed consent and ensuring confidentiality. Families had access to psychological support throughout the process. Random samples were sent abroad for testing, to ensure quality control for long-term preservation. An ICRC geneticist assessed local capacities for DNA profiling.

The ICRC continued to review and hand over ante-mortem data to the CEPODs; this included questionnaires filled out by the families

concerned, together with relevant documents and photographs. The information was entered into centralized ante/post-mortem databases for use in the identification process.

Families of missing persons form their own support network
Families coped with the uncertainty surrounding the fate of their missing relatives, and its socio-economic repercussions, with the help of a comprehensive support programme run by the ICRC with the National Society and/or other partners.

Around 1,200 relatives of missing persons drew psychological support from commemoration events, peer-group sessions or individual home visits. Over 200 people were referred to the appropriate channels for psychosocial, medical and/or legal assistance. Some received material support according to their specific needs. Peer counsellors previously trained by the ICRC organized themselves into a support network and began replicating these activities in 30 districts, reaching over 300 people. Thirty families in Nagorno-Karabakh paid tribute to their missing relatives through a memory book produced with ICRC support.

PEOPLE DEPRIVED OF THEIR FREEDOM

Over 21,000 detainees, including those held in relation to the conflict, were visited by the ICRC in accordance with its standard procedures. Delegates checked on their treatment and living conditions and shared the findings confidentially with the authorities concerned.

Detainees exchanged news with their families through RCMs; foreign detainees phoned their families or notified their embassies or UNHCR of their circumstances with ICRC support. In Nagorno-Karabakh, detainees received ICRC-organized family visits. Material assistance – clothing, hygiene parcels and books – helped ease conditions for vulnerable detainees.

The ICRC followed up four newly released inmates and one former POW undergoing psychiatric treatment in Stepanakert/Khankendi, to assess their situation and provide appropriate support.

Authorities and the ICRC initiate cooperation in strengthening health care in prisons
Dialogue with the authorities, particularly the justice ministry's medical department, laid the groundwork for closer cooperation in improving health care for detainees. A first meeting with the health ministry discussed the need to strengthen interministerial cooperation in this regard, particularly between the health and justice ministries. A workshop for prison managers, organized by the justice ministry and the ICRC, included a session on psychological care for detainees. Azerbaijani authorities continued to share their expertise in controlling TB in prisons through an annual workshop for penitentiary health officials from high-burden countries; participants also learnt about medical ethics in places of detention.

The clinic of the main prison in Nagorno-Karabakh purchased medical items for detainees with ICRC financial support.

ACTORS OF INFLUENCE

Stakeholders increase their understanding of and acceptance for IHL and ICRC
The humanitarian consequences of the Nagorno-Karabakh conflict and the ICRC's response were at the core of discussions with the authorities, military personnel, diplomats and international organizations. Regular contact kept stakeholders informed of the ICRC's activities and contributed to securing acceptance for its mandate and access to conflict-affected people. The ICRC gave briefings on these topics to members of the diplomatic community and military attachés. Round-table meetings provided opportunities for discussions with representatives of 15 front-line districts, who relayed their communities' concerns and expressed their needs in terms of ICRC support.

Local media used ICRC news releases, factsheets, press lines and interviews to cover its work, notably its response to the events in April; this broadened public awareness and understanding of humanitarian issues linked to the conflict. Bilateral meetings gave journalists a fuller understanding of the ICRC's role as a guardian of IHL; two journalists from Nagorno-Karabakh attended a media workshop in Armenia.

Armed forces familiarize themselves with IHL considerations in military operations
Military cadets learnt about the ICRC's work during briefings at their institutes. At a five-day IHL course, 30 defence ministry officials deepened their knowledge of IHL and its implementation during military operations; two high-ranking officers participated in advanced courses in San Remo, Italy, and Lucerne, Switzerland (see *International Law and Policy*), with ICRC support. The defence ministry's legal department and the ICRC made progress in integrating IHL into unit-level training; a jointly drafted IHL manual for troops was submitted to the educational department for review.

PEOPLE DEPRIVED OF THEIR FREEDOM	Related to the Nagorno-Karabakh conflict	Not related to the Nagorno-Karabakh conflict
ICRC visits		
Detainees visited	4	21,193
of whom women		1,338
of whom minors		85
Detainees visited and monitored individually	4	233
of whom women		1
Detainees newly registered	1	88
Number of visits carried out	20	69
Number of places of detention visited	3	32
Restoring family links		
RCMs collected	72	28
RCMs distributed	73	16
Phone calls made to families to inform them of the whereabouts of a detained relative	9	21
Detainees visited by their relatives with ICRC/National Society support		12
People to whom a detention attestation was issued	1	

Through workshops, nearly 60 police officers and internal troops and 14 police-station investigators learnt more about international policing standards, IHL and the ICRC's work for detainees.

In Nagorno-Karabakh, 800 military personnel and 150 cadets enhanced their understanding of basic IHL principles and the ICRC's mandate during dissemination sessions supported by ICRC-produced handbooks on codes of conduct for combatants. Posters displaying key IHL messages, including protected emblems, were provided for the military's training rooms. Because of the April escalation, two workshops for commanders, on incorporating IHL in military planning and decision-making, were cancelled, as potential participants were not available.

Academics gain practical knowledge at IHL events

Students broadened their knowledge of IHL by attending ICRC guest lectures at universities and participating in an IHL summer camp in Belarus (see *Moscow*) and an IHL competition abroad. Students from Nagorno-Karabakh attended IHL events in Armenia. Donations of IHL reference materials, including electronic versions for the Justice Academy's library, gave students, lecturers and researchers opportunities to pursue related studies or enrich their knowledge.

The adoption of national measures protecting the rights of missing persons' families remained under discussion; the authorities and the ICRC continued jointly exploring the possibility of introducing changes to existing legislation, based on ICRC recommendations submitted last year. Five government representatives participated in regional IHL events (see *Moscow* and *Tashkent*). Eighteen judges discussed the enforcement of IHL and the suppression of war crimes at a training seminar organized with the Justice Academy.

RED CROSS AND RED CRESCENT MOVEMENT

The Red Crescent Society of Azerbaijan continued to receive support for strengthening its tracing, communication, emergency preparedness and response, fundraising and mine-victim assistance activities (see *Civilians*). It worked with ICRC teams, surveying the needs of conflict-affected households and monitoring the results of ICRC support. With rising tensions in the region, it expanded its first-aid capacities, intensifying training for its trainers and for community members in front-line villages. It worked with the ICRC to develop policy guidelines and update a manual on first aid.

National Society staff underwent training on the Movement, the Fundamental Principles and basic IHL, enabling them to raise awareness of these topics. Training with the British Red Cross and material support helped boost the National Society's fundraising capacity.

Movement components maintained coordination to increase the relevance and scope of humanitarian activities for vulnerable groups. Coordination meetings were held to mobilize joint efforts in emergency preparedness and response, and to strengthen the National Society through partnerships with other actors.

MAIN FIGURES AND INDICATORS: PROTECTION	Total			
CIVILIANS (residents, IDPs, returnees, etc.)				
RCMs and other means of family contact		UAMs/SC		
RCMs collected	88			
RCMs distributed	70			
Phone calls facilitated between family members	249			
Reunifications, transfers and repatriations				
Human remains transferred or repatriated	32			
Tracing requests, including cases of missing persons		Women	Girls	Boys
People for whom a tracing request was newly registered	54	6	1	1
Tracing cases closed positively (subject located or fate established)	7			
Tracing cases still being handled at the end of the reporting period (people)	4,151	320	22	71
including people for whom tracing requests were registered by another delegation	2			
Documents				
People to whom travel documents were issued	2			
Official documents relayed between family members across borders/front lines	2			
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)				
ICRC visits		Women	Minors	
Detainees visited	21,197	1,338	85	
		Women	Girls	Boys
Detainees visited and monitored individually	237	1		
Detainees newly registered	89			
Number of visits carried out	89			
Number of places of detention visited	35			
RCMs and other means of family contact				
RCMs collected	100			
RCMs distributed	89			
Phone calls made to families to inform them of the whereabouts of a detained relative	30			
Detainees visited by their relatives with ICRC/National Society support	12			
People to whom a detention attestation was issued	1			

MAIN FIGURES AND INDICATORS: ASSISTANCE		Total	Women	Children
CIVILIANS (residents, IDPs, returnees, etc.)				
Economic security (in some cases provided within a protection or cooperation programme)				
Essential household items	Beneficiaries	1,632	651	320
of whom IDPs		10	3	
Productive inputs	Beneficiaries	1,636	655	587
Cash	Beneficiaries	14,105	4,689	2,726
of whom IDPs		1,375	573	556
Services and training	Beneficiaries	1,300	520	520
Water and habitat (in some cases provided within a protection or cooperation programme)				
Water and habitat activities	Beneficiaries	9,608	3,747	3,075
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)				
Economic security (in some cases provided within a protection programme)				
Essential household items	Beneficiaries	49		
Cash	Beneficiaries	1		
Health				
Visits carried out by health staff		10		
Places of detention visited by health staff	Structures	12		
WOUNDED AND SICK				
Hospitals				
Hospitals supported	Structures	9		

GEORGIA

The boundaries, names and designations used in this report do not imply official endorsement, nor express a political opinion on the part of the ICRC, and are without prejudice to claims of sovereignty over the territories mentioned.

The ICRC has been present in Georgia proper and in South Ossetia since 1992. Acting as a neutral intermediary, it contributes to efforts to clarify the fate and whereabouts of missing persons, including by offering its forensic expertise to the actors concerned. It supports the families of missing persons and works to protect and assist vulnerable groups in conflict-affected regions. It visits detainees in Georgia proper and in South Ossetia. It promotes the national implementation of IHL and its integration into armed and security forces' doctrine, training and sanctions and into academic curricula. The ICRC helps the Red Cross Society of Georgia strengthen its capacities.

KEY RESULTS/CONSTRAINTS IN 2016

- Owing to the efforts of the two ICRC-supported coordination mechanisms dealing with missing-persons cases related to past conflicts, the remains of some 40 people were identified and handed over to their families.
- Missing persons' families obtained psychosocial, legal and/or administrative support from ICRC-backed NGOs. The NGOs prepared to take the lead in providing such support, as the ICRC concluded its assistance to them in November.
- Detainees in Georgia proper and South Ossetia received ICRC visits conducted in line with the organization's standard procedures. The ICRC pursued talks with the *de facto* Abkhaz authorities regarding visits to detainees in Abkhazia.
- People travelled across administrative boundary lines to obtain medical treatment or reunite with family members. The ICRC acted as a neutral intermediary to facilitate their passage, in coordination with the pertinent authorities.
- The Georgian armed forces continued to take the lead in training their troops in IHL, and in incorporating IHL in their doctrine, training and sanctions system; the ICRC provided technical assistance.
- With financial and technical support from the ICRC and other Movement partners, the Red Cross Society of Georgia continued to strengthen its ability to provide humanitarian aid to vulnerable people.

YEARLY RESULT	
Level of achievement of ICRC yearly objectives/plans of action	HIGH

EXPENDITURE IN KCHF	
Protection	2,105
Assistance	4,250
Prevention	854
Cooperation with National Societies	301
General	90
Total	**7,601**
Of which: Overheads	*464*

IMPLEMENTATION RATE	
Expenditure/yearly budget	85%

PERSONNEL	
Mobile staff	14
Resident staff (daily workers not included)	137

PROTECTION	Total
CIVILIANS (residents, IDPs, returnees, etc.)	
Restoring family links	
RCMs collected	309
RCMs distributed	272
Tracing cases closed positively (subject located or fate established)	48
People reunited with their families	9
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)	
ICRC visits	
Detainees visited	10,222
Detainees visited and monitored individually	80
Number of visits carried out	43
Number of places of detention visited	17
Restoring family links	
RCMs collected	95
RCMs distributed	65

ASSISTANCE		2016 Targets (up to)	Achieved
CIVILIANS (residents, IDPs, returnees, etc.)			
Economic security (in some cases provided within a protection or cooperation programme)			
Food commodities	Beneficiaries	500	670
Essential household items	Beneficiaries	500	620
Productive inputs[1]	Beneficiaries	400	1,065
Cash	Beneficiaries	2,600	2,665
Services and training[1]	Beneficiaries		700
Physical rehabilitation			
Patients receiving services	Patients	15	

1. Owing to operational and management constraints, figures presented in this table and in the narrative part of this report may not reflect the extent of the activities carried out during the reporting period.

CONTEXT

Civilians continued to feel the effects of past conflicts. Some 2,500 people remained unaccounted for. The demarcation of the Abkhaz and South Ossetian administrative boundary lines continued to disrupt livelihoods and hamper the movement of people.

Peace negotiations (the "Geneva International Discussions") continued between representatives of Abkhazia, Georgia proper, the Russian Federation and South Ossetia; the European Union (EU), the Organization for Security and Co-operation in Europe (OSCE) and the UN served as mediators. Monthly meetings of the Incident Prevention and Response Mechanism (IPRM), facilitated jointly by the EU Monitoring Mission and the OSCE, enabled Georgian and South Ossetian participants to exchange views on humanitarian and security-related matters. IPRM meetings between Abkhaz and Georgian participants resumed in May, after four years.

Implementation of "alliance and integration agreements" between Abkhazia and the Russian Federation, and between South Ossetia and the Russian Federation, was under way.

Georgia continued to contribute troops to UN and other peace-support operations abroad.

People in Georgia's Pankisi Gorge reported relatives as missing in relation to past conflicts in the Russian Federation.

ICRC ACTION AND RESULTS

The ICRC continued to assist people coping with the consequences of past conflicts. Dialogue with the Georgian authorities and the *de facto* Abkhaz and South Ossetian authorities emphasized their obligation to facilitate people's access to humanitarian aid and essential services. The ICRC remained the only international organization conducting humanitarian activities in South Ossetia.

People travelled across the South Ossetian administrative boundary to obtain medical treatment or rejoin family members; the ICRC facilitated their passage, in coordination with the pertinent authorities.

The ICRC-chaired coordination mechanism with Abkhaz and Georgian participants, dealing with missing-persons cases linked to the 1992–1993 conflict, continued its work. The remains of 41 people were identified and handed over to their families. The ICRC maintained its financial and technical support for exhumations and forensic analysis.

Georgian, Russian and South Ossetian participants in the ICRC-chaired coordination mechanism dealing with missing-persons cases linked to the conflicts in the 1990s and 2008, and other consequences of the conflicts, resumed discussions; they had last met in 2013. The remains of one person were identified and handed over to his family.

Under the ICRC's accompaniment programme, local NGOs provided psychosocial, legal and/or administrative assistance to the families of missing persons. These partner NGOs prepared to take the lead in aiding families, as the ICRC concluded the programme in November. Through training from the ICRC's partner NGOs and other local providers, regional committees of missing persons' families, established in 2015, improved their ability to help their members support each other and raise public awareness of their concerns.

Detainees in Georgia proper and South Ossetia continued to receive visits conducted in accordance with standard ICRC procedures. Following these visits, the ICRC communicated its findings and, where necessary, recommendations for improving detainees' living conditions, confidentially to the detaining authorities. The ICRC pursued discussions with the *de facto* Abkhaz authorities regarding visits to people detained in Abkhazia. Detainees in Abkhazia, Georgia proper and South Ossetia reconnected with their relatives through ICRC family-links services.

In Abkhazia and Georgia proper, missing persons' families, victims of mines and explosive remnants of war (ERW), and people affected by the demarcation of the administrative boundaries worked towards economic self-sufficiency by starting or expanding income-generating activities with ICRC cash grants. In November, the ICRC concluded its livelihood assistance programme in Abkhazia and Georgia proper, while continuing to monitor the households assisted. It also completed its monitoring of households in South Ossetia that had received similar support in 2015.

Destitute people in Abkhazia and South Ossetia met their immediate needs with ICRC-provided food, household and hygiene items and/or cash.

The Georgian authorities continued to work towards incorporating IHL in domestic legislation. With the ICRC's encouragement, they began the process of creating a State commission on missing persons. Draft laws on the status of the National Society and the use of the red cross emblem, prepared with the ICRC's technical assistance, were submitted by the justice ministry to the parliament.

The ICRC's dialogue with the *de facto* South Ossetian authorities focused on their responsibilities under IHL and other applicable norms, and on the ICRC's role as a neutral intermediary.

With the ICRC's technical assistance, the Georgian armed forces continued to incorporate IHL in their decision-making, and to take the lead in training officers and troops in IHL.

The Red Cross Society of Georgia continued to strengthen its ability to deliver humanitarian services, with support from the ICRC and other Movement partners.

CIVILIANS

People obtain medical care and rejoin their families across boundary lines

Dialogue with the Georgian authorities and the *de facto* Abkhaz and South Ossetian authorities, including local and regional authorities, emphasized the humanitarian concerns of people living along the administrative boundary lines – particularly regarding their economic situation, their access to essential services, including health care, and their ability to restore or maintain contact with relatives.

In all, 217 people crossed the South Ossetian administrative boundary line to obtain medical care and 8 people were reunited with their families; the ICRC acted as a neutral intermediary to facilitate their passage, in coordination with the pertinent authorities. The ICRC transferred the remains of 17 persons across the boundary line and facilitated the handover of the remains of 10 others to their relatives.

The ICRC facilitated the reunion of one family across the Abkhaz administrative boundary.

RCMs were exchanged and official documents relayed across both boundary lines.

The Georgian Red Cross hired a family-links specialist, who visited its branches to provide technical support and monitoring and, with the ICRC's help, organized a workshop for five branches on restoring family links during emergencies. With ICRC support, the National Society reached an agreement with a government agency to share information about people being sought by their relatives.

Two people in Georgia, who were formerly held at the US internment facility at Guantanamo Bay Naval Station in Cuba, received several family visits facilitated by the ICRC.

Families of the missing receive answers on the fate and whereabouts of their relatives

Abkhaz and Georgian participants in the ICRC-chaired coordination mechanism dealing with missing-persons cases linked to the 1992–1993 conflict, and the mechanism's forensic working group, continued their work. The remains of 41 persons were identified and handed over to their families. The ICRC provided financial and technical support for exhumations, which took place at several sites, and for the forensic analysis of the remains recovered. Local actors, some of them ICRC-trained, continued to collect ante-mortem data and DNA samples from missing persons' relatives, for use in identifying remains. The ICRC continued to register cases of missing persons and to work on broadening awareness of the issue.

Georgian, Russian and South Ossetian participants in the ICRC-chaired coordination mechanism dealing with missing-persons cases linked to the conflicts in the 1990s and 2008, and other consequences of the conflicts, held two meetings in 2016; they had last met in November 2013. Excavations for 2017 were among the matters discussed. Owing to the coordination mechanism's work, the remains of one person were identified and handed over to his family in South Ossetia. Agreements were reached between the Georgian authorities and the ICRC, on the collection of ante-mortem data from missing persons' relatives; between a South Ossetian NGO and the ICRC, also on such data collection; and between the *de facto* South Ossetian authorities and the ICRC, on procedures for collecting DNA samples. Efforts to identify possible gravesite locations continued, with financial and technical assistance from the ICRC.

The ICRC provided the Georgian authorities and Abkhaz and South Ossetian *de facto* authorities with technical guidance for managing ante-mortem and post-mortem data associated with missing-persons cases. It made preparations to discuss, with the Georgian armed forces, measures to prevent disappearances during armed conflict.

Missing persons' families benefit from psychosocial support

In Georgia proper, some 210 families obtained psychosocial, legal and/or administrative support, and learnt more about the process of recovering and identifying their relatives' remains, through an accompaniment programme run by local partners – including NGOs, lawyers and a psychiatrist – with financial and technical assistance from the ICRC. Thirty-five families received individual support during and after emotionally difficult events, such as the identification and handover of their relatives' remains and the subsequent reburial ceremonies; some families also benefited from ICRC economic assistance (see below). The families of people who had gone missing during past conflicts in the Russian Federation (see *Context*) also began to receive support. The ICRC's partner NGOs prepared to take the lead in providing aid to families, as the ICRC concluded the accompaniment programme in November.

Regional committees of missing persons' families, formed in five places in Georgia proper in 2015, strove to become more capable of helping their members support each other and of raising public awareness of their concerns. The committees' members learnt communication, negotiation and team-building skills through training provided by the ICRC's partner NGOs and other local providers. The Tbilisi committee organized a commemorative event in May, with support from the city authorities and the ICRC. More than 800 missing persons' families marked the International Day of the Disappeared with events in seven places.

Missing persons' families in Georgia proper learnt more about the programmes and services available to them through a booklet published by the ICRC, prepared with help from lawyers involved in the accompaniment programme.

An ICRC-supported working group of academics – formed with a view to helping increase public awareness of the plight of missing persons' families, and to promoting the study of the families' psychosocial needs – held its first meeting in May and its first regional meeting, with Armenian and Georgian participants, in December. Graduate students at a university in Georgia proper learnt more about ambiguous loss and the needs of missing persons' relatives from an ICRC lecture.

Conflict-affected people rebuild their livelihoods

Missing persons' families, mine/ERW victims and other conflict-affected people in Georgia proper (550 households/2,000 people) and Abkhazia (20 households/80 people) worked towards economic self-sufficiency by starting or expanding income-generating activities with ICRC cash grants. In Georgia proper, this assistance was supplemented by business training, provided with help from Georgian Red Cross volunteers.

Some 140 households (470 people) in Georgia proper, who had lost access to farmland or markets following the demarcation of the South Ossetian administrative boundary, started new livelihood activities – such as beekeeping, raising sheep, growing fruit or vegetables, or running fruit-storage facilities – through ICRC community projects that involved both cash grants and business training. In South Ossetia, 40 vulnerable households (160 people) were given vegetable seedlings to help them cover their losses after strong hailstorms.

The ICRC concluded its livelihood assistance programme in Abkhazia and Georgia proper in November; it continued, however, to monitor the projects of the households assisted. At the end of the year, it completed its monitoring of households in South Ossetia that had received similar support in 2015. The *de facto* South Ossetian authorities received a final donation of agricultural and veterinary equipment, and several horses for transport, for the benefit of local farming households.

Vulnerable people meet their basic needs

In South Ossetia, some 600 destitute people (220 households) were able to eat at least three meals a day with the help of ICRC-provided

food parcels; they also received household and hygiene essentials. Similar assistance was given through weekly home visits to seven elderly persons living alone and with limited mobility. A home for elderly people and an orphanage also received food, benefiting some 40 people in all; some 80 households (160 people) were given firewood to see them through winter. The *de facto* authorities worked to strengthen social services for vulnerable groups; they assessed local capacities jointly with the ICRC.

In remote areas of Abkhazia, some 60 vulnerable people, most of them destitute and elderly, received food and, in some cases, cash, to help them meet their immediate needs.

In South Ossetia, 19 disabled persons accessed physical rehabilitation services and/or obtained assistive devices with ICRC financial assistance. The ICRC donated medicines and medical supplies and equipment to the Tskhinvali/Tskhinval hospital.

PEOPLE DEPRIVED OF THEIR FREEDOM

Detainees receive ICRC visits and reconnect with their families

Some 10,200 detainees, at 15 facilities in Georgia proper and 2 in South Ossetia, were visited in accordance with standard ICRC procedures. After these visits, the ICRC communicated its findings and, where necessary, its recommendations for improving detention conditions confidentially to the detaining authorities. The ICRC pursued discussions with the *de facto* Abkhaz authorities regarding visits to people detained in Abkhazia.

Detainees in Abkhazia, Georgia proper and South Ossetia maintained contact with their families through RCMs. Five detainees in Georgia proper and one in South Ossetia received family visits; the ICRC, acting as a neutral intermediary, had facilitated their relatives' passage across administrative boundary lines. Several detainees benefited from parcels sent by their relatives, who lived across the administrative boundaries and were unable to travel; the ICRC also facilitated these deliveries.

With the ICRC's assistance, 21 foreign detainees in Georgia proper, including asylum seekers and stateless persons, notified their embassies or consulates, and/or the UNHCR, of their detention. The detaining authorities were reminded of the need to uphold the principle of *non-refoulement*.

ICRC support enabled a Georgian penitentiary official to attend a conference on prison management in Bucharest, Romania.

Sixty detainees at two places of detention in South Ossetia had better living conditions following the ICRC's provision of hygiene and household items.

ACTORS OF INFLUENCE

Georgian authorities take steps to implement IHL

The Georgian authorities continued to work towards integrating IHL into domestic legislation, with the ICRC's technical assistance. The justice ministry and the ICRC discussed pledges made by Georgia at the 32nd International Conference, and Georgia's position on the ratification of various IHL-related instruments.

The Georgian authorities and the ICRC continued to discuss humanitarian concerns related to national legislation on data protection, for instance, at an ICRC-organized round-table for representatives from various ministries.

The national IHL committee continued to receive ICRC support, notably for participating in the fourth universal meeting of such committees (see *International law and policy*).

With the ICRC's encouragement, the Georgian authorities began the process of establishing a State commission on missing persons.

With encouragement from the Georgian Red Cross and the ICRC, the justice ministry submitted draft laws to the parliament on the status of the National Society and the use of the red cross emblem. The drafts incorporated amendments suggested by other ministries concerned and technical comments from the ICRC.

Discussions with the *de facto* South Ossetian authorities focused on their responsibilities under IHL and other applicable norms – particularly in relation to the issue of missing persons – and on the ICRC's role as a neutral intermediary. The ICRC continued to offer them its expertise for drafting a law on missing persons.

Military officers and troops deployed abroad learn more about IHL

The Georgian armed forces continued, with the aid of ICRC expertise, to incorporate IHL in their doctrine, training and sanctions system; for instance, they reviewed their field manuals' compliance with IHL. They continued to take the lead in providing IHL training to their troops. A newly formed monitoring group on IHL training conducted five training sessions – which it later evaluated with the ICRC – for more than 200 officers. The ICRC sponsored the attendance of a senior officer of the Georgian military at an advanced IHL workshop in Lucerne, Switzerland (see *International law and policy*). An ICRC train-the-trainer workshop helped 20 senior officers strengthen their ability to teach IHL. Troops bound for Afghanistan and the Central African Republic received pre-deployment IHL training from the ICRC. The ICRC discussed with the *de facto* Abkhaz authorities the possibility of conducting IHL dissemination sessions for military and security forces in Abkhazia.

Local media draw attention to humanitarian activities

The media helped increase awareness of the ICRC's work. In Georgia proper, the handover of the remains of people who had previously been reported as missing in relation to the 1992–1993 conflict, and the ICRC's activities for missing persons' families (see *Civilians*), were given coverage in newspapers and online. In Abkhazia, an ICRC-organized football match for mine/ERW victims was featured on television. An ICRC film shown on television and a radio interview with an ICRC representative helped people in South Ossetia learn more about the hazardousness of mines/ERW; a photo exhibit that toured four rural districts helped broaden awareness of the issue of missing persons.

The Georgian Red Cross promoted its humanitarian role through such means as public events marking World Red Cross and Red Crescent Day (8 May) and International Day for Disaster Risk Reduction.

Students strengthen their grasp of IHL

University students in Georgia proper participated in national and international competitions, including one organized by the Georgian justice ministry and the ICRC. Students had better access to information on IHL at universities in Kutaisi and Zugdidi, to which the ICRC donated publications.

In Abkhazia, university students attended ICRC sessions on IHL and participated in an ICRC-sponsored competition. Discussions with a South Ossetian university, on IHL instruction, continued.

With ICRC support, three Georgian researchers served as judges for a moot court competition in the Netherlands, organized by the International Criminal Court in The Hague.

RED CROSS AND RED CRESCENT MOVEMENT

The Georgia Red Cross worked to strengthen its emergency response mechanisms with financial and technical assistance from the ICRC and other Movement partners. It developed a contingency plan and tools for assessing emergency needs, extended its network of first-aiders from 8 to 11 branches and organized a simulation exercise, for several National Societies, on the Safer Access Framework.

The Georgia Red Cross signed a coordination agreement with the International Federation and the ICRC that focused on the development of its organizational capacities, and on emergency preparedness and response. Movement partners reinforced their cooperation through periodic meetings.

Representatives from the National Society's headquarters and from 27 branches discussed fundraising and other organizational priorities at an ICRC-funded meeting in October. The ICRC also helped the National Society assess its capacities in financial management.

The National Society drew on ICRC expertise to sustain its lobbying for the revision of draft laws governing its status and the use of the red cross emblem (see *Actors of influence*).

MAIN FIGURES AND INDICATORS: PROTECTION	Total			
CIVILIANS (residents, IDPs, returnees, etc.)				
RCMs and other means of family contact		UAMs/SC		
RCMs collected	309			
RCMs distributed	272			
Reunifications, transfers and repatriations				
People reunited with their families	9			
People transferred or repatriated	910			
Human remains transferred or repatriated	17			
Tracing requests, including cases of missing persons		Women	Girls	Boys
People for whom a tracing request was newly registered	269	48	4	5
Tracing cases closed positively (subject located or fate established)	48			
Tracing cases still being handled at the end of the reporting period (people)	2,588	409	41	20
Documents				
Official documents relayed between family members across borders/front lines	33			
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)				
ICRC visits		Women	Minors	
Detainees visited	10,222	428	33	
		Women	Girls	Boys
Detainees visited and monitored individually	80	8		2
Detainees newly registered	37			
Number of visits carried out	43			
Number of places of detention visited	17			
RCMs and other means of family contact				
RCMs collected	95			
RCMs distributed	65			
Detainees visited by their relatives with ICRC/National Society support	6			
People to whom a detention attestation was issued	5			

MAIN FIGURES AND INDICATORS: ASSISTANCE		Total	Women	Children
CIVILIANS (residents, IDPs, returnees, etc.)				
Economic security (in some cases provided within a protection or cooperation programme)				
Food commodities	Beneficiaries	670	222	327
of whom IDPs		1		
Essential household items	Beneficiaries	620	206	316
of whom IDPs		1		
Productive inputs[1]	Beneficiaries	1,065	534	102
Cash	Beneficiaries	2,665	1,208	572
of whom IDPs		1,096	535	251
Services and training[1]	Beneficiaries	700		
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)				
Economic security (in some cases provided within a protection programme)				
Essential household items	Beneficiaries	60		

1. Owing to operational and management constraints, figures presented in this table and in the narrative part of this report may not reflect the extent of the activities carried out during the reporting period.

UKRAINE

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In 2014, the ICRC expanded its presence in Ukraine to help protect and assist conflict-affected people in the eastern part of the country. It responds to emergency needs, particularly in terms of providing basic relief, facilitating access to medical care and other essential services, and restoring family links. The ICRC seeks access to all persons deprived of their freedom. In dialogue with all parties to the conflict, it supports efforts to clarify the fate of missing persons and encourages compliance with IHL. The ICRC supports the Ukrainian Red Cross Society in improving its emergency preparedness and delivery of humanitarian assistance.

KEY RESULTS/CONSTRAINTS IN 2016

- With ICRC assistance, people in front-line communities implemented safety measures at schools, learnt safer practices in relation to mines, were trained in administering first aid, and learnt to provide psychosocial support.
- People on both sides of the front line met their basic needs with ICRC-provided food, household and hygiene items, and/or cash. Water networks resumed or continued services, with financial and material assistance from the ICRC.
- The ICRC engaged the authorities and the armed opposition in bilateral discussions on establishing a coordination mechanism to address the issue of missing persons. Draft laws on missing persons were submitted to the parliament.
- People being detained by the authorities received ICRC visits on an ad hoc basis. The ICRC pursued discussions with the armed opposition regarding access to people being held in relation to the conflict.
- With ICRC material assistance, hospitals and clinics on both sides of the front line treated people with weapon-related injuries and chronic illnesses. Doctors enhanced their war-surgery and trauma-management skills in ICRC courses.
- With ICRC technical assistance, the armed forces reviewed operational documents to ensure compliance with IHL. The armed opposition established an IHL training facility; the ICRC provided teaching materials.

EXPENDITURE IN KCHF	
Protection	5,930
Assistance	32,946
Prevention	2,906
Cooperation with National Societies	1,779
General	215
Total	**43,775**
Of which: Overheads	*2,666*

IMPLEMENTATION RATE	
Expenditure/yearly budget	68%

PERSONNEL	
Mobile staff	92
Resident staff (daily workers not included)	313

YEARLY RESULT	
Level of achievement of ICRC yearly objectives/plans of action	HIGH

PROTECTION	Total
CIVILIANS (residents, IDPs, returnees, etc.)	
Restoring family links	
RCMs collected	28
RCMs distributed	13
Phone calls facilitated between family members	965
Tracing cases closed positively (subject located or fate established)	123
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)	
ICRC visits	
Detainees visited	26,770
Detainees visited and monitored individually	573
Number of visits carried out	93
Number of places of detention visited	47
Restoring family links	
RCMs collected	2
Phone calls made to families to inform them of the whereabouts of a detained relative	345

ASSISTANCE		2016 Targets (up to)	Achieved
CIVILIANS (residents, IDPs, returnees, etc.)			
Economic security (in some cases provided within a protection or cooperation programme)			
Food commodities	Beneficiaries	72,000	195,396
Essential household items	Beneficiaries	72,000	214,484
Productive inputs	Beneficiaries	8,000	13,392
Cash	Beneficiaries	20,000	25,991
Vouchers	Beneficiaries		215
Services and training	Beneficiaries		2,007
Water and habitat (in some cases provided within a protection or cooperation programme)			
Water and habitat activities	Beneficiaries	1,615,000	1,492,000
Health			
Health centres supported	Structures	15	28
WOUNDED AND SICK			
Hospitals			
Hospitals supported	Structures		77
Water and habitat			
Water and habitat activities	Number of beds	1,500	700
Physical rehabilitation			
Projects supported	Projects	2	1
Patients receiving services[1]	Patients	600	

1. Owing to operational and management constraints, figures presented in this table and in the narrative part of this report may not reflect the extent of the activities carried out during the reporting period.

CONTEXT

The situation in eastern Ukraine continued to deteriorate despite a ceasefire in September. According to UN and government estimates, 1.7 million people had been displaced within Ukraine, 1.1 million had fled abroad, 22,500 had been wounded and 9,600 killed since the armed conflict began in 2014. The remains of some 1,000 people were still unidentified; many others remained unaccounted for.

Disruption of basic services, including health care, was widespread. Access to utilities was uncertain: mines and explosive remnants of war (ERW), and the need for security guarantees from the parties to the conflict, hampered efforts to repair damaged infrastructure; water supply in the Lugansk region was cut off for over a week in October, after pumping stations lost electricity owing to unpaid bills. Many people were unemployed, as farms had been destroyed and factories had lost access to raw materials; in some areas, markets and/or the banking system no longer functioned.

Following government directives issued in 2014 and 2015, State funding remained unavailable to people and public institutions in non-government-controlled areas, and the passage of people and goods across the front line remained restricted to certain crossing points. Civilians passing through these crossing points, to visit family members or for other purposes, often had to queue for hours, risking injury from gunfire, shelling, mines and/or ERW.

ICRC ACTION AND RESULTS

The ICRC continued to address the humanitarian needs of people affected by the Ukraine crisis. It focused on the most vulnerable communities near the front line, which separated government- from non-government-controlled areas. The ICRC engaged the parties to the conflict in dialogue to remind them of their obligation to protect people not or no longer taking part in the fighting, to ensure these people's access to essential services, including health care, and to comply with IHL in the conduct of hostilities. The ICRC was one of only three humanitarian organizations working in non-government-controlled areas of eastern Ukraine.

The ICRC continued to gather information on the situation of civilians and to make confidential representations to the pertinent parties about alleged violations of IHL. Discussions with the parties enabled the ICRC to broaden its access to conflict-affected people.

People in front-line communities strengthened their resilience to the conflict's effects, with ICRC support. Schools implemented various safety measures; community members learnt about mine or ERW risks and were trained in first aid. Community workers received psychosocial support and learnt to provide such support to others. ICRC-provided warning signs and latrines helped reduce mine or ERW risks for civilians at six front-line crossing points; during the winter, people used ICRC-built shelters at one crossing point.

The ICRC engaged the authorities and the armed opposition in bilateral discussions on establishing a coordination mechanism to address the issue of persons missing in connection with the conflict; no meetings among the parties took place. The Ukrainian authorities submitted draft laws on missing persons to the parliament.

Bilateral dialogue with the authorities and with the armed opposition emphasized the necessity of strengthening systems and procedures for managing human remains. Forensic teams on both sides of the front line worked more effectively with ICRC training and material assistance.

Following an assessment, the ICRC launched an accompaniment programme to help the families of missing persons meet their various needs. Families began to receive cash assistance and/or psychosocial support.

Conflict-affected people met their most pressing needs with ICRC-supplied food, household and hygiene items, and/or cash. ICRC-donated fuel, blankets and warm clothing helped people cope with the harsh winter. Some households began working towards economic recovery, producing food with ICRC-provided seed, tools and/or poultry, or accessing jobs, services and markets using ICRC-funded transportation.

Discussions with the authorities, on formalizing the ICRC's access to detainees under their supervision, continued. Meanwhile, detainees received ICRC visits on an ad hoc basis. Following its visits, the ICRC shared confidential feedback and, where necessary, recommendations to improve detainees' living conditions, with the authorities. The ICRC pursued discussions with the armed opposition about access to people being held in relation to the conflict.

ICRC-donated supplies helped health facilities on both sides of the front line treat people with injuries and chronic illnesses. With ICRC assistance, an orthopaedic centre produced prostheses/orthoses, and a physiotherapy centre resumed operations.

With the ICRC's encouragement, government directives that had the effect of impeding humanitarian access were amended, and draft laws concerning mines/ERW and governing the provision of humanitarian aid were submitted to the parliament.

With ICRC technical assistance, the armed forces reviewed their operational documents to ensure compliance with IHL. The armed opposition established an IHL training facility; the ICRC provided teaching materials.

The Ukrainian Red Cross Society continued, with Movement partners' support, to boost its capacities in delivering humanitarian services. The ICRC covered running costs for the local Red Cross branches in the Donetsk and Lugansk regions, enabling them to continue their activities.

CIVILIANS

The ICRC continued to gather information on the situation of civilians, including allegations of IHL violations, and to make confidential representations to the parties concerned. Dialogue with the parties to the conflict emphasized their obligation to protect people not or no longer taking part in the fighting, ensure that these people had access to humanitarian aid, including health care (see *Wounded and sick*), and comply with IHL in the conduct of hostilities. Representations to the authorities and to the armed opposition drew their attention to the humanitarian consequences of restricting people's free movement. Discussions with the pertinent parties helped the ICRC broaden its access to civilians.

Front-line communities deal with threats to their safety and well-being

Front-line schools implemented various risk-reduction measures, drawing on ICRC advice formulated with input from administrators,

teachers, students and parents. Classrooms were fitted with ICRC-donated materials to protect schoolchildren from injury in the event of shelling. ICRC repairs to infrastructure damaged by hostilities enabled schools to resume or continue classes; school basements were equipped to serve as emergency shelters. Some 20,000 students at 51 schools and kindergartens benefited from these measures.

Around 180 teachers, health and social workers, and local Red Cross volunteers received psychosocial support during ICRC-led sessions, and learnt to provide such support to other community members. Specially trained volunteers made home visits to households needing additional mental-health support.

Regular discussions, telephone hotlines and text-messaging systems enabled people to make their needs known to the ICRC; the ICRC used this information to make its services more accessible. Conflict-affected people used social media to ask questions about the ICRC's mandate and work, and request specific assistance.

Missing persons' families receive some assistance

While most people were able to stay in touch or reunite with family members on their own, some needed help to contact or locate their relatives. The Ukrainian Red Cross and the ICRC carried out a television, radio and billboard campaign to inform people of the Movement's family-links services; 155 new tracing cases were opened after the campaign. The National Society maintained regular coordination with Movement partners and, with their support, developed its capacities in restoring family links.

After interviewing missing persons' families across the country, the ICRC launched an accompaniment programme to help them meet their psychosocial and other needs. Under the programme, 12 families received home visits from psychologists; 27 particularly vulnerable families (77 people) in the Donetsk region began, in December, to receive monthly cash assistance.

Two alternative draft laws addressing the issue of missing persons, prepared with technical assistance from the ICRC, were submitted by the authorities to the parliament.

The ICRC engaged the authorities and the armed opposition in bilateral discussions to establish a coordination mechanism for addressing the issue of persons missing in connection with the conflict. However, no meetings among the parties took place.

In dialogue with the authorities, the ICRC emphasized the necessity of improving current methods of managing human remains and of reinforcing coordination between government agencies. Discussions with the armed forces stressed the importance of preventing the disappearance of people during armed conflict and other situations of violence, and of managing human remains in line with IHL. The ICRC also engaged the armed opposition in dialogue on these subjects.

At ICRC-organized workshops, forensic experts discussed the exhumation and identification of human remains in accordance with IHL and best practices. ICRC support enabled forensic professionals from government-controlled areas, and from non-government-controlled areas in the Donetsk region, to attend international events. Through ICRC sessions, forensic specialists in government-controlled areas learnt to communicate more effectively with missing persons' families.

Some 20 morgues in conflict-affected areas, and government teams recovering human remains, received ICRC material assistance. Infrastructure repairs, carried out or funded by the ICRC, helped forensic facilities in the Donetsk region operate more effectively.

The ICRC facilitated the transfer of human remains on one occasion, and provided technical and material assistance for the recovery of 14 people's remains from the front line.

People on both sides of the front line meet their immediate needs

Some 800,000 people in the Donetsk region had an uninterrupted supply of water through networks using ICRC-provided equipment and materials. Around 600,000 people in the Lugansk region regained access to water after the ICRC paid the regional water network's electricity bill for two months. People in both regions also benefited from repairs to water infrastructure and/or donations of water-treatment chemicals. Some 42,000 people's homes were repaired with ICRC-supplied construction materials.

Around 188,100 people (94,800 households) in communities and IDP centres in the Donetsk and Lugansk regions, on both sides of the front line, and 7,200 people in 34 public institutions in non-government-controlled areas – such as hospitals, psychiatric facilities, orphanages and homes for the elderly – received food on a monthly or quarterly basis. Some 202,100 people (97,500 households) in communities and IDP centres, and 12,300 people at 121 public institutions, benefited from ICRC-supplied hygiene and household items; five IDP centres received refrigerators, washing machines and/or stoves. Fuel vouchers helped defray expenses for some 70 households (210 people).

In government-controlled areas with functioning markets, some 5,800 households (11,600 people) living near the front line, and around 6,700 displaced households (14,200 people), obtained essential supplies, including fuel and warm clothing, with monthly cash assistance from the ICRC.

Vulnerable households began working towards economic recovery through ICRC-supported projects. Some 5,400 households (13,300 people) produced food with ICRC-donated seed, tools and/or poultry. ICRC-funded transportation helped some 670 households (2,000 people) obtain access to jobs, markets and services.

The ICRC also helped people cope with harsh winter conditions. Some 47,600 people received blankets; 1,100 households (2,400 people) were supplied with coal or wood briquettes; and 1,400 households (2,600 people) running poultry farms were given chicken feed and plastic sheeting to help them protect their livelihood assets. A total of 20,500 people were provided with hot beverages while queuing at front-line crossing points.

Ukrainian Red Cross personnel assisted in aid distributions and, through ICRC training, developed their ability to assess beneficiaries' economic needs.

Civilians are less at risk from mines or ERW

People waiting to cross the front line were less at risk from mines or ERW after the ICRC donated warning signs and installed latrines at six crossing points. During the winter, people waiting at one crossing point, on both sides of the front line, made use of shelters built by the ICRC and manned by local Red Cross volunteers.

Some 15,200 civilians, including people living near the front line and workers involved in repairing key infrastructure, learnt safer practices in relation to mines or ERW through information sessions conducted by ICRC-trained National Society personnel. On several occasions, the ICRC facilitated coordination between teams clearing mines or ERW and the communities affected; plans to promote coordination between the National Society and the pertinent authorities were postponed, owing to other operational priorities.

The ICRC trained and equipped demining teams in government-controlled areas. Teams on both sides of the front line marked weapon-contaminated areas with ICRC-supplied materials.

PEOPLE DEPRIVED OF THEIR FREEDOM

Detainees receive ICRC visits and reconnect with relatives

Discussions with the authorities, on formalizing the ICRC's access to detainees under their supervision, continued. Meanwhile, detainees received ICRC visits on an ad hoc basis. Following its visits, the ICRC shared confidential feedback and, where necessary, recommendations to improve detainees' living conditions, with the authorities.

With the ICRC's encouragement, the authorities drafted an amendment to the national law on pre-trial detention. The amendment, which would allow the ICRC to visit people being held in all places of detention under the authorities' supervision, was being reviewed by various ministries.

The ICRC pursued discussions with the armed opposition about access to people being held in relation to the conflict.

Detainees held in government-controlled areas reconnected with their families through oral messages relayed by the ICRC. Two families visited detained relatives with the ICRC's financial assistance.

On five occasions, the ICRC participated as a neutral intermediary in the release and transfer of people held by the parties to the conflict; in all, 37 people were released and transferred.

Migrants detained in facilities under the authorities' supervision received visits from the Ukrainian Red Cross and made use of its family-links services. National Society activities for migrants were being reviewed by the National Society and the ICRC.

Penitentiary authorities act to improve detainees' living conditions with ICRC assistance

At an ICRC workshop, representatives from the national penitentiary health services and from 10 detention facilities strengthened their ability to deliver health care to detainees. Seven places of detention in eastern Ukraine received medical equipment, and various types of assistive devices for disabled detainees.

Thirty-five detention facilities in both government- and non-government-controlled areas were provided with hygiene items, benefiting some 27,000 detainees; around 6,700 inmates at 14 places of detention received food. Household items for detainees' common use were donated to 16 detention facilities in government-controlled areas.

Following their release and transfer, 24 vulnerable detainees received ad hoc cash assistance.

WOUNDED AND SICK

Patients on both sides of the front line receive treatment

The ICRC made confidential representations to the pertinent parties about allegations of violence or undue restrictions affecting patients and medical personnel and facilities.

Hospitals and clinics on both sides of the front line treated people with injuries and chronic illnesses using ICRC-donated supplies, including medicines and vaccines. In non-government-controlled areas of the Donetsk and Lugansk regions, blood banks and haemodialysis centres used supplies provided regularly by the ICRC to treat patients, and some 12,000 diabetic patients benefited from ICRC-donated insulin. Fifteen health facilities resumed or continued operations following ICRC repair works.

Some 100 surgeons attended ICRC seminars on war surgery; 58 doctors expanded their capacities in trauma management through ICRC courses. People in front-line communities, military personnel and members of the armed opposition received first-aid training.

An orthopaedic centre in the city of Donetsk produced prostheses and orthoses using ICRC-provided materials. ICRC funding helped the centre broaden awareness of disabled people's needs, and the services available to them, through a public event. Assistive devices were donated to the centre and the city authorities, and, in the Lugansk region, to 10 local Red Cross branches.

ACTORS OF INFLUENCE

The authorities take steps to facilitate access to humanitarian aid

With the ICRC's encouragement, government directives that had the effect of impeding humanitarian access were amended, and draft laws concerning mines/ERW and governing the provision of humanitarian aid were submitted to the parliament.

The ICRC continued to advocate Ukraine's ratification of the Arms Trade Treaty, the Convention on Cluster Munitions, the Rome Statute and the Second Protocol to the Hague Convention on Cultural Property. It supported the participation of representatives of the national IHL committee in the fourth universal meeting of such committees (see *International law and policy*) and helped the committee exchange experiences with its German counterpart. The Ukrainian Red Cross and the ICRC continued discussions with the defence, health and justice ministries on strengthening respect for the red cross emblem. The draft of an IHL handbook, to be published by the Ukrainian parliament and the ICRC, was under review by parliamentary committees and research institutions.

The ICRC sponsored law students' participation in moot court competitions and an IHL course abroad. It donated publications on IHL and international criminal law to several university libraries, and participated in various academic events on IHL-related issues.

National and international media used ICRC news releases and briefings to highlight humanitarian concerns – such as the issue of missing persons and the risks posed by mines/ERW – and the ICRC's activities in Ukraine. The authorities and other parties concerned were kept informed of these activities.

Military and police forces learn more about IHL and other applicable norms

Aided by the ICRC, the armed forces reviewed their operational documents to ensure compliance with IHL. They revised their IHL

manual to incorporate ICRC recommendations – provided at the defence ministry's request – on soldiers' identification, made with a view to preventing disappearances.

More than 800 commanders, legal advisers and other military officers strengthened their grasp of IHL at ICRC training sessions. ICRC support enabled two military legal advisers to attend a course in San Remo, Italy. The military and the ICRC discussed the establishment of an IHL study centre at the National Defence University of Ukraine in Kyiv.

With ICRC assistance, the armed forces began to prepare training materials to enable military legal advisers to take on the task of IHL instruction. Some 100,000 military personnel received pocket-sized IHL guides, developed by the defence ministry and the ICRC.

The armed opposition established an IHL training facility in the Donetsk region. The ICRC provided teaching materials for the facility, and 20,000 pocket-sized IHL guides.

The ICRC conducted training in IHL and international policing standards for State security forces, border guards and the National Guard of Ukraine, focusing on front-line personnel with both military and law-enforcement duties.

RED CROSS AND RED CRESCENT MOVEMENT

The Ukrainian Red Cross strengthens its ability to provide humanitarian aid

With financial and technical support from Movement partners, the Ukrainian Red Cross continued to enhance its organizational and operational capacities. It issued a new code of conduct for staff and volunteers, and developed new recruitment and volunteer-management procedures. It revised its statutes in line with recommendations from the Joint Statutes Commission of the International Federation and the ICRC, and registered the revised statutes with the justice ministry. With ICRC funding and guidance, the National Society worked to overcome a reputational crisis and had its activities audited.

ICRC assistance also enabled the Ukrainian Red Cross to hire people to run its first-aid, volunteer-management and information-management activities. National Society emergency response teams – a total of 21 teams across the country, consisting of some 450 volunteers – received ICRC training, incorporating the Safer Access Framework, and financial assistance.

National Society personnel were trained in internal and external communication, including communication during emergencies and the use of social media, by the International Federation, the Danish Red Cross and the ICRC.

With ICRC funding and material assistance, the local Red Cross branches in non-government-controlled areas of the Donetsk and Lugansk regions continued to deliver humanitarian services to conflict-affected people. The ICRC covered the salaries of some 110 personnel and 100 nurses at these branches.

Ukrainian Red Cross officials met with representatives of the Red Cross Society of Belarus, the Russian Red Cross Society and the ICRC in Minsk, Belarus, in January (see *Moscow*); the Russian Red Cross and the Ukrainian Red Cross signed an agreement to coordinate their activities.

Movement partners active in eastern Ukraine benefited from periodic ICRC security assessments. Weekly meetings helped them coordinate their work.

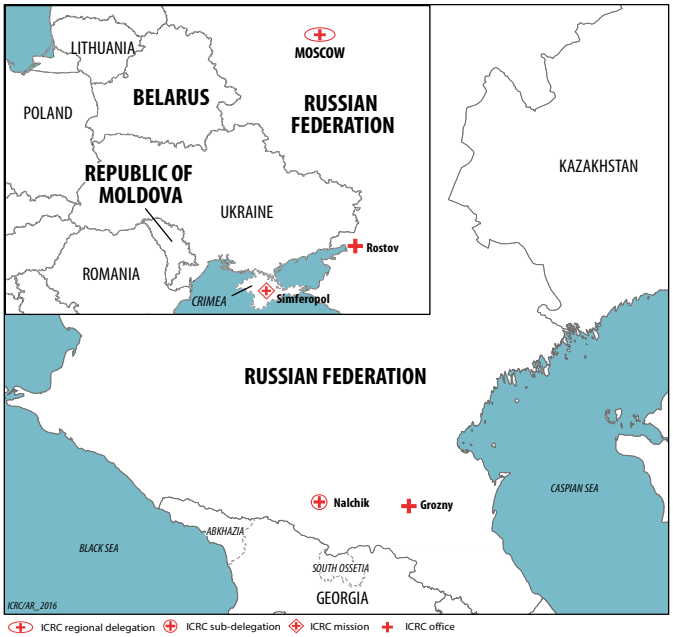
MAIN FIGURES AND INDICATORS: PROTECTION	Total			
CIVILIANS (residents, IDPs, returnees, etc.)				
RCMs and other means of family contact		UAMs/SC		
RCMs collected	28			
RCMs distributed	13			
Phone calls facilitated between family members	965			
Reunifications, transfers and repatriations				
Human remains transferred or repatriated	1			
Tracing requests, including cases of missing persons		Women	Girls	Boys
People for whom a tracing request was newly registered	331	40	1	5
including people for whom tracing requests were registered by another delegation	24			
Tracing cases closed positively (subject located or fate established)	123			
including people for whom tracing requests were registered by another delegation	6			
Tracing cases still being handled at the end of the reporting period (people)	611	35		4
including people for whom tracing requests were registered by another delegation	46			
Documents				
People to whom travel documents were issued	32			
Official documents relayed between family members across borders/front lines	2			
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)				
ICRC visits		Women	Minors	
Detainees visited	26,770	1,321	145	
		Women	Girls	Boys
Detainees visited and monitored individually	573	53		1
Detainees newly registered	284	23		
Number of visits carried out	93			
Number of places of detention visited	47			
RCMs and other means of family contact				
RCMs collected	2			
Phone calls made to families to inform them of the whereabouts of a detained relative	345			
Detainees visited by their relatives with ICRC/National Society support	2			
People to whom a detention attestation was issued	3			

MAIN FIGURES AND INDICATORS: ASSISTANCE		Total	Women	Children
CIVILIANS (residents, IDPs, returnees, etc.)				
Economic security (in some cases provided within a protection or cooperation programme)				
Food commodities	Beneficiaries	195,396	84,579	33,945
of whom IDPs		18,201	7,658	3,404
Essential household items	Beneficiaries	214,484	91,126	40,010
of whom IDPs		20,121	8,457	3,752
Productive inputs	Beneficiaries	13,392	5,943	2,252
of whom IDPs		620	257	123
Cash	Beneficiaries	25,991	11,029	5,344
of whom IDPs		14,907	5,991	3,406
Vouchers	Beneficiaries	215	91	38
of whom IDPs		10	5	1
Services and training	Beneficiaries	2,007	1,004	101
of whom IDPs		401	201	20
Water and habitat (in some cases provided within a protection or cooperation programme)				
Water and habitat activities	Beneficiaries	1,492,000	746,000	447,600
Health				
Health centres supported	Structures	28		
Average catchment population		592,099		
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)				
Economic security (in some cases provided within a protection programme)				
Food commodities	Beneficiaries	6,705	888	
Essential household items	Beneficiaries	27,038	3,191	117
Cash	Beneficiaries	24	5	
Health				
Visits carried out by health staff		13		
Places of detention visited by health staff	Structures	7		
Health facilities supported in places of detention visited by health staff	Structures	2		
WOUNDED AND SICK				
Hospitals				
Hospitals supported	Structures	77		
First aid				
First-aid posts supported	Structures	30		
Water and habitat				
Water and habitat activities	Number of beds	700		
Physical rehabilitation				
Projects supported	Projects	1		
Patients receiving services[1]	Patients			

1. Owing to operational and management constraints, figures presented in this table and in the narrative part of this report may not reflect the extent of the activities carried out during the reporting period.

MOSCOW (regional)

COVERING: Belarus, Republic of Moldova, Russian Federation



The boundaries, names and designations used in this report do not imply official endorsement, nor express a political opinion on the part of the ICRC, and are without prejudice to claims of sovereignty over the territories mentioned.

Opened in 1992, the Moscow delegation combines operational functions in the Russian Federation with regional functions. It supports families of missing persons and, with the Russian Red Cross Society, works to protect and assist vulnerable conflict- and violence-affected populations, including people displaced by the Ukraine crisis. It helps build the capacities of the region's National Societies, particularly in the fields of emergency preparedness and restoring family links. In the countries covered, it promotes implementation of IHL and other norms relevant to the use of force, and fosters understanding of the ICRC's mandate and work.

KEY RESULTS/CONSTRAINTS IN 2016

- Dialogue with the Russian authorities and the ICRC focused on the importance of humanitarian action around the world, particularly in relation to the armed conflict in the Syrian Arab Republic and the Ukraine crisis.
- People displaced by the Ukraine crisis to Belarus, Crimea and south-western Russia met their basic needs with essential supplies or vouchers provided by the ICRC, with help from the pertinent National Societies or the local authorities.
- Migrants, including asylum seekers and refugees, in St Petersburg obtained legal consultations and other aid from the Russian Red Cross, which received ICRC funding. Several minors were accommodated at a National Society shelter.
- In Chechnya, families of missing persons received psychosocial support from the Russian Red Cross and the ICRC. With ICRC funding, a Russian NGO processed DNA samples from missing persons' relatives.
- People held in connection with the situation in the northern Caucasus, and migrants detained in facilities across Belarus, restored or maintained contact with their relatives through National Society and/or ICRC family-links services.
- The national authorities, the Collective Security Treaty Organization and the Commonwealth of Independent States kept up discussions with the ICRC on integrating IHL provisions into military doctrine, training and operations.

YEARLY RESULT	
Level of achievement of ICRC yearly objectives/plans of action	HIGH

PROTECTION	Total
CIVILIANS (residents, IDPs, returnees, etc.)	
Restoring family links	
RCMs collected	14
RCMs distributed	7
Phone calls facilitated between family members	7
Tracing cases closed positively (subject located or fate established)	11
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)	
Restoring family links	
RCMs collected	7
RCMs distributed	15

EXPENDITURE IN KCHF	
Protection	2,932
Assistance	6,263
Prevention	3,164
Cooperation with National Societies	1,541
General	114
Total	**14,013**
Of which: Overheads	*855*

IMPLEMENTATION RATE	
Expenditure/yearly budget	83%

PERSONNEL	
Mobile staff	17
Resident staff (daily workers not included)	134

ASSISTANCE		2016 Targets (up to)	Achieved
CIVILIANS (residents, IDPs, returnees, etc.)			
Economic security (in some cases provided within a protection or cooperation programme)			
Food commodities	Beneficiaries	36,000	36,027
Essential household items	Beneficiaries	36,000	38,427
Vouchers	Beneficiaries	4,500	3,649
WOUNDED AND SICK			
Hospitals			
Hospitals supported	Structures	35	
Physical rehabilitation			
Patients receiving services	Patients	10	

CONTEXT

The Russian Federation maintained its influence in the region, notably through the Commonwealth of Independent States (CIS) and its Interparliamentary Assembly (IPA CIS) and the Collective Security Treaty Organization (CSTO). It continued to play a prominent role in international affairs, particularly as a permanent member of the UN Security Council. The Russian Federation was also a member of the Normandy Quartet, along with France, Germany and Ukraine, and took part in the work being done by the Trilateral Contact Group on Ukraine – comprising representatives from the Russian Federation, Ukraine and the Organization for Security and Co-operation in Europe – and its sub-groups, to settle the conflict in eastern Ukraine (see *Ukraine*).

People who had fled the Ukraine crisis – according to official sources, more than 1 million to the Russian Federation and 160,000 to Belarus – remained unable to return, owing, among other reasons, to the volatility of the situation in eastern Ukraine. The status of Crimea remained the subject of a political and territorial dispute between the Russian Federation and Ukraine.

The republics of the northern Caucasus continued to struggle with the consequences of past conflicts, including the issue of missing persons.

The Russian Federation continued its military operations in support of the government in the Syrian Arab Republic (hereafter Syria; see *Syrian Arab Republic*). It also contributed to international political and diplomatic efforts that led to a new ceasefire agreement at the end of the year.

The Republic of Moldova (hereafter Moldova) contributed peace-support troops to the NATO-led Kosovo Force.

ICRC ACTION AND RESULTS

The ICRC's regional delegation in Moscow maintained its dialogue with civilian and military authorities on the importance of humanitarian action around the world; this included high-level discussions in Moscow between the Russian authorities and senior ICRC officials, including the ICRC's president. In Aleppo and Damascus (Syria), Geneva (Switzerland) and Moscow (Russian Federation), the Russian authorities and the ICRC discussed humanitarian issues related to the conflict in Syria.

The ICRC maintained its visibility in the region as a neutral, impartial and independent humanitarian organization, notably through media coverage of its activities, and events with civil-society organizations. In March, the delegation inaugurated the Moscow Humanitarium, a centre for communication and research on humanitarian issues.

The ICRC continued to help people displaced by the Ukraine crisis meet their immediate needs. In south-western Russia and Crimea, it provided people with food and other essentials monthly with the help of the local Red Cross branches or the local authorities; some beneficiaries assisted in aid distributions. In Belarus, displaced people obtained basic supplies using vouchers distributed on a monthly basis by the Red Cross Society of Belarus, with ICRC funding and technical support.

People in the Russian Federation got in touch with family members in Ukraine, including detainees, through RCMs and phone services. People with relatives missing in connection with the Ukraine crisis availed themselves of National Society and ICRC tracing services.

Migrants across the region, including asylum seekers and refugees, benefited from various forms of National Society and ICRC assistance. In St Petersburg, thousands of them obtained legal consultations and other aid at a centre run by the Russian Red Cross Society with ICRC support. In Belarus, detained migrants reconnected with their families using phone services run by the Belarusian Red Cross, with ICRC funding.

The ICRC continued to scale down its activities in the northern Caucasus, closing its office in Daghestan and downsizing its sub-delegation in Chechnya. Nevertheless, vulnerable people benefited from some aid. For instance, missing persons' families received psychosocial support from the Russian Red Cross, which the ICRC continued to provide with funding and technical guidance.

People detained in connection with past conflicts in the northern Caucasus, in facilities far from their homes, reconnected with their relatives through ICRC-facilitated family visits and/or parcel deliveries.

Doctors from Crimea strengthened their skills through advanced training, funded by the ICRC, at Russian universities or clinics. Hospitals in Crimea and Rostov Oblast were provided with reference materials on war surgery.

Dialogue with the region's armed forces, the CSTO and the CIS – on integrating IHL provisions into military decision-making – continued. The CSTO and the ICRC held their second annual staff talks, involving headquarters-level discussions on, *inter alia*, humanitarian matters and ICRC operations in contexts of common concern.

The ICRC continued to promote IHL implementation in the region, working with the IPA CIS on a set of model regulations, derived from IHL, for CIS Member States. The IPA CIS adopted a set of recommendations, drafted with the ICRC, on implementing legal frameworks related to the goals of the Health Care in Danger project.

The Belarusian Red Cross, the Red Cross Society of Moldova and the Russian Red Cross remained the ICRC's main partners in delivering humanitarian services in the region. They continued to develop their organizational and operational capacities with ICRC assistance.

CIVILIANS

Displaced people meet their most pressing needs

People displaced by the Ukraine crisis received various forms of ICRC assistance. Some 15,600 people (7,600 households) in south-western Russia, and around 18,800 people (9,500 households) in Crimea, were supplied monthly with food and household and hygiene items. They also received additional food for the holidays, and households with school-going children were provided with school supplies.

About 2,400 vulnerable people (800 households) in Krasnodar Krai and the Republic of Adygea eased their living conditions with the help of a one-time distribution of blankets, cooking

utensils and other essentials. On two occasions, some 750 people (280 households) who had fled the armed conflict in Syria, and had resettled in the Republic of Adygea, received food and hygiene items.

All assistance was distributed by the local Red Cross branches in Crimea, Krasnodar Krai and the Republic of Adygea, and by the local authorities in Rostov Oblast. Some of the beneficiaries participated in the aid distributions as Red Cross volunteers.

In Belarus, some 3,600 people (1,500 households) displaced from Ukraine obtained essential supplies with vouchers distributed on a monthly basis by the Belarusian Red Cross, with ICRC funding and technical support.

In Daghestan, around 900 vulnerable people (270 households) displaced by natural disasters, or by the Ukraine crisis, met their basic needs with the help of a one-time distribution of food and hygiene items.

A primary-health-care programme proposed by the ICRC, for people displaced to Crimea by the Ukraine crisis, was awaiting the authorities' approval.

Vulnerable people in the northern Caucasus receive psychosocial support

In Chechnya, some 270 families of missing persons benefited from psychosocial support provided by the Russian Red Cross, which received funding and technical guidance from the ICRC. Beneficiaries subsequently reported an improvement in their emotional well-being.

Vulnerable children in North Ossetia participated in recreational activities at an ICRC-supported centre, run by the Russian Red Cross. The Danish Red Cross and the ICRC carried out an assessment of the centre to evaluate the effectiveness of its services and determine how the Russian Red Cross could run it autonomously in the future. The assessment's findings were to be discussed with the parties concerned.

The ICRC discussed the issue of missing persons with a Russian NGO working on the matter, and participated in some of the NGO's events. The NGO processed DNA samples from 50 relatives of missing persons, with ICRC funding.

Having completed, in 2015, an ICRC-supported multi-year project to collect data on the needs of people injured by mines and explosive remnants of war, the Russian Red Cross branch in Chechnya prepared a report to present its findings to the authorities. Plans to support weapon-clearance activities in the countries covered were delayed by other operational priorities, particularly in connection with the escalation of the Nagorno-Karabakh conflict (see *Armenia* and *Azerbaijan*).

People reconnect with relatives in Ukraine

People in the Russian Federation used RCMs and phone services to get in touch with relatives in Ukraine, including detainees. Relatives of people who had gone missing in relation to the Ukraine crisis availed themselves of National Society and ICRC tracing services.

The National Societies of Belarus, Moldova and the Russian Federation continued to develop their capacities in providing family-links services, with financial and technical assistance from the ICRC. For example, in St Petersburg, Russian Red Cross personnel working with migrants, including asylum seekers and refugees (see below), learnt more about restoring family links for people separated by conflict, migration or disaster through ICRC training. Personnel from 15 other branches received similar training conducted by the Russian Red Cross headquarters and the ICRC. In June, the ICRC organized a regional meeting for family-links specialists from the Belarusian Red Cross and the Russian Red Cross.

Vulnerable migrants obtain legal and other aid

Some 11,000 migrants, including people displaced from Ukraine, accessed legal consultations at a Russian Red Cross centre in St Petersburg; around 3,000 similar consultations were provided through a National Society hotline. Particularly vulnerable individuals were provided with food, clothing and/or hygiene items; some 20 people, including 9 minors, were accommodated at a National Society shelter. These activities were carried out with ICRC financial support.

ICRC-issued travel documents enabled fifteen people to travel to third countries for resettlement.

PEOPLE DEPRIVED OF THEIR FREEDOM

People detained far from their homes receive visits from their relatives

Detainees held in relation to past conflicts in the northern Caucasus, in penal colonies across the Russian Federation, benefited from ICRC-facilitated family visits and/or parcel deliveries. Some 420 detainees were visited by relatives; 52 detainees received parcels of food and/or household and hygiene items from their families.

Several detainees got in touch with their relatives through RCMs.

Detained migrants restore or maintain contact with their families

More than 400 migrants detained in facilities across Belarus were visited by the Belarusian Red Cross, which received financial and technical support from the ICRC. They reconnected with their relatives through ICRC-funded phone services run by the National Society. Particularly vulnerable migrants met their basic needs with the help of food, clothing and hygiene items provided by the National Society, with the ICRC's financial assistance.

WOUNDED AND SICK

Doctors boost their skills through ICRC-supported training

A total of 28 doctors from Crimea, including 2 displaced by the Ukraine crisis, reinforced their skills through advanced training at Russian universities or clinics; the ICRC covered their training fees and/or travel costs.

ICRC-supported repairs to medical equipment helped four health facilities in Crimea restore their diagnostic capacities. Reference materials on war surgery were given to 60 hospitals in Crimea and Rostov Oblast; a medical school in Crimea received computers. Communications equipment donated by the ICRC strengthened the ability of five emergency-response teams in Crimea and the northern Caucasus to respond to urgent needs.

The ICRC remained ready to facilitate access to prosthetic/orthotic services for people displaced by the Ukraine crisis, but received no requests for such assistance.

ACTORS OF INFLUENCE

High-level dialogue emphasizes humanitarian concerns

The ICRC's discussions with the Russian authorities – for example, during visits to Moscow of the ICRC's president, director-general and other senior personnel – highlighted the importance of humanitarian action worldwide. The ICRC sought the authorities' support for its work, particularly in relation to the armed conflict in Syria and the Ukraine crisis.

In Aleppo, Damascus, Geneva and Moscow, the Russian authorities and the ICRC discussed humanitarian issues related to the conflict in Syria. This facilitated, *inter alia*, the evacuation of some 35,000 people from eastern Aleppo in December.

The Belarusian authorities and the ICRC began discussions towards a headquarters agreement.

Contact with the authorities in Chechnya and Daghestan resumed.

Media and civil society raise public awareness of humanitarian issues

The ICRC maintained its visibility as a neutral, impartial and independent humanitarian organization through media coverage of its work, including its activities for people affected by the Ukraine crisis. For instance, interviews with ICRC officials visiting Moscow (see above) helped increase public awareness of humanitarian concerns. Two associations of Russian journalists and the ICRC began work on an online IHL course for media personnel assigned to conflict areas.

In March, the Moscow delegation inaugurated the Moscow Humanitarium, a centre for communication and research on humanitarian issues. The centre offered over 1,500 books on IHL, many of them in Russian, for researchers' use and hosted several round-tables with academics and think-tanks on various IHL topics.

During his visit to Moscow, the ICRC's president participated in a panel discussion at an international scholars' club on the humanitarian challenges posed by hybrid warfare. At a conference of Russian scholars and policy experts on migration, ICRC representatives drew attention to the humanitarian needs and vulnerabilities of migrants, including asylum seekers and refugees.

National and regional authorities discuss the incorporation of IHL in military training

The ICRC kept up its dialogue with the region's armed forces, the CSTO and the CIS on integrating IHL provisions into military doctrine, training and operations. Military officials from CIS Member States and representatives of the CSTO and CIS Counter-terrorist Centre discussed the incorporation of IHL in military education at a seminar organized by the Belarusian defence ministry, the CIS Council of Defence Ministers and the ICRC.

The Russian Federation's central military administration engaged in discussions with the ICRC on humanitarian matters in connection with the armed conflict in Syria.

The Russian Ground Forces, with ICRC technical assistance, continued to conduct advanced IHL training for senior officers. At a seminar organized by the Russian defence ministry and the ICRC, military psychologists discussed the prevention of IHL violations through the provision of psychological support during military operations. The Russian armed forces' legal service integrated IHL-related modules into workshops for military legal advisers.

Following an agreement with the Moldovan army, the ICRC began assisting in IHL training for Moldovan peacekeeping troops bound for Kosovo. In Belarus, plans to help military academics draft recommendations for integrating IHL into military decision-making were cancelled, as some requirements for such drafting were not in place.

With ICRC support, senior Belarusian, Moldovan and Russian military officers participated in an advanced IHL course in San Remo.

The CSTO and the ICRC held their second annual staff talks in June, involving headquarters-level interaction between the two organizations. Discussions covered, *inter alia*, humanitarian matters and ICRC operations in contexts of common concern. In August, the ICRC participated in a CSTO peace-support exercise in Belarus.

At a round-table organized by the diplomatic academy of the Russian foreign-affairs ministry and the ICRC, Russian government representatives discussed legal issues related to the use of private military and security companies in armed conflict. Russian experts participated in an ICRC project to update the commentaries on the 1949 Geneva Conventions and their 1977 Additional Protocols.

Regional body adopts recommendations for domestic law to protect health care during armed conflict

Discussions with the IPA CIS, on IHL implementation in CIS Member States, continued. These included a meeting between the IPA CIS's secretary-general and the ICRC's president. In October, the IPA CIS and the ICRC held a conference for CIS Member States on the humanitarian impact of the use of nuclear and conventional explosive weapons.

The IPA CIS adopted recommendations, drafted with the ICRC, on implementing legal frameworks related to the goals of the Health Care in Danger project, and transmitted these to CIS Member States' parliaments. It worked with the ICRC on a set of model regulations, derived from IHL, for CIS Member States' armed forces.

Academics contribute to IHL development

The national IHL committees of Belarus and Moldova, and observers from the Russian Federation, participated in the fourth universal meeting of such committees in Geneva, Switzerland (see *International law and policy*), with ICRC support.

A draft law on the National Society and the use of the red cross emblem, submitted in 2015, remained under consideration by the Russian parliament.

Belarusian, Moldovan and Russian students participated in regional and international IHL events, with ICRC support.

RED CROSS AND RED CRESCENT MOVEMENT

National Societies strengthen their organizational and operational capacities

With ICRC assistance, and using the Safer Access Framework, the region's National Societies continued to develop their

emergency response capacities. Russian Red Cross branches in the northern Caucasus bolstered their emergency preparedness with ICRC-funded simulation exercises, some of which were conducted with local authorities. Belarusian Red Cross trainers conducted first-aid training, facilitated by the ICRC, for the Moldovan Red Cross and the St Petersburg branch of the Russian Red Cross. Staff from Russian Red Cross branches in the northern Caucasus learnt more about volunteer management through ICRC-funded training.

In Crimea, the local Red Cross branches, with ICRC support, provided first-aid training to some 2,200 volunteers, social workers and local authorities. Branch personnel enhanced their external-communication capacities through ICRC training.

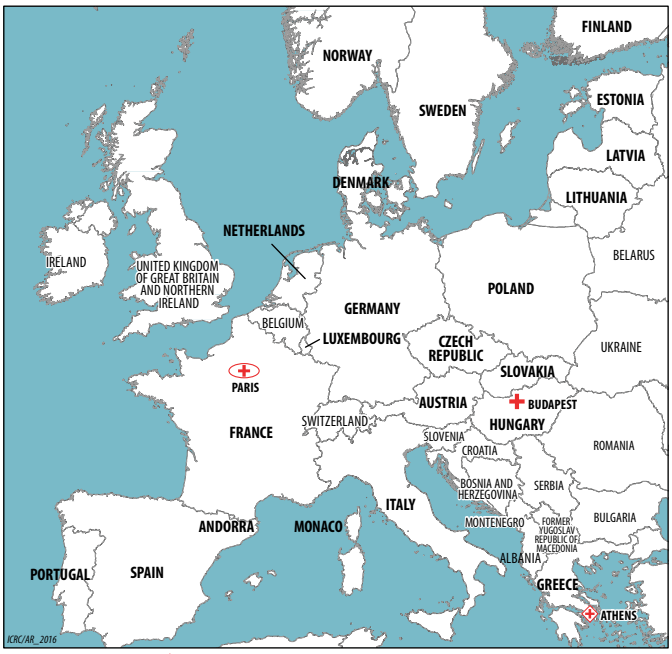
Belarusian Red Cross and Russian Red Cross officials met with Ukrainian Red Cross Society representatives and the ICRC in Minsk, Belarus, in January; the Russian Red Cross and the Ukrainian Red Cross signed an agreement to coordinate their activities.

MAIN FIGURES AND INDICATORS: PROTECTION	Total			
CIVILIANS (residents, IDPs, returnees, etc.)				
RCMs and other means of family contact		UAMs/SC		
RCMs collected	14			
RCMs distributed	7			
Phone calls facilitated between family members	7			
Tracing requests, including cases of missing persons		Women	Girls	Boys
People for whom a tracing request was newly registered	39	1		
including people for whom tracing requests were registered by another delegation	8			
Tracing cases closed positively (subject located or fate established)	11			
including people for whom tracing requests were registered by another delegation	2			
Tracing cases still being handled at the end of the reporting period (people)	2,512	89	12	75
including people for whom tracing requests were registered by another delegation	21			
Documents				
People to whom travel documents were issued	15			
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)				
RCMs and other means of family contact				
RCMs collected	7			
RCMs distributed	15			
Detainees visited by their relatives with ICRC/National Society support	424			
People to whom a detention attestation was issued	1			

MAIN FIGURES AND INDICATORS: ASSISTANCE		Total	Women	Children
CIVILIANS (residents, IDPs, returnees, etc.)				
Economic security (in some cases provided within a protection or cooperation programme)				
Food commodities	Beneficiaries	36,027	15,275	13,470
Essential household items	Beneficiaries	38,427	16,235	14,430
Vouchers	Beneficiaries	3,649	1,715	1,095

PARIS (regional)

COVERING: Denmark, France, Germany, Greece, Italy, Monaco, Netherlands, Norway, Spain, Sweden (with specialized services for other countries)



Formalized in 2000, the Paris office merged with the Europe regional delegation in 2015. It engages in dialogue on IHL and humanitarian concerns with the authorities, military and academic circles and third-country representatives, raising awareness of the ICRC's mandate and mobilizing political and financial support for its activities. It visits people held by international tribunals and follows up on former internees of the US internment facility at Guantanamo Bay Naval Station, Cuba. With National Societies, it helps migrants restore family links, visits those detained and offers guidance on human-remains management. It partners National Societies in their international activities and IHL promotion.

YEARLY RESULT	
Level of achievement of ICRC yearly objectives/plans of action	HIGH

KEY RESULTS/CONSTRAINTS IN 2016

- Migrants, including asylum seekers and refugees, sought contact with their families through the Movement's family-links services; National Societies expanded or strengthened their delivery of these services, with ICRC support.
- With ICRC financial, material and technical assistance, Greek forensic authorities, and coastguards from six islands, developed their ability to recover and identify human remains, following shipwrecks in the Mediterranean.
- Migrants held in Greece and people remanded or convicted by international criminal tribunals were visited and/or given material aid. ICRC-provided internet access helped minors in two centres maintain contact with their families.
- National IHL committees in the region and from other countries discussed how to strengthen protection for civilians during armed conflict, at a meeting organized by the Swiss authorities, the Swiss Red Cross and the ICRC.
- The French Armed Forces consolidated and expanded their knowledge of IHL and the ICRC's activities as they deepened their dialogue with the organization at both institutional and field levels.

PROTECTION	Total
CIVILIANS (residents, IDPs, returnees, etc.)	
Restoring family links	
Phone calls facilitated between family members	18,735
Tracing cases closed positively (subject located or fate established)	8
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)	
ICRC visits	
Detainees visited	14,508
Detainees visited and monitored individually	37
Number of visits carried out	83
Number of places of detention visited	30
Restoring family links	
RCMs collected	5
RCMs distributed	2
Phone calls made to families to inform them of the whereabouts of a detained relative	13

EXPENDITURE IN KCHF	
Protection	4,230
Assistance	495
Prevention	2,183
Cooperation with National Societies	691
General	37
Total	**7,635**
Of which: Overheads	*466*
IMPLEMENTATION RATE	
Expenditure/yearly budget	85%
PERSONNEL	
Mobile staff	11
Resident staff (daily workers not included)	24

CONTEXT

Migrants, including asylum seekers and refugees, crossed the Mediterranean Sea towards Europe, and arrived mainly in Cyprus, Greece, Italy, Malta and Spain. To manage the influx, the European Union (EU) strengthened internal mechanisms for resettlement and secured its borders. The closure of Greece's border with the former Yugoslav Republic of Macedonia, and the implementation of the EU–Turkey agreement to resettle migrants, led to a decrease in new arrivals, but left some 62,000 migrants stranded in Greece. This in turn increased the number of reception centres across the country, with some of them turned into closed facilities.

Owing to recent attacks and arrests made in connection with violent extremism in the region, security remained high on the agenda of European countries.

As a permanent member of the UN Security Council, France played a major role in international affairs. Alone or as part of international coalitions, France was involved in diplomatic or military initiatives in various contexts overseas. The Hague, Netherlands, continued hosting the International Criminal Court (ICC) and the branch of the UN Mechanism for International Criminal Tribunals (MICT) which carried out tasks inherited from the International Criminal Tribunal for the former Yugoslavia (ICTY).

The Council of Europe continued promoting human rights and the rule of law.

ICRC ACTION AND RESULTS

Following the closure of Europe's eastern land borders and the implementation of the EU–Turkey agreement, the ICRC scaled up its response to the evolving needs of migrants, especially those stranded in Greece.[1] In March, it opened a mission in Athens, Greece, to expand its operational capacity to help migrants. It also reopened its mission in Budapest, Hungary, to increase coordination with the International Federation, particularly in relation to the needs of migrants.

With ICRC technical, financial and material support, National Societies – notably in Greece and Italy – bolstered their family-links services for migrants. For instance, migrants sought to contact their relatives through a photo campaign run by Movement partners across Europe or through family-links service points in ports or reception centres. In light of the frequency of shipwrecks in the Mediterranean, the ICRC developed physical description data forms, which supplemented tracing requests collected by the Movement with additional information necessary for identifying bodies or human remains. ICRC technical and material support helped Greek forensic authorities to conduct recovery operations after shipwrecks. The national authorities in Greece, Italy and Malta – together with the National Societies concerned and the ICRC – took steps to standardize forensic procedures and establish a centralized database for ante- and post-mortem data.

The ICRC increased its visits to some 14,000 migrants held in Greece and shared its findings and recommendations with the authorities. Detained migrants eased their conditions, partly through ICRC-distributed hygiene and other essential items; unaccompanied or separated minors regularly contacted their families through video calls, using ICRC-provided equipment. With training conducted by the police and the ICRC, directors enhanced their knowledge of managing detention places.

The Paris delegation remained a crucial element of the ICRC's humanitarian diplomacy network, through which the organization sought support for its operations worldwide, broadened understanding of its mandate and promoted IHL. National authorities, regional organizations and the ICRC maintained dialogue to further IHL implementation and advance treaty participation. States drew on the ICRC's reading of the humanitarian situation in conflicts abroad and on the implementation of IHL, including sanctions for violations.

In France, meetings with the president, and regular interactions with officials from the defence, foreign affairs and justice ministries, as well as the operational and strategic commands of the armed forces, tackled humanitarian issues in contexts of diplomatic and military interest to the country. Military officers consolidated their knowledge of the ICRC's mandate and activities through dialogue at strategic, operational and tactical levels in both France and the field. With ICRC support, the defence ministry and the armed forces promoted IHL in military academies and its incorporation in military doctrine, training and operations.

Members of civil society discussed IHL and humanitarian affairs at events organized by the ICRC. French-language audiovisual materials produced by the ICRC and disseminated through television, radio and online media helped broaden awareness of such matters among French-speaking audiences throughout the world. The ICRC also partnered other organizations, such as the Organisation internationale de la Francophonie, in promoting IHL and other matters of common concern; the French translation of the ICRC's commentaries on the 1949 Geneva Conventions got under way.

The ICRC visited people convicted by the ICTY and serving their sentences in Europe, and people remanded by the MICT and the ICC in The Hague. Detaining authorities drew on ICRC findings and recommendations to ensure that their policies complied with internationally recognized standards and best practices. The ICRC followed up the situation of people resettled in Europe after their release from the US internment facility at Guantanamo Bay Naval Station in Cuba.

CIVILIANS

As migrants, including refugees and asylum seekers, continued to arrive or remained stranded in the region (see *Context*), the ICRC allocated more resources to help National Societies working along migration routes to bolster their family-links services for migrants and their response to such emergencies as shipwrecks.

Separated migrants in Greece and southern Italy contact their relatives

With ICRC technical and financial support, the Italian Red Cross continued running service stations – equipped with phone-charging posts and internet – at ports and reception centres in southern Italy; newly arrived migrants used these stations to contact their families. With ICRC financial backing, technical advice and staff training, the Hellenic Red Cross coped with the increased demand for family-links services; it helped over 10,000 people to phone their families. The Malta Red Cross Society

1. For more information on the budget extension appeal, please see: https://xnet.ext.icrc.org/applic/extranet/rexdonors.nsf/0/4B8C6FDD15D73187C125802700228E2B/$File/UpD_Paris%20BudgetExt_REX2016_362_Final.pdf

bolstered its emergency-preparedness by pre-positioning materials and training its volunteers to provide family-links services and psychosocial care. With ICRC technical support, the Cyprus Red Cross Society reinforced its family-links services to cope with new arrivals of migrants.

Through the Trace the Face campaign run by 28 European National Societies with ICRC support, people sought to reconnect with their families by having photos of themselves or their relatives published on the ICRC's family-links website (familylinks.icrc.org) or on posters displayed in public spaces, such as reception and transit centres, in several European countries. To supplement this, a multilingual social media page – containing search matches for missing people and safety tips to prevent separation – was launched.

At the sixth conference on migration held in Barcelona, Spain, National Societies and other stakeholders in the Mediterranean region and the ICRC exchanged expertise in restoring family links and in forensic work.

Authorities in Greece improve their management of human remains, following shipwrecks

In light of the frequency of shipwrecks in the Mediterranean, the ICRC developed physical description data forms to supplement tracing requests – collected by the Movement in countries of origin, transit and destination – with additional information necessary for identifying bodies or human remains. National Societies in Greece and Italy employed these forms; other National Societies in the region trained in using them.

In Greece, forensic authorities, and 181 coastguards from six islands, conducted recovery operations following shipwrecks, with the ICRC's technical assistance – including training for the coastguards – and year-round provision of equipment: 2,500 surgical masks, 6,000 gloves, body bags, and computers and other electronic devices. Through the Hellenic National Society's services backed by ICRC financial support, families opened tracing requests for relatives who disappeared in 19 shipwrecks; 85 cases were ongoing, and 8 positively closed. With ICRC assistance, some families covered their expenses for identifying or burying deceased relatives. Workers in cemeteries for migrants learnt how to manage unidentified human remains.

In Italy, the University of Milan's Medico-Legal Institute continued coordinating with the authorities and the ICRC to identify the remains of migrants who had perished off the coast of Lampedusa in 2013.

Drawing on ICRC expertise, the authorities in the region took steps to standardize procedures for managing and identifying human remains, to facilitate the process of providing answers to the families concerned. To this end, they were urged also to establish a centralized database for ante- and post-mortem information in accordance with data protection laws. In Greece, at a round-table organized by the police and the ICRC, high-level government officials, police personnel, forensic experts, coastguards and the president of the National Society discussed the need for a legal framework to establish such a database.

In Italy, the national authorities, the National Society and the ICRC drafted an agreement to share forensic information. In Malta, a similar agreement between the national authorities and the National Society was being prepared.

Former Guantanamo Bay internees are followed up

The ICRC continued following up the situation of people resettled in Europe after their release from the Guantanamo Bay internment facility. It urged the authorities concerned to support the integration of these people in their respective host countries. One former internee spent time with his family at an ICRC-organized visit. Efforts to organize family visits for other former internees continued, despite difficulties caused by tightening security rules across Europe or obstacles in the families' countries of origin.

PEOPLE DEPRIVED OF THEIR FREEDOM

The ICRC visited 12 people detained or held on remand under the authority of the MICT and the ICC in The Hague, and eight people convicted by the ICTY and serving their sentences in four European countries. The ICRC shared with the detaining authorities its findings and recommendations to help them ensure that their detention policies complied with internationally recognized standards and best practices; recommendations aimed as much as possible to benefit the wider detainee population in the places visited.

At an ICRC workshop, officials from 12 European penitentiary administrations, the ICC, the MICT, the Council of Europe and WHO exchanged best practices in managing the needs of elderly detainees.

Migrants held in Greece restore contact with their families

In Greece, the ICRC visited more than 14,000 migrants in 23 places of detention – including police stations and pre-removal and closed reception centres – and checked on their treatment and living conditions. Following visits, the ICRC shared its findings and recommendations with the local and central authorities, particularly the police and the Alternate Minister of Immigration Policy. At training sessions organized by the police and the ICRC, the directors of all pre-removal centres and their deputies learnt more about managing their centres and providing family-links, health and hygiene services.

Migrants phoned their relatives or opened tracing requests through the Hellenic Red Cross or the ICRC. Unaccompanied or separated minors held in two reception centres regularly contacted their families through video calls made with ICRC-provided equipment. A total of 3,700 migrants – including 200 unaccompanied minors – and other vulnerable groups, eased their conditions, partly with ICRC-distributed phone cards, hygiene kits, clothing and recreational items.

With ICRC technical input, staff from the Finnish Red Cross and the Swedish Red Cross discussed, at a workshop, topics such as needs analysis and standard visiting procedures, in view of designing their own activities for detained migrants, particularly unaccompanied minors. Following this, representatives from 16 European National Societies and the International Federation discussed, among other things, ways to reinforce their technical support to one another and to coordinate their approaches in immigration and detention, at a workshop organized for the first time by the Norwegian Red Cross, the Swedish National Society and the ICRC. The Cyprus Red Cross Society and the Maltese Red Cross also received ad hoc technical or financial support in developing their activities for detained migrants.

After reopening its mission in Budapest, the ICRC initiated dialogue with the interior ministry, and visited five detention places in Hungary to assess detainees' treatment and living conditions,

with a view to starting regular visits according to the organization's standard procedures. With technical and financial support from the International Federation and the ICRC, the Hungarian Red Cross developed its family-links activities for detained migrants.

ACTORS OF INFLUENCE

At bilateral meetings, forums and other events, the ICRC's dialogue with the authorities in the region – including regional organizations such as the EU and the Council of Europe – sought to keep IHL and humanitarian issues on their agenda, and secure support for the organization's activities worldwide, including the Health Care in Danger project and strengthening the response to sexual violence. The French presidency and the defence, foreign affairs and justice ministries exchanged views with the ICRC on the humanitarian situation in contexts of military interest to France – such as the Central African Republic, Mali and the Lake Chad region – and on topics such as the fight against "terrorism", multinational forces and cyber warfare.

Through the data protection committee of the Council of Europe, the ICRC elaborated its views on EU data-protection reforms, particularly the potential consequences for its working procedures.

National IHL committees in the region discuss the protection of civilians during armed conflict

European National Societies and the ICRC maintained dialogue with the national authorities and regional organizations to promote support for IHL and advance treaty participation. Discussions with the national authorities and National Societies – notably, in Denmark, Finland, Iceland, Italy, Slovakia and Sweden – highlighted topics on IHL implementation, such as the Strengthening IHL process, the outcomes of the 32nd International Conference and sanctions on war crimes. European national IHL committees and other IHL-implementing bodies and their counterparts from other countries discussed how to strengthen protection for civilians during armed conflict, at a meeting in Switzerland organized for the fourth time by the Swiss authorities, the Swiss Red Cross and the ICRC (see *International law and policy*).

Greece ratified the Arms Trade Treaty. Additional Protocol III, the Kampala amendments to the Rome Statute, and other IHL treaties were yet to be ratified by some European States.

The ICRC continued working with the Clinique de droit international pénal et humanitaire (Canada) on the French translation of its commentaries on the 1949 Geneva Conventions.

At seminars and competitions organized by National Societies and academic institutions, with the ICRC's help, academics discussed IHL and humanitarian issues. As part of the partnership between the government of Monaco and the Paris Institute of Political Studies to raise awareness of international development issues, students of Sciences Po Mediterranean in Menton, France, learnt more about IHL, during ICRC-led sessions.

The Organisation internationale de la Francophonie and the ICRC continued implementing their partnership on IHL dissemination projects, such as organizing a seminar on improving respect for IHL, for magistrates from French-speaking African countries (see *Abidjan*). The French selection of the *International Review of the Red Cross* emphasized topics, such as the issue of sexual violence, the deployment of multinational forces and cultivating respect for the law.

French forces consolidate their knowledge of ICRC activities

The French Armed Forces (FAF) deepened their dialogue with the ICRC at strategic, operational and tactical levels; two of its high-level officials visited the ICRC's headquarters in Geneva, Switzerland. Its command units involved in planning and carrying out external operations held discussions with the ICRC on the conduct of hostilities, with a view to incorporating IHL in their operational guidelines and military doctrine. At the FAF War College's invitation, the ICRC attended its final graduation exercise as an observer.

The ICRC contributed its expertise to the annual training session for the legal advisers of the defence ministry.

Using materials from its website, the ICRC prepared a monthly newsletter for interlocutors in the FAF.

The media highlight humanitarian needs in the region and beyond

Audiovisual content produced by the ICRC, and disseminated through television and radio programmes and online platforms,

PEOPLE DEPRIVED OF THEIR FREEDOM	Denmark	Estonia	Germany	Greece	Italy	ICC/ICTY
ICRC visits						
Detainees visited	2	3	2	14,488	1	12
of whom women				327		
of whom minors				1,062		
Detainees visited and monitored individually	2	3	2	17	1	12
of whom women				1		
of whom girls				1		
of whom boys				6		
Detainees newly registered				17		
of whom women				1		
of whom girls				1		
of whom boys				6		
Number of visits carried out	1	1	2	76	1	2
Number of places of detention visited	1	1	2	23	1	2
Restoring family links						
RCMs collected				5		
RCMs distributed				2		
Phone calls made to families to inform them of the whereabouts of a detained relative				13		
People to whom a detention attestation was issued	1					

broadened awareness of IHL, humanitarian issues and the ICRC's mandate and work among French-speaking audiences. Such efforts included the "5 à 7 du CICR" interactive debate series on the delegation's blog, a forum for members of civil society to discuss contemporary humanitarian issues. Press activities emphasized humanitarian needs in the Syrian Arab Republic (hereafter Syria) and Yemen; documentaries and a video campaign highlighted the plight of migrants in Europe, including those in other countries whose relatives went missing in Europe. The sixth ICRC-sponsored Visa d'Or award for humanitarian photojournalism went to a photojournalist who covered the demobilization of child soldiers in Colombia (see *Colombia*).

RED CROSS AND RED CRESCENT MOVEMENT

The International Federation and the ICRC worked closely to coordinate support for National Societies' response to the needs of migrants in Europe, including detained migrants *(*see *People deprived of their freedom*); they focused on Greece, Italy and Malta (see *Civilians)*. They also ensured a coherent response in countries affected by armed conflict and other violence, such as Armenia, South Sudan and Syria, among others.

With ICRC technical assistance, the French Red Cross reinforced the application of the Safer Access Framework to its first-aid and ambulance services, and to its branch in Mayotte, to strengthen its emergency-response capacities, particularly during situations of violence (see *Context*).

The efforts of the Hellenic Red Cross to stabilize its organizational structure continued to be hindered by legal challenges to the new statutes approved by its general assembly in April 2015. The Italian Red Cross continued the process of transitioning from a "public entity" to a "voluntary association". In the meantime, the ICRC continued to support the operations of both National Societies (see *Civilians*).

The region's National Societies – notably in France, Norway, Spain and Sweden – and the ICRC reinforced their partnerships and drew on each other's areas of expertise to consolidate their efforts to address humanitarian issues of common interest. The Danish Red Cross and the German Red Cross concluded multi-year partnership agreements with the ICRC.

MAIN FIGURES AND INDICATORS: PROTECTION	Total			
CIVILIANS (residents, IDPs, returnees, etc.)				
RCMs and other means of family contact				
Phone calls facilitated between family members	18,735			
Tracing requests, including cases of missing persons		Women	Girls	Boys
People for whom a tracing request was newly registered	89	20	13	19
including people for whom tracing requests were registered by another delegation	14			
Tracing cases closed positively (subject located or fate established)	8			
Tracing cases still being handled at the end of the reporting period (people)	85	20	13	20
including people for whom tracing requests were registered by another delegation	14			
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)				
ICRC visits		Women	Minors	
Detainees visited	14,508	327	1,062	
		Women	Girls	Boys
Detainees visited and monitored individually	37	1	1	6
Detainees newly registered	17	1	1	6
Number of visits carried out	83			
Number of places of detention visited	30			
RCMs and other means of family contact				
RCMs collected	5			
RCMs distributed	2			
Phone calls made to families to inform them of the whereabouts of a detained relative	13			
People to whom a detention attestation was issued	1			

MAIN FIGURES AND INDICATORS: ASSISTANCE		Total	Women	Children
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)				
Health				
Visits carried out by health staff		21		
Places of detention visited by health staff	Structures	15		

TASHKENT (regional)

COVERING: Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan, Uzbekistan

The ICRC has been present in Central Asia since 1992. In Kyrgyzstan and Tajikistan, it works to protect and assist vulnerable people suffering the consequences of conflict and other violence, in cooperation with the National Societies. In Kyrgyzstan, it helps the authorities improve detainees' treatment and conditions, especially with regard to health-care access. The ICRC assists the region's National Societies in building their capacities, particularly in emergency preparedness, restoring family links and promoting IHL. Regionwide, it supports the implementation of IHL and other norms relevant to the use of force, and fosters understanding of the ICRC's mandate and work.

KEY RESULTS/CONSTRAINTS IN 2016

- In Kyrgyzstan, detainees at nine police stations – including four new sites receiving support – improved their access to primary health care through a project implemented by the health and internal affairs ministries with the ICRC.
- Doctors and medical specialists from across the region expanded their capacities in emergency trauma care and weapon-wound surgery at courses organized by the ICRC with the pertinent National Societies and authorities.
- In Tajikistan, more than 300 families of missing persons met some of their needs through an ICRC-supported programme run by a local NGO and the Red Crescent Society of Tajikistan; a similar project was begun in Kyrgyzstan.
- Military officers sought to incorporate IHL in their training and operations with ICRC guidance. The Tajik authorities incorporated ICRC recommendations concerning families of the missing in draft civil and criminal codes.
- Clerics and scholars from Kazakhstan, Kyrgyzstan, Tajikistan and other countries discussed IHL and Islam at a regional conference organized by the ICRC and the Center for Islamic Studies under the president of Tajikistan.
- First-aid instructors from National Societies in the region, having strengthened their emergency response capacities with ICRC training, conducted training sessions for local communities, other organizations and companies.

EXPENDITURE IN KCHF	
Protection	3,107
Assistance	6,833
Prevention	2,168
Cooperation with National Societies	1,307
General	122
Total	**13,537**
Of which: Overheads	*826*

IMPLEMENTATION RATE	
Expenditure/yearly budget	91%

PERSONNEL	
Mobile staff	28
Resident staff (daily workers not included)	184

YEARLY RESULT	
Level of achievement of ICRC yearly objectives/plans of action	MEDIUM

PROTECTION	Total
CIVILIANS (residents, IDPs, returnees, etc.)	
Restoring family links	
RCMs collected	26
RCMs distributed	37
Phone calls facilitated between family members	931
Tracing cases closed positively (subject located or fate established)	17
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)	
ICRC visits	
Detainees visited	9,721
Detainees visited and monitored individually	392
Number of visits carried out	144
Number of places of detention visited	59
Restoring family links	
RCMs collected	32
RCMs distributed	20
Phone calls made to families to inform them of the whereabouts of a detained relative	74

ASSISTANCE		2016 Targets (up to)	Achieved
CIVILIANS (residents, IDPs, returnees, etc.)			
Economic security (in some cases provided within a protection or cooperation programme)			
Essential household items[1]	Beneficiaries		6,509
Cash	Beneficiaries	1,155	1,541
WOUNDED AND SICK			
Water and habitat			
Water and habitat activities	Number of beds	1,200	880

1. Owing to operational and management constraints, figures presented in this table and in the narrative part of this report may not reflect the extent of the activities carried out during the reporting period.

CONTEXT

The five Central Asian countries faced economic and security challenges in varying degrees; they also had to cope with an influx of people who had returned home because of economic and political difficulties in the countries to which they had migrated.

Cross-border criminal activities, competition for natural resources, and issues related to border demarcation were the main sources of tensions in the region, and occasionally led to violence.

Geopolitical issues of interest in the region included the fight against "terrorism", the shifting power dynamics in international affairs, economic hardship and the use of water and energy resources. Central Asian countries remained engaged with multilateral bodies such as the Collective Security Treaty Organization (CSTO), Commonwealth of Independent States (CIS), the Eurasian Economic Union, NATO and the Shanghai Cooperation Organization (SCO).

In Kyrgyzstan and Tajikistan, many families remained without news of relatives who went missing in relation to past conflict, other situations of violence and migration. Communities along Tajikistan's borders with Afghanistan and Uzbekistan were at risk from mines and explosive remnants of war (ERW).

ICRC ACTION AND RESULTS

In Central Asia, the ICRC continued to prioritize: assisting the authorities to address the needs of detainees and people affected by past conflict, other situations of violence and migration; helping expand local emergency response capacities; and promoting IHL and its implementation.

In Kyrgyzstan, the ICRC visited detainees held by the internal affairs ministry, the State Committee for National Security (GKNB) and the State Service for the Execution of Punishments (GSIN). Following these visits, ICRC delegates confidentially shared feedback with the authorities, with a view to helping them improve detainees' treatment and living conditions. The ICRC conveyed to the GSIN the findings and recommendations from its comprehensive assessment of the health needs of detainees. It continued to provide technical guidance to the GSIN and the health ministry for controlling TB among detainees in two facilities. The GSIN also received advice for managing facilities for detainees serving life sentences. The ICRC extended a primary-health-care project for detainees to four more police stations.

Dialogue with the Turkmen authorities, on visits to detainees in accordance with standard ICRC procedures, continued. In Tajikistan, discussions with the authorities continued to explore the possibility of resuming ICRC visits to detainees.

The importance of clarifying the fate of missing individuals remained a subject of discussion between the ICRC and the Tajik authorities. People with relatives still unaccounted for in Kyrgyzstan and Tajikistan submitted tracing requests to the ICRC or the National Society concerned. An ICRC-supported accompaniment programme, carried out by a local NGO and the Red Crescent Society of Tajikistan, enabled families of missing people in Tajikistan to obtain psychosocial support and referrals to service providers for their other needs. A similar project was begun in Kyrgyzstan.

In Tajikistan, officials concerned with the management of human remains bolstered their capacities through training facilitated by the ICRC. In Kyrgyzstan and Tajikistan, dialogue with the pertinent authorities – on standardizing protocols and procedures for managing human remains – got under way.

Mine-affected households in Tajikistan used ICRC cash grants to cover physical rehabilitation costs or start income-generating activities.

With the help of various forms of support from the ICRC, National Societies in the region strengthened their emergency preparedness and their ability to carry out – in line with the Safer Access Framework – family-links, psychosocial support and first-aid activities. First-aid instructors from the National Societies, having strengthened their capacities through ICRC training, conducted commercial training sessions for other organizations and for companies. Doctors and medical specialists across the region advanced their skills through courses on emergency trauma care or weapon-wound surgery organized by the ICRC with the National Societies, the authorities and other local partners.

The ICRC continued to seek engagement with the authorities, the armed forces and security forces, and other pertinent actors throughout the region, with a view to fostering acceptance for IHL and other applicable norms, and promoting their domestic implementation. The ICRC and the Center for Islamic Studies under the president of Tajikistan organized a regional conference on humanitarian work and the principles of IHL and Islam for clerics and scholars. The organization supported the participation of government officials from Kazakhstan, Kyrgyzstan, Tajikistan and Turkmenistan in IHL conferences abroad. In Tajikistan, the National Center of Legislation incorporated ICRC recommendations concerning missing persons and their families in draft civil and criminal codes. Military officers across the region pursued efforts, with ICRC assistance, to incorporate IHL in their training and operations.

CIVILIANS

Its presence in the field enabled the ICRC to monitor the situation of residents of violence-prone areas in Kyrgyzstan, especially along the country's borders with Tajikistan and Uzbekistan. The organization maintained its dialogue with the authorities concerned, with a view to following up cases or making representations, if necessary.

Migrants at retention centres in Kazakhstan maintain contact with relatives

In Kazakhstan, Kyrgyzstan and Tajikistan, members of families dispersed by migration, detention or other circumstances maintained contact through RCMs and phone calls facilitated by the National Societies and the ICRC. They included 917 migrants at retention centres in Kazakhstan, some 580 of whom eased their situation with the help of hygiene items from the Kazakh Red Crescent Society and the ICRC. The National Society and the ICRC visited more retention centres in Kazakhstan than in the past.

Volunteers and members of the national disaster-response team in Kyrgyzstan strengthened their capacities in restoring family links during emergencies through workshops facilitated by the National Society and the ICRC. To broaden awareness of family-links services among the general public, the Kyrgyzstan Red Crescent produced posters and a TV spot, and the National Societies in Kyrgyzstan and Tajikistan organized round-tables for local authorities, all with ICRC support. The Red Crescent Society of Tajikistan, together with the ICRC, produced a video for migrants and their

families, urging them to keep each other's contact information safe in order to prevent loss of contact.

In Tajikistan, officials concerned with the management of human remains bolstered their capacities through ICRC-facilitated training. In Kyrgyzstan and Tajikistan, dialogue with the pertinent authorities, on standardizing protocols and procedures for managing human remains, began.

The ICRC continued – through a National Society social-integration project that it supported – to monitor the situation of four people resettled in Kazakhstan after their release from the US internment facility at Guantanamo Bay Naval Station in Cuba. For instance, ICRC doctors assessed their health needs. However, the project did not conclude in December, as planned, because the individuals had to be resettled again; the ICRC maintained its financial support for their stay in Kazakhstan.

Families of missing persons in Kyrgyzstan and Tajikistan obtain support for meeting their needs

In Tajikistan, more than 300 families with missing relatives obtained psychosocial support – including individual counselling, and referrals to service providers for their economic, legal and administrative needs – through an ICRC-supported accompaniment programme implemented with a local NGO and the Red Crescent Society of Tajikistan. The ICRC began working with the National Society to expand the reach of the project. Some relatives of missing people participated in ceremonies commemorating the International Day of the Disappeared, which relieved some of their distress. In Tajikistan, a video produced by the ICRC, explaining the issue of missing persons and the accompaniment programme, broadened the general public's awareness in this regard. A similar accompaniment project was begun in Kyrgyzstan. The ICRC reminded the Kyrgyz authorities to keep the families of missing persons, including those who went missing in connection with the June 2010 events, informed of developments in the search for their relatives.

The ICRC submitted a list of 78 missing migrants, originally from Tajikistan, to senior prison authorities in Kyrgyzstan for record-checking, to determine whether they were in detention. The Kyrgyz prison authorities did not find any of the migrants on the list. Other people with relatives still unaccounted for in Kyrgyzstan and Tajikistan lodged tracing requests with the ICRC and/or the National Society concerned. The ICRC continued to engage the Tajik authorities in dialogue on the importance of clarifying the fate of missing persons.

Around 200 mine-affected households in three central districts and provinces in Tajikistan used ICRC cash grants to cover physical rehabilitation costs or start entrepreneurial activities that increased their income by at least 15%. The Tajikistan Mine Action Centre, the National Society and the ICRC assessed and documented the needs of 169 victims of mines and ERW. The programme for mine-affected households in Tajikistan concluded at the end of the year; efforts to provide similar assistance for mine victims in Kyrgyzstan were no longer pursued. People in mine-affected communities in Tajikistan learnt more about mitigating the risks to their safety at education sessions organized by the National Society with the ICRC.

PEOPLE DEPRIVED OF THEIR FREEDOM

Detainees in Kyrgyzstan receive ICRC visits

A total of 9,721 detainees in facilities under the authority of the internal affairs ministry, the GKNB and the GSIN received ICRC visits, conducted according to the organization's standard procedures; 392 potentially vulnerable inmates – security detainees, people serving life sentences, women, minors and foreigners – were monitored individually. After these visits, the ICRC conveyed its findings confidentially to the authorities, to help them improve detainees' treatment and living conditions.

Discussions with the Kyrgyz authorities, on formalizing the ICRC's access to all detainees, continued.

Tajik and Turkmen authorities maintain dialogue with the ICRC on visits to detainees

The Turkmen authorities and the ICRC continued to discuss the possibility of ICRC visits to detainees in Turkmenistan, in line with a cooperation plan agreed upon in 2015.

During a round-table in Tajikistan – part of the ongoing dialogue with the Tajik authorities on the possibility of resuming visits to detainees – senior officials learnt more about the ICRC's activities in places of detention.

Inmates reconnect with families

In Kyrgyzstan, 208 detainees received ICRC-sponsored family visits. A total of 74 detainees in Tajikistan and 60 in Uzbekistan also reconnected with relatives, who had their transportation and accommodation costs covered by the ICRC.

CIVILIANS	Kazakhstan	Kyrgyzstan	Tajikistan	Uzbekistan
Red Cross messages (RCMs)				
RCMs collected	6	14	4	2
RCMs distributed	9	25	3	
Phone calls facilitated between family members	917		14	
Tracing requests, including cases of missing persons				
People for whom a tracing request was newly registered		26	335	2
of whom women		7	7	1
of whom minors at the time of disappearance - girls		1		
of whom minors at the time of disappearance - boys			15	
People located (tracing cases closed positively)		14	3	
Tracing cases still being handled at the end of the reporting period (people)		104	505	2
of whom women		21	7	1
of whom minors at the time of disappearance - girls		9		
of whom minors at the time of disappearance - boys		9	23	
Documents				
People to whom travel documents were issued		9	3	

Kyrgyz authorities learn more about managing facilities for detainees serving life sentences

The Kyrgyz authorities continued to work with the ICRC to improve detainees' treatment and living conditions: for instance, the ICRC provided technical support for the GSIN to develop its training centre. The GSIN, with ICRC assistance, drafted a plan for managing a new facility for detainees serving life sentences. As preparation for the plan's implementation, penitentiary personnel attended a training session facilitated by the ICRC. During a study trip to Georgia, Kyrgyz detention authorities familiarized themselves with best practices in managing facilities for detainees serving life sentences.

The GSIN drew on ICRC recommendations – based on a comprehensive assessment of the health needs of detainees – to improve access to primary-health-care services for detainees under its jurisdiction. The GSIN and the ICRC organized a series of meetings to discuss measures for implementing health-related reforms in prisons.

Newly arrived detainees in more places of detention undergo TB screening

With ICRC support, the GSIN and the health ministry continued to tackle TB among detainees. In Penal Institution 31 and at a pre-trial detention centre, 177 TB-affected detainees completed treatment, and 227 others started it. Thousands of detainees, including the newest arrivals, underwent screening for TB. These detainees included people held in the places of detention where the ICRC launched a TB-screening exercise in February.

The staff at the two facilities mentioned above continued to bolster their services with the help of daily on-site guidance from the ICRC for managing TB. Maintenance teams supported by the ICRC oversaw the functioning of equipment and infrastructure at the two facilities. With material and technical aid from the ICRC, the penitentiary authorities maintained an electronic database for monitoring and evaluating the prison TB-management programme in Kyrgyzstan. Working groups responsible for the different aspects of TB management continued to receive ICRC technical assistance. The national TB laboratory in Bishkek and the inter-provincial laboratory in Osh – both providers of diagnostic services to the prison sector – bolstered their capacities with training, supplies and equipment from the ICRC.

A primary-health-care project for detainees in Kyrgyzstan extends to four more police stations

Detainees at nine police stations in Kyrgyzstan, including four that began receiving support in 2016, had better access to primary health care owing to a pilot project based on a 2013 agreement between the health and internal affairs ministries and the ICRC. The project covered about 70% of all those detained in police stations. Under the project, health staff at stations previously renovated by the ICRC continued, with ICRC advice and training, to develop their skills in diagnosing and treating common diseases.

A total of 1,398 detainees benefited from the ICRC's renovation of common facilities in ten places of detention. The ICRC also made improvements to one section of a facility for detainees serving life sentences. Around 4,800 inmates eased their situation with the help of ICRC-donated hygiene, recreational and educational items.

WOUNDED AND SICK

People in areas prone to violence and/or disasters expanded their first-aid skills at seminars organized by the National Societies in the region and the ICRC (see *Red Cross and Red Crescent Movement*).

Doctors and medical specialists in Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan and Uzbekistan strengthened their capacities in emergency trauma care through courses organized by the ICRC with the National Societies, the authorities and other local partners across the region. ICRC-facilitated seminars in Kazakhstan and Tajikistan enabled a total of 40 surgeons to become more adept at weapon-wound surgery. Participants in all of these courses learnt more about the protection and respect due to patients and medical workers, in line with the goals of the Health Care in Danger project. The ICRC discussed with certain medical universities in the region the incorporation of emergency trauma care in their curricula.

In Tajikistan, the health services unit of the justice ministry and a provincial hospital bolstered their services with the help of ICRC-donated medical consumables. The ICRC upgraded basic infrastructure at a few health facilities in Kyrgyzstan and Tajikistan – in remote regions or in areas prone to violence and/or disasters.

ACTORS OF INFLUENCE

The ICRC kept up its efforts to engage the authorities, the armed forces and security forces, and other stakeholders throughout the region, with a view to fostering acceptance for IHL and other applicable norms, and promoting their domestic implementation.

Military training centre in Kazakhstan continues to run IHL course for peacekeepers

More than 600 military officers in Kyrgyzstan and 150 in Tajikistan learnt more about IHL and the ICRC's work at briefing sessions organized by the pertinent National Society and the ICRC.

Military officers across the region pursued efforts to incorporate IHL in their training and operations, with support from the ICRC. For instance, senior officers from Kazakhstan and Turkmenistan attended an international workshop on the rules governing military operations (see *International law and policy*). A NATO military training centre in Kazakhstan continued to run a mandatory IHL course for peacekeepers.

The ICRC engaged the Tashkent-based Regional Anti-Terrorist Structure of the SCO in dialogue on humanitarian issues, and attended an SCO military exercise in Kyrgyzstan as an observer.

In Kyrgyzstan, 75 police officers discussed international policing standards during an ICRC-organized event.

Tajik authorities incorporate ICRC advice on missing persons' families in draft civil and criminal codes

Officials from Kazakhstan, Kyrgyzstan, Tajikistan and Turkmenistan strengthened their grasp of IHL by participating in conferences abroad, with ICRC support (see, for example, *Moscow*).

The ICRC continued to pursue the implementation of a cooperation agreement with the government of Turkmenistan on addressing humanitarian issues. Efforts in this regard included an ongoing compatibility study of the country's criminal code with IHL and an analysis of the extent to which IHL had been incorporated in domestic legislation.

In Tajikistan, the National Center of Legislation incorporated ICRC recommendations concerning missing persons and their families in draft civil and criminal codes, which were pending government approval.

Dialogue between the Kazakh government and the ICRC covered cooperation in addressing issues related to nuclear weapons. Pertinent experts guided by the ICRC, carried out a comparative study of legislation in Kazakhstan and international treaties on nuclear weapons, with a view to communicating the findings to the authorities. No progress was made in developing a law on the proper use of the emblems protected under IHL. Discussions on formalizing the ICRC's legal status in Kazakhstan continued.

In Kyrgyzstan, the health ministry, aided by the ICRC, initiated the process of acceding to Additional Protocol III. The pertinent authorities incorporated, in the country's revised penal code, the ICRC and the defence ministry's views on punishment for the commission of war crimes and crimes against humanity.

Clerics and scholars discuss IHL and Islam at a regional conference in Tajikistan

In Kyrgyzstan and Tajikistan, traditional and religious leaders regularly exchanged views with the ICRC on the similarities between IHL and Islam and on issues concerning missing persons and their families. With ICRC assistance, a representative of the committee for religious affairs in Tajikistan participated in a regional conference on IHL and Islam (see *Iran, Islamic Republic of*). Around 100 clerics and scholars from Kazakhstan, Kyrgyzstan, Tajikistan and other countries attended a regional conference in Dushanbe, Tajikistan, on humanitarian work and the principles of IHL and Islam; the conference was organized by the ICRC and the Center for Islamic Studies under the president of Tajikistan. The Tajik media covered the conference.

Journalists and other representatives of the media in Kyrgyzstan and Tajikistan, who attended ICRC-organized briefing sessions, reported on humanitarian issues and the ICRC's activities.

RED CROSS AND RED CRESCENT MOVEMENT

National Societies in the region enhanced their emergency preparedness and their ability to carry out – in line with the Safer Access Framework – family-links, psychosocial support and first-aid activities, with the help of various forms of support from the ICRC. Notably, the five National Societies appointed persons at headquarters or branch level who could train others to provide psychosocial support.

The National Societies and the ICRC carried out various joint initiatives, such as first-aid courses for communities in areas prone to violence and/or disasters. National Society personnel in Kazakhstan and Uzbekistan attended train-the-trainer sessions on first aid; in Uzbekistan, an ICRC-trained trainer from the Red Crescent Society of Kyrgyzstan conducted these sessions. First-aid instructors from the National Societies in the region, having strengthened their capacities through ICRC training, conducted commercial training sessions for other organizations and companies.

The National Societies continued, with ICRC support, to conduct public communication activities to promote the Movement's work. For example, in Kazakhstan, the National Society developed an online learning platform on the Movement and IHL.

The National Societies in Kazakhstan, Kyrgyzstan and Tajikistan began drafting or revising their legal bases with the ICRC's help.

MAIN FIGURES AND INDICATORS: PROTECTION	Total			
CIVILIANS (residents, IDPs, returnees, etc.)				
RCMs and other means of family contact		UAMs/SC		
RCMs collected	26			
RCMs distributed	37			
Phone calls facilitated between family members	931			
Tracing requests, including cases of missing persons		Women	Girls	Boys
People for whom a tracing request was newly registered	363	15	1	15
Tracing cases closed positively (subject located or fate established)	17			
Tracing cases still being handled at the end of the reporting period (people)	611	29	9	32
Documents				
People to whom travel documents were issued	12			
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)				
ICRC visits		Women	Minors	
Detainees visited	9,721	520	107	
		Women	Girls	Boys
Detainees visited and monitored individually	392	23		5
Detainees newly registered	139	13		4
Number of visits carried out	144			
Number of places of detention visited	59			
RCMs and other means of family contact				
RCMs collected	32			
RCMs distributed	20			
Phone calls made to families to inform them of the whereabouts of a detained relative	74			
Detainees visited by their relatives with ICRC/National Society support	342			

MAIN FIGURES AND INDICATORS: ASSISTANCE		Total	Women	Children
CIVILIANS (residents, IDPs, returnees, etc.)				
Economic security (in some cases provided within a protection or cooperation programme)				
Essential household items[1]	Beneficiaries	6,509	2,789	759
Cash	Beneficiaries	1,541	384	780
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)				
Economic security (in some cases provided within a protection programme)				
Essential household items	Beneficiaries	4,849	708	73
Cash	Beneficiaries	39	2	12
Water and habitat (in some cases provided within a protection or cooperation programme)				
Water and habitat activities	Beneficiaries	3,498		
Health				
Visits carried out by health staff		84		
Places of detention visited by health staff	Structures	28		
Health facilities supported in places of detention visited by health staff	Structures	11		
WOUNDED AND SICK				
Water and habitat				
Water and habitat activities	Number of beds	880		

1. Owing to operational and management constraints, figures presented in this table and in the narrative part of this report may not reflect the extent of the activities carried out during the reporting period.

WESTERN BALKANS (regional)

COVERING: Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Kosovo*, former Yugoslav Republic of Macedonia, Montenegro, Romania, Serbia, Slovenia

** UN Security Council Resolution 1244*

The boundaries, names and designations used in this report do not imply official endorsement, nor express a political opinion on the part of the ICRC, and are without prejudice to claims of sovereignty over the territories mentioned.

The ICRC has been working in the Western Balkans since the early 1990s. The organization strives to respond to the needs remaining from past armed conflicts in the region. In particular, it seeks to help clarify the fate of missing persons and to address the needs of their families. Throughout the region, the ICRC visits detainees and works with the authorities and civil society to promote IHL and other humanitarian norms. It supports the development of the National Societies, particularly in strengthening their capacities to respond to emergencies, address the specific humanitarian needs of migrants, and help dispersed families reconnect.

KEY RESULTS/CONSTRAINTS IN 2016

- Progress in ascertaining the fate of people missing in relation to past conflicts remained slow, owing to the lack of new information and the difficulty of identifying human remains already recovered.
- Missing persons' families obtained psychosocial, legal andor administrative support from family associations and the pertinent National Societies and Red Cross units, all of which continued to receive ICRC assistance.
- Some 90 people held for security-related reasons in Bosnia and Herzegovina, the former Yugoslav Republic of Macedonia, Kosovo and Serbia received ICRC visits to monitor their treatment and living conditions.
- The countries of the Western Balkans continued working to advance IHL implementation. With the ICRC's encouragement, Montenegro ratified Protocol V to the Convention on Certain Conventional Weapons.
- The region's National Societies and Red Cross units continued to develop their capacity to provide humanitarian assistance, particularly family-links services for migrants, including asylum seekers and refugees.

YEARLY RESULT

Level of achievement of ICRC yearly objectives/plans of action	MEDIUM

EXPENDITURE IN KCHF

Protection	2,989
Assistance	246
Prevention	416
Cooperation with National Societies	610
General	72
Total	**4,333**
Of which: Overheads	*264*

IMPLEMENTATION RATE

Expenditure/yearly budget	88%

PERSONNEL

Mobile staff	9
Resident staff (daily workers not included)	43

PROTECTION	Total
CIVILIANS (residents, IDPs, returnees, etc.)	
Restoring family links	
Tracing cases closed positively (subject located or fate established)	166
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)	
ICRC visits	
Detainees visited	7,798
Detainees visited and monitored individually	96
Number of visits carried out	33
Number of places of detention visited	23

CONTEXT

The Western Balkan countries continued to deal with problems inherited from past conflicts, particularly the thousands of unresolved cases of missing persons. War-crimes proceedings were in progress in Bosnia and Herzegovina (hereafter Bosnia-Herzegovina), Croatia, Kosovo, Montenegro and Serbia.

The number of migrants passing through the region, including asylum seekers and refugees from conflict-affected countries, dropped significantly after March, when several Western Balkan countries adopted more restrictive border policies. It eventually rose again somewhat, as more people attempted illegal border crossings.

National authorities in the region took legislative and security-related measures in response to a reported increase in recruitment by groups involved in armed conflicts outside the region.

The countries in the Western Balkans were at different stages in their pursuit of membership in the European Union (EU).

Mines and explosive remnants of war (ERW) remained a threat in parts of Bosnia-Herzegovina.

ICRC ACTION AND RESULTS

The ICRC continued to support the efforts of the authorities in the region to ascertain the fate of persons missing in connection with past conflicts and, with the pertinent National Societies and Red Cross units, to ensure their families' access to psychosocial and other assistance. Progress remained slow owing to a lack of new information on gravesites, and the difficulty of processing the information available and identifying human remains already recovered.

During the year, 145 cases of persons missing in relation to past conflicts in Bosnia-Herzegovina, 54 in Croatia and 14 in Kosovo were resolved. At the end of 2016, a total of 10,121 cases in Bosnia-Herzegovina, Croatia and Kosovo were being dealt with.

The ICRC maintained its support, throughout the region, for mechanisms of missing persons. Acting as a neutral intermediary, it continued to chair the Kosovo-Serbia Working Group on Missing Persons. The group held three meetings, including a public session in Belgrade, Serbia, in March; the Sub-Working Group on Forensic Issues also met several times. In Bosnia-Herzegovina, the ICRC took part in the work of a coordination group, set up in early 2016 and made up of national and international actors working on the issue of missing persons. No meetings of the Croatia-Serbia Working Group on Missing Persons, in which the ICRC had served as an observer, took place.

The ICRC continued to analyse information on possible gravesite locations obtained from national and international archives related to the Kosovo conflict, and to submit reports on this information to the EU Rule of Law Mission in Kosovo (EULEX Kosovo) for further processing. It also began to search for information in relation to the Bosnia-Herzegovina conflict in international archives. An agreement was signed with the Missing Persons Institute (MPI) in Bosnia-Herzegovina to share information from international sources, in accordance with international principles of data protection.

Missing persons' families in Bosnia-Herzegovina, Kosovo and Serbia obtained psychosocial, legal and/or administrative support from their associations and the pertinent National Societies or Red Cross units, all of which continued to receive financial and technical assistance from the ICRC. These local partners also provided the families with psychosocial support and, when necessary, first aid during psychologically distressing events.

The National Societies along the Western Balkan migration route helped thousands of migrants, including asylum seekers and refugees, get in touch with relatives, rejoin their families and/or avoid family separation. The ICRC provided financial, material and technical assistance to the National Societies, which coordinated their activities through the Movement's family-links network and the ICRC-supported regional information centre for restoring family links.

In Bosnia-Herzegovina, the ICRC continued to provide financial support for the National Society's risk-education activities in areas contaminated with mines/ERW.

Some 90 people detained in Bosnia-Herzegovina, the former Yugoslav Republic of Macedonia, Kosovo and Serbia, on charges related to "terrorism," received visits conducted in accordance with standard ICRC procedures. Following these visits, findings and, where necessary, recommendations to improve conditions of detention were communicated confidentially to the authorities.

National Societies and the ICRC continued to engage the national authorities in discussions on the domestic implementation of IHL-related instruments, and to build support for humanitarian principles and action. With the ICRC's encouragement, Montenegro ratified Protocol V of the Convention on Certain Conventional Weapons. Bosnia-Herzegovina and Montenegro took steps towards establishing national IHL committees; the ICRC offered technical assistance. Government officials and representatives of National Societies gathered at an ICRC-organized conference in Sarajevo, Bosnia-Herzegovina, to discuss the current situation regarding the use of the emblems protected under IHL.

In Bosnia-Herzegovina, the ICRC contributed to a preparatory course on UN peacekeeping operations, organized by the Peace Support Operations Training Centre, for experienced military officers.

The region's National Societies and Red Cross units continued, with various forms of ICRC assistance, to develop their capacity to deliver humanitarian services.

CIVILIANS

Efforts to clarify the fate of persons missing in relation to past conflicts continued. Progress remained slow owing to the lack of new information on gravesites, and the difficulty of processing information currently available and identifying human remains already recovered. The national authorities were urged to provide more information, support the institutions involved in the exhumation and identification processes, and enact legislation protecting the rights of the missing and their families. The ICRC also urged the EU and other key international actors to remind the national authorities of the importance of fulfilling their obligation to provide answers to the families concerned.

An updated list of persons still being sought in the region was available on the ICRC's family-links website (familylinks.icrc.org).

Local actors continue working to resolve missing-persons cases

Bosnia and Herzegovina conflict 1992-1995

Over the course of the year, 145 cases of persons missing in connection with the Bosnia-Herzegovina conflict were resolved; two people were found alive. At the end of December, 6,796 cases were still being dealt with.

ICRC financial support enabled five people to travel to identify their relatives' remains.

The ICRC participated in the activities of a coordination group, established in early 2016 and made up of national and international actors – the MPI, the State Prosecutor's Office, the Mechanism for International Tribunals and the International Commission on Missing Persons, with support from the embassy of the United States of America – working on the issue of missing persons. The group held meetings to share information on cases and discuss means of supplementing the information already available to the authorities.

Having handed over all cases to the MPI by mid-2016, the ICRC signed an agreement with it to share information from international sources, in accordance with international principles of data protection. The ICRC analysed documents from international archives to obtain information that might help resolve missing-persons cases, and sent reports on such information to the MPI.

The Red Cross Society of Bosnia and Herzegovina continued to assume more responsibility for following up on cases and maintaining contact with missing persons' families. By the end of December, it had taken over follow-up for some 4,700 cases from the ICRC; around 2,100 cases were yet to be handed over.

Kosovo conflict 1999

In 2016, 14 cases of persons missing in relation to the Kosovo conflict were resolved; two persons were found alive, and six new cases were opened. At the end of December, 1,660 cases in connection with the conflict were being dealt with.

Working within the framework of the ICRC-chaired Working Group on Missing Persons, the authorities assessed two sites in Kosovo and one in Serbia; no remains were found. To help resolve more cases, the ICRC continued to analyse documents obtained from national and international archives and to send reports to the Department of Forensic Medicine of EULEX Kosovo for further processing.

The working group held three meetings in 2016, including a public session in Belgrade in March. Representatives of the international community, associations of missing persons' families, the Red Cross of Serbia and the Red Cross units in Kosovo attended the public session as observers. Technical matters were discussed during three meetings of the Sub-Working Group on Forensic Issues.

The ICRC urged the Kosovar authorities to resume working on a central register of missing persons; such work had been suspended in late 2014, owing to a lack of funds.

Under a law on forensic medicine, adopted in March, an Institute of Forensic Medicine was established and given the task of managing human remains in connection with missing-persons cases. At the end of the year, the justice ministry created a working group – with representatives from various government agencies and international actors working on the issue of missing persons – to draft a strategy for the institute.

In both Bosnia-Herzegovina and Kosovo, ICRC-funded training helped forensic specialists expand their capacities in the recovering and analysing human remains.

Croatia conflicts 1991-1995

The Croatian Red Cross reported that, in 2016, 54 cases of persons missing in connection with the conflict in Croatia were resolved and 18 new cases opened. At the end of December, 1,665 cases were being dealt with. No meetings of the Croatia-Serbia Working Group on Missing Persons took place.

With the ICRC's financial assistance, 31 people travelled from Serbia to Croatia to identify their relatives' remains.

Missing persons' relatives lend each other support

In Bosnia-Herzegovina, Croatia, Kosovo and Serbia, some 2,400 relatives of missing persons were given psychosocial, legal and/or administrative support by family associations and the pertinent National Societies or Red Cross units, all of which continued to receive financial and technical assistance from the ICRC. These local partners provided psychosocial support and, when necessary, first aid at psychologically distressing events – for instance, during the identification of remains or at reburial ceremonies.

In Bosnia-Herzegovina, Kosovo and Serbia, families claimed social benefits and addressed other legal or administrative concerns using documents attesting to the disappearance of their relatives; these documents were issued by the ICRC and distributed by the pertinent National Societies or Red Cross units.

A regional group of 18 family associations from Bosnia-Herzegovina, Croatia, Kosovo and Serbia received ICRC funding as it prepared to assist missing persons' families.

	Bosnia and Herzegovina	Croatia	Kosovo
Red Cross messages (RCMs)			
Names published on the ICRC family-links website	7,051		1,668
Tracing requests, including cases of missing persons[1]			
People for whom a tracing request was newly registered			12
of whom women			4
Tracing cases closed positively (subject located or fate established)	145		21
Tracing cases still being handled at the end of the reporting period (people)	6,796	17	1,679
of whom women	982	3	247
of whom minors at the time of disappearance - girls	83		22
of whom minors at the time of disappearance - boys	269		85

1. Not including cases of persons missing in relation to the Croatia conflicts 1991–1995, dealt with by the Croatian Red Cross and the Red Cross of Serbia

Migrants reconnect or reunite with relatives

National Societies along the Western Balkan migration route helped thousands of migrants – including asylum seekers and refugees – restore or maintain contact with their relatives, rejoin their families and/or avoid family separation.

The ICRC-supported regional information centre for family-links services helped the National Societies coordinate their work. To help ensure a concerted response by all Movement partners, the ICRC organized training for National Societies along the migration route, and gave them financial, technical and material assistance. Data sharing, questions about the use of tools, and other technical matters were discussed through the Movement's family-links network.

The Bulgarian Red Cross and the ICRC visited three migrant centres in Bulgaria to assess the migrants' humanitarian needs and offer them family-links services. In the former Yugoslav Republic of Macedonia, the National Society and the ICRC made a similar visit to one migrant centre. The ICRC provided these National Societies with technical assistance and training.

In Albania, Bosnia-Herzegovina, Kosovo and Montenegro – countries less affected by the influx of migrants – the National Societies or Red Cross units and the ICRC worked to incorporate the provision of family-links services in national contingency plans. The ICRC also began discussions with the region's National Societies on incorporating responses to migrants' protection-related concerns in their activities. In Kosovo, with a view to strengthening family-links services for migrants, the Red Cross units and the ICRC discussed their plight with national and international agencies.

An annual conference of European National Societies on restoring family links was held in Sarajevo in April; it was organized by the National Society of Bosnia-Herzegovina and the ICRC. Concerns related to family-links services for migrants, including the issue of people missing at sea, were discussed at the conference. The National Societies of Bulgaria, Croatia and the former Yugoslav Republic of Macedonia attended a workshop on humanitarian issues related to migration, organized by the Norwegian Red Cross, the Swedish Red Cross and the ICRC.

Former internees are assisted by the ICRC

The ICRC checked on the situation of five people formerly held at the US internment facility at Guantanamo Bay Naval Station in Cuba, and resettled in Bosnia-Herzegovina, Montenegro and Serbia. ICRC assistance enabled one person to rejoin his family and another to receive a family visit. One person was provided with ad hoc financial aid.

People learn more about mine risks

In Bosnia-Herzegovina, through educational activities organized by the National Society with ICRC funding, some 25,000 school-children and 1,000 adults living in weapon-contaminated areas learnt more about protecting themselves from mines/ERW.

PEOPLE DEPRIVED OF THEIR FREEDOM

People held for security-related reasons receive ICRC visits

In Bosnia-Herzegovina, the former Yugoslav Republic of Macedonia, Kosovo and Serbia, a total of 96 people detained on charges related to "terrorism" were visited in accordance with standard ICRC procedures and their treatment and living conditions monitored. Following its visits, the ICRC communicated its findings and, where necessary, recommendations for improving conditions of detention confidentially to the authorities.

ICRC-issued attestations of detention helped people previously detained in connection with past conflicts to deal with legal or administrative matters.

ACTORS OF INFLUENCE

Dialogue with national authorities focuses on the plight of migrants

With the pertinent National Societies and Red Cross units, the ICRC maintained its dialogue on humanitarian concerns with the region's national authorities, emphasizing the humanitarian needs of migrants, including asylum seekers and refugees (see *Civilians*). An ICRC-produced bulletin – featuring the National Societies' work to prevent family separation among migrants, and the means and methods used by the Movement family-links network – facilitated the National Societies' dialogue with the authorities.

The plight of migrants was one of the main themes of an IHL round-table in Serbia for government officials and university professors and students, organized by the Serbian Red Cross with ICRC assistance. In Albania, during a NATO training session for the armed forces, which focused on means of supporting the civilian authorities in the event of an influx of migrants, ICRC representatives emphasized humanitarian concerns related to migration. ICRC support enabled a professor from the University of Belgrade to attend a course on migration law in San Remo.

	Bosnia and Herzegovina	Former Yugoslav Republic of Macedonia	Kosovo	Serbia
ICRC visits				
Detainees visited	1,876	3,000	596	2,326
of whom women	51	92	42	
of whom minors	10	1	57	
Detainees visited and monitored individually	17	31	42	6
of whom women			1	
of whom boys		1	1	
Detainees newly registered	7	11	32	1
of whom women			1	
of whom boys		1	1	
Number of visits carried out	14	6	11	2
Number of places of detention visited	9	6	6	2
Restoring family links				
People to whom a detention attestation was issued	129		25	1

Western Balkan countries maintain efforts to implement IHL
The region's National Societies and the ICRC continued to engage the national authorities in discussions on the domestic implementation of IHL-related instruments, and to build support for humanitarian principles and action among key actors.

In October, representatives of the region's national authorities and National Societies gathered at an ICRC-organized conference in Sarajevo, where they discussed the current situation regarding the use of the emblems protected under IHL. Participants shared good practices and discussed further steps in this regard. Subsequently, in Bosnia-Herzegovina, the national authorities and the National Society drafted amendments to the law on the use and protection of the emblem; in Serbia, the University of Belgrade and the National Society began to review existing national standards for the use of the emblem, with a view to making recommendations to the authorities. The ICRC provided technical assistance in both cases.

The region's national IHL committees continued to receive technical guidance from the ICRC and, with its support, participated in the fourth universal meeting of such committees (see *International law and policy*). Bosnia-Herzegovina and Montenegro took steps to establish national IHL committees; the ICRC offered technical advice. With the ICRC's encouragement, Montenegro ratified Protocol V to the Convention on Certain Conventional Weapons.

Slovenia's IHL coordination group worked to complete a military manual and a plan of action to implement its pledges at the 32nd International Conference. Romania expressed interest in ensuring its compliance with IHL by instituting, with technical advice from the ICRC, means for voluntary reporting on national compliance.

In Bosnia-Herzegovina, under an agreement with the defence ministry, the ICRC contributed to a course on UN peacekeeping operations, organized by the Peace Support Operations Training Centre, for experienced military officers. The ICRC also provided technical assistance to an inter-ministerial working group drafting an initial report on the country's implementation of the Convention on Enforced Disappearance.

The parliaments of Bosnia-Herzegovina and Serbia ratified an agreement, signed by their governments in 2015, to cooperate in resolving missing-persons cases.

The ICRC continued to encourage officials concerned with war-crimes proceedings to help address the issue of missing persons.

People are kept informed of developments in connection with missing persons
The public session of the Working Group on Missing Persons (see *Civilians*) in relation to the Kosovo conflict enabled the public to learn more about the reasons for the relative lack of progress in resolving missing-persons cases related to the past conflict. Various ICRC-supported activities in the region – for instance, a weekly blog and a month-long social-media campaign in Bosnia-Herzegovina, a video broadcast on national television in Kosovo, and the regionwide release, via television and social media, of an animated video marking the International Day of the Disappeared – helped broaden public awareness of the plight of missing persons' families.

Key parties were kept informed, through newsletters and factsheets, of the ICRC's humanitarian activities in Bosnia-Herzegovina, Kosovo and Serbia, particularly in connection with the issue of missing persons.

RED CROSS AND RED CRESCENT MOVEMENT

The region's National Societies and Red Cross units continued, with various forms of ICRC support, to strengthen their ability to deliver humanitarian services (see *Civilians*) and promote IHL (see *Actors of influence*).

The Red Cross units in Kosovo received equipment for providing family-links services during emergencies. Using the Safer Access Framework, and with ICRC funding and technical guidance, the National Societies of Bosnia-Herzegovina and Serbia, and one Red Cross unit in Kosovo, assessed their ability to work in uncertain security conditions, and drafted plans for strengthening acceptance for their activities in such circumstances. With the ICRC's technical assistance, the National Society of Bosnia-Herzegovina developed its capacities in fundraising and strengthening its legal base. It kept up its efforts to broaden awareness of the threat of mines and ERW in the communities affected (see *Civilians*), and publicized these efforts.

The Bulgarian Red Cross drew up plans to strengthen IHL promotion and, with ICRC support, trained volunteers in IHL dissemination. The Serbian Red Cross held an IHL workshop, funded by the ICRC, for students from nine universities. The two Red Cross units in Kosovo gave presentations on IHL and the Movement's work to more than 5,000 national and local officials and young people. With financial and technical assistance from the ICRC, one of the Red Cross units produced audiovisual materials for these presentations.

With ICRC support, the National Societies – particularly in Croatia and Serbia – carried out activities to increase migrants' awareness of safety-related issues. With assistance from the ICRC, including its delegations in Afghanistan, the Islamic Republic of Iran and Pakistan, the National Societies produced communication materials in Dari, Farsi, Pashto and Urdu for their work with migrants.

MAIN FIGURES AND INDICATORS: PROTECTION	Total			
CIVILIANS (residents, IDPs, returnees, etc.)				
RCMs and other means of family contact				
Names published on the ICRC family-links website	8,719			
Tracing requests, including cases of missing persons		**Women**	**Girls**	**Boys**
People for whom a tracing request was newly registered	12	4		
Tracing cases closed positively (subject located or fate established)	166			
Tracing cases still being handled at the end of the reporting period (people)	8,492	1,232	105	354
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)				
ICRC visits		**Women**	**Minors**	
Detainees visited	7,798	185	68	
		Women	**Girls**	**Boys**
Detainees visited and monitored individually	96	1		2
Detainees newly registered	51	1		2
Number of visits carried out	33			
Number of places of detention visited	23			
RCMs and other means of family contact				
People to whom a detention attestation was issued	155			

MAIN FIGURES AND INDICATORS: ASSISTANCE		Total	Women	Children
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)				
Health				
Visits carried out by health staff		3		
Places of detention visited by health staff	Structures	3		

BRUSSELS

COVERING: Institutions of the European Union, NATO, the NATO Parliamentary Assembly and specific armed forces in Western Europe and Belgium

The ICRC has been working in Brussels since 1999, building strong institutional and operational relations with European Union institutions, NATO, the NATO Parliamentary Assembly, specific armed forces based in Western Europe, and Belgium. It aims to make the ICRC's mandate better known, to mobilize political, diplomatic and financial support for its activities and to ensure that relevant military decision-makers in Western Europe view the ICRC as the main reference point for neutral and independent humanitarian action, as well as for IHL.

KEY RESULTS/CONSTRAINTS IN 2016

- European Union (EU) institutions continued to be engaged by the ICRC in dialogue, including at high level, helping ensure that they gave due consideration to humanitarian perspectives and IHL in their policies and programmes.
- NATO considered ICRC input on IHL, notably for its: lessons-learnt process on Afghanistan; implementation of a new protection-of-civilians policy; and establishment of new training standards to help ensure safe health-care access.
- Dialogue with influential actors – which complemented ICRC operations in areas where EU and NATO missions were also ongoing – helped increase support for the ICRC's neutral, impartial and independent humanitarian action.
- Coordination between the Red Cross EU Office and the ICRC ensured the coherence of Movement-wide humanitarian diplomacy with European institutions, particularly on the Movement's response to the needs of migrants.

YEARLY RESULT

Level of achievement of ICRC yearly objectives/plans of action	HIGH

EXPENDITURE IN KCHF

Protection	49
Assistance	-
Prevention	2,837
Cooperation with National Societies	206
General	19
Total	**3,112**
Of which: Overheads	*190*

IMPLEMENTATION RATE

Expenditure/yearly budget	102%

PERSONNEL

Mobile staff	2
Resident staff (daily workers not included)	17

CONTEXT

The European Union (EU) maintained its involvement in crisis management and conflict resolution worldwide and remained a major humanitarian donor. It expressed concern about the conflicts in such countries as Afghanistan, the Central African Republic, Iraq, Libya, the Syrian Arab Republic (hereafter Syria) and Ukraine, and about regionalized conflicts in the Horn of Africa and the Sahel region. Seventeen missions, under the EU Common Security and Defence Policy, were ongoing at year-end.

EU Member States and institutions continued to develop the EU's Common Foreign and Security Policy, particularly by refining the positioning of the European External Action Service (EEAS). The Political and Security Committee of the EEAS remained a key body in this regard.

The rotating biannual presidency, held in 2016 by the Netherlands and Slovakia, chaired some working groups of the EU Council, including the Working Group on Humanitarian Aid and Food Aid (COHAFA) and the Working Group on Public International Law (COJUR). The European Commission's (EC) Directorate-General for Humanitarian Aid and Civil Protection (ECHO) remained the primary EU body handling humanitarian affairs.

EU Member States faced different political, economic and social challenges, some linked to: large migrant influxes into Europe; the decision of voters in the United Kingdom of Great Britain and Northern Ireland to leave the EU; and regionwide security.

NATO continued to build its crisis-response capacities and strengthen cooperation with various international partners. Notably, it sustained its support for local security actors in Afghanistan, in line with its Resolute Support Mission, launched in 2015.

Belgium remained committed to supporting humanitarian action and the development and promotion of IHL.

ICRC ACTION AND RESULTS

In 2016, the ICRC's Brussels delegation continued to cultivate relations with EU institutions and NATO, particularly in terms of crisis management and conflict prevention, helping ensure that humanitarian perspectives and IHL were given due consideration in the policies and programmes of these bodies. It highlighted specific issues towards complementing European initiatives that had bearing on people affected by armed conflict and other humanitarian emergencies.

Dialogue with EU institutions – notably, the EU presidency, the EU Council, the EC, including ECHO, and the EEAS – covered the situation in conflict-affected countries and the ICRC's work there, and other matters of humanitarian concern, such as: sexual violence in armed conflict; the goals of the Health Care in Danger project; the plight of migrants, including asylum seekers and refugees; and the potential implications of EU data-protection reforms on humanitarian activities.

The ICRC maintained its dialogue with NATO headquarters, and with NATO's two strategic commands: Allied Command Operations (ACO) in Mons, Belgium, and Allied Command Transformation (ACT) in Norfolk, Virginia, United States of America (hereafter United States). Discussions covered the situation in conflict-stricken countries of common interest, notably Afghanistan, regarding which NATO's lessons-learnt process continued; and the implementation of the 2012 agreement between the strategic commands and the ICRC, particularly in terms of training. NATO's focal point for its policy on the protection of civilians considered ICRC input towards the implementation of such policy. The NATO Standardization Office established new training standards to help ensure safe health-care access, based on recommendations from a past workshop on the Health Care in Danger project. The ICRC contributed to the planning of a major NATO training exercise. Officers and troops received briefings on IHL and the ICRC's activities.

In parallel, the ICRC's networking with other humanitarian actors fostered exchanges on shared concerns and helped strengthen coordination. Its contact with academic circles – including the College of Europe and the Network on Humanitarian Assistance (NOHA), a consortium of European universities – think-tanks, journalists and other key actors, through such means as public events, broadened awareness of IHL and humanitarian issues.

The ICRC sustained its regular dialogue with the Belgian authorities on IHL-related matters.

Periodic contact with the Red Cross EU Office ensured the coherence of Movement-wide humanitarian diplomacy, particularly in underscoring the strictly humanitarian nature of the Movement's family-links activities for migrants. The ICRC maintained cooperation with the Belgian Red Cross on promoting humanitarian issues and IHL.

PEOPLE DEPRIVED OF THEIR FREEDOM

In Belgium, no detainees were serving sentences handed down by the UN Mechanism for International Criminal Tribunals or the International Criminal Court; the ICRC, however, remained ready to visit any such detainees transferred to the country by these courts.

ACTORS OF INFLUENCE

To promote humanitarian perspectives and IHL, and to reinforce support for the ICRC – especially its specifically neutral and independent status, and its position as a main reference on IHL-related matters – the organization sustained its dialogue with EU institutions, NATO, the NATO Parliamentary Assembly, the Belgian authorities and Europe-based armed forces. In parallel, the ICRC's networking with other humanitarian actors fostered exchanges on shared concerns and helped strengthen coordination. Its contact with academic circles, think-tanks, journalists and other key parties broadened awareness of humanitarian concerns.

EU institutions are engaged on policies and programmes pertinent to humanitarian affairs

The ICRC maintained dialogue with the EU Council, the EC, the EU presidency and the EEAS, including through: the ICRC president's bilateral discussions with the presidents of the European Council and the European Parliament, the commissioner for humanitarian aid and crisis management, the commissioner for budget and human resources, and the commissioner for international cooperation; periodic meetings with COHAFA; and participation in an EEAS-led crisis-management exercise.

These interactions covered, *inter alia*: the humanitarian situation and ICRC operations in conflict-stricken countries (see *Context*); the ICRC's mandate and working procedures; sexual violence in armed conflict; the goals of the Health Care in Danger project; the plight of migrants, including asylum seekers and refugees;

the potential implications of EU data-protection reforms on humanitarian activities; and the need to uphold IHL in relation to counter-terrorism policy, particularly given a new EU directive in this regard. ECHO and the ICRC discussed topics of mutual interest, notably during their annual strategic dialogue. COJUR was briefed on the progress of the Strengthening IHL process.

During one of its biannual sessions, the NATO Parliamentary Assembly drew on contributions from the ICRC, particularly on the need to uphold principled humanitarian action amid growing security challenges.

As necessary, the ICRC's Brussels delegation engaged with the Council of Europe and the Organization for Security and Co-operation in Europe, in support of dialogue led by ICRC headquarters.

NATO considers ICRC input on IHL

The ICRC and various NATO bodies – notably, the North Atlantic Council, which was briefed by the ICRC president – sustained their exchanges on IHL-related strategic and operational issues. These included: the situation in conflict-affected countries of common interest, notably Afghanistan (see *Context*), regarding which NATO's lessons-learnt process continued, and to which the ICRC contributed a report; and the implementation of the 2012 memorandum of understanding between NATO's strategic commands and the ICRC (see below).

Headquarters-level discussions at the 11th annual NATO-ICRC staff talks covered: NATO's defence capacity-building initiatives; migration; and the protection of civilians. The focal point for NATO's protection-of-civilians policy formulated an action plan towards its implementation, taking into account the ICRC's input. The NATO Standardization Office established new training standards to help ensure safe health-care access, based on recommendations from a past workshop on the Health Care in Danger project.

NATO's strategic commands and the ICRC cultivated their relationship through, for instance, round-tables on subjects of mutual concern. The ICRC joined reviews of Trident Juncture 15, a major training exercise held in 2015, where it had directly engaged participants on IHL-related issues, and provided input for planning the edition held in 2016. Units undergoing the NATO Response Force certification process interacted with the ICRC during training events. ACO and ACT officers shared their IHL expertise at a workshop in Lucerne, Switzerland (see *International law and policy*). ACT continued to use ICRC-produced tools in its e-learning courses. ACO, ACT and the ICRC completed the annual plan defining the ICRC's involvement in the strategic commands' 2017 training and educational programmes.

While taking courses at the NATO School or other institutions, NATO officers and troops continued to receive briefings on IHL and ICRC activities. NATO officers departing for Afghanistan participated in mission-specific predeployment training. Contact was maintained with NATO Special Operations Headquarters and Europe-based forces of the United States.

Belgian authorities maintain regular dialogue on IHL-related matters

In their regular dialogue, the Belgian authorities – including representatives of the development cooperation, foreign affairs and justice ministries and of the national IHL committee – and the ICRC covered such topics as: the Strengthening IHL process; measures to address sexual violence and violence affecting health care during armed conflict; and the ICRC's activities. Diplomats strengthened their grasp of IHL during an ICRC-facilitated session.

Key actors broaden awareness of humanitarian concerns

Representatives from the EU, NATO, other international organizations, and universities shared insight into: legal issues linked to "terrorism", during an annual IHL colloquium organized with the College of Europe; and the protection of migrants, during a conference hosted with the EU Institute for Security Studies. Humanitarian professionals and other pertinent parties joined an introductory IHL course run by NOHA, the Belgian Red Cross and the ICRC. Post-graduate students advanced their knowledge of IHL during seminars delivered with the College of Europe, with Swiss government backing. Law students demonstrated their competence in IHL at moot court competitions held by the National Society, with ICRC support.

Pursuant to its 2014 agreement with ECHO on joint communication, the ICRC: produced a short animated film, on its efforts to tackle sexual violence; and, with the National Society, launched a public-information campaign on the protection afforded by IHL to conflict-affected people.

RED CROSS AND RED CRESCENT MOVEMENT

Coordination with the Red Cross EU Office ensured the coherence of Movement-wide humanitarian diplomacy with European institutions, particularly in underscoring the strictly humanitarian nature of the Movement's response to the needs of migrants (see also *Paris*). The Office helped to monitor progress in implementing pledges made by EU Member States and National Societies at the 32nd International Conference.

The Platform for European Red Cross Cooperation on Refugees, Asylum Seekers and Migrants and the European Legal Support Group drew on the ICRC's expertise.

The Belgian Red Cross and the ICRC sustained cooperation on promoting humanitarian issues and IHL (see *Actors of influence*).

LONDON

COVERING: Ireland, United Kingdom of Great Britain and Northern Ireland

Set up in 2003, the London mission focuses on pursuing humanitarian diplomacy and facilitating ICRC operations in the field. Through contact with the British government, armed forces, members of parliament, think-tanks, the media and international NGOs, it seeks to secure broad support for IHL and ICRC and Movement operations. It has similar contact with the Irish authorities and is developing its cooperation with the armed forces. The mission operates in partnership with the British Red Cross on a range of common areas, while cooperation with the Irish Red Cross is concentrated on IHL and issues related to Movement coordination.

KEY RESULTS/CONSTRAINTS IN 2016

- The ICRC visited people held in relation to past or current violence in Northern Ireland and, for the first time, security detainees in England, to monitor their well-being; discussions on expanding visits to the latter were under way.
- With the ICRC's help, community-based organizations in Northern Ireland provided psychosocial and other support to people affected by violence; some obtained government accreditation for their mediation programmes.
- Following an exploratory visit by the ICRC to the Falkland/Malvinas islands[1], Argentina and the UK agreed to let the ICRC lead efforts to identify the remains of more than 120 Argentine soldiers buried there; this was set for 2017.
- Dialogue with the Irish and UK authorities continued, notably through bilateral, high-level discussions and technical advice from the ICRC on legal and policy issues; both countries sustained their support for the ICRC's activities.
- The British Red Cross and the ICRC continued to strengthen cooperation in addressing the needs of vulnerable people in the UK and elsewhere. Partnership with the Irish Red Cross focused on IHL research and protection activities.

1. The designations employed in this document do not imply official endorsement nor the expression of any opinion whatsoever on the part of the ICRC concerning the legal status of any territory, or concerning the delimitation of its frontiers or boundaries. Whenever a disputed territory is given different names by the parties concerned, the ICRC uses those names together, in alphabetical order.

YEARLY RESULT

Level of achievement of ICRC yearly objectives/plans of action	HIGH

EXPENDITURE IN KCHF

Protection	2,091
Assistance	-
Prevention	1,334
Cooperation with National Societies	354
General	37
Total	**3,815**
Of which: Overheads	*233*

IMPLEMENTATION RATE

Expenditure/yearly budget	93%

PERSONNEL

Mobile staff	5
Resident staff (daily workers not included)	16

PROTECTION	Total
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)	
ICRC visits	
Detainees visited	2,912
Detainees visited and monitored individually	60
Number of visits carried out	17
Number of places of detention visited	5
Restoring family links	
RCMs collected	1

CONTEXT

The United Kingdom of Great Britain and Northern Ireland (hereafter the UK) remained influential internationally, as a permanent member of the UN Security Council and of NATO. The UK continued to participate in coalition operations overseas, including by training and equipping the armed forces of other countries. It carried out air strikes in Iraq and in the Syrian Arab Republic (hereafter Syria), and maintained a military presence – reduced from past years – in Afghanistan. The UK government regarded the threat of international "terrorism" in the UK as "severe", and that of "terrorism" from Northern Ireland as "substantial".

Paramilitary violence persisted in some communities in Northern Ireland. The authorities continued to implement the Fresh Start Agreement, a plan for political reconciliation that involved, among other things, welfare reform and enhanced law enforcement in dealing with paramilitary violence.

Ireland and the UK agreed to accept 2,600 and 20,000 refugees from Syria, respectively, over the next five years. Both countries contributed financially to humanitarian work overseas.

In a referendum in June, the UK voted to leave the European Union; the Cabinet was reshuffled afterwards. Northern Ireland held National Assembly elections in May.

ICRC ACTION AND RESULTS

The ICRC continued to strengthen its position as a key source of reference on IHL and humanitarian issues. Through interaction with the authorities, civil society and the wider public, it promoted the development of informed positions on humanitarian issues; encouraged policy- and decision-making that took humanitarian considerations into account; and enlisted support for the Movement. It pursued activities to address humanitarian needs created by armed conflicts and other situations of violence, including in Northern Ireland.

Through bilateral meetings, high-level visits and briefings, ICRC representatives kept government ministries, parliamentary committees and other influential bodies in Ireland and the UK updated on the humanitarian situation and ICRC activities worldwide. Both governments maintained their support for ICRC activities.

Dialogue with the UK armed forces continued to focus on operational and legal matters and policy. At training sessions facilitated by the ICRC, military personnel discussed IHL and the goals of the Health Care in Danger project, among other humanitarian issues.

In Northern Ireland, paramilitary groups were urged to respect humanitarian principles at all times and support the ICRC's activities. The authorities became more aware of the needs of former detainees, former combatants and victims of violence, including sexual violence, through the joint efforts of pertinent NGOs and the ICRC. With ICRC support, community-based organizations enhanced their counselling and other services for victims of paramilitary violence; they also learnt more about the consequences of sexual violence and ways to help victims, at events organized or supported by the ICRC. The ICRC also provided technical and financial support to 11 of these organizations that were working to mitigate the effects of the violence.

The ICRC's president visited Dublin to meet with senior government officials, including the Irish president, and to consolidate dialogue between Ireland and the ICRC, particularly on IHL-related treaties. The Irish Defence Forces hosted a course for ICRC delegates on responding to emergencies arising from the use of chemical, biological, radiological and nuclear weapons.

For the first time, the ICRC was able to visit security and other detainees at two prisons in England. These visits, conducted according to standard ICRC procedures, allowed it to talk to individual detainees and prison staff bilaterally and confidentially, and deepen its understanding of the situation of detainees. The ICRC also visited detainees held at three prisons in Northern Ireland. It relayed to the authorities its findings on the treatment and living conditions of the detainees, through confidential reports. Health authorities and the ICRC signed a plan of action to strengthen health-care provision in places of detention.

The British Red Cross and the ICRC focused their partnership on assisting people affected by conflict and other violence, including in Northern Ireland; they reviewed their partnership as part of discussions to establish a new three-year agreement. Cooperation with the Irish Red Cross Society continued, mainly in IHL research and the humanitarian response to migration.

CIVILIANS

Dialogue and other forms of interaction continued between the ICRC and the pertinent authorities, paramilitary groups, members of civil society, academics and others (see *Actors of influence*), to broaden awareness of the humanitarian needs arising from the violence in Northern Ireland and from past conflict; the needs of former detainees, former combatants, and victims of violence were emphasized.

Personnel from community-based organizations learnt more about the consequences of sexual violence and ways to help victims, through events organized or supported by the ICRC. These included a symposium – organized with the University of Ulster – that tackled the results of an ICRC-commissioned study on conflict-related sexual violence.

People facing threats of paramilitary violence receive assistance from community-based organizations

Eleven community-based organizations kept up their efforts, with ICRC support, to mitigate violence and its effects on vulnerable people in Northern Ireland. Focus group discussions with violence-affected community members helped ensure that activities were tailored to people's humanitarian needs; the British Red Cross took part in some of these discussions to promote its programmes, with a view to reaching more people in need.

Thus, with financial and technical assistance from the ICRC, which also served as a neutral intermediary when necessary, these organizations provided various forms of support, including: diversionary programmes for young people likely to become involved in violence; psychological support and counselling for former detainees; and mediation services benefiting some 180 individuals, and their families, targeted by paramilitary groups. The mediation programmes of some of these organizations obtained government accreditation, partly with the ICRC's support. Based on an independent evaluation and an assessment it conducted in 2016, the ICRC discussed, with local organizations, plans to expand its support in areas where needs were found to be insufficiently addressed.

Some families who received physical threats or were expelled from their communities covered their transport and short-term accommodation expenses with ICRC financial assistance. To help prevent similar incidents, the ICRC also engaged local groups and civic institutions in discussions on alternatives to prevailing methods of resolving community disputes, including the punitive measures in use.

Of the 17 people officially known as "the disappeared", who had gone missing during past conflict, six were still unaccounted for. The ICRC continued discussions with the pertinent parties, including relatives of the missing people, to expedite the exchange of any information that could help to clarify their fate.

Following an assessment mission by the ICRC to the Falkland/Malvinas islands, Argentina and the UK agreed to let the ICRC lead efforts to identify the remains of more than 120 Argentine soldiers buried there (see *Brasilia*); this was scheduled for 2017.

PEOPLE DEPRIVED OF THEIR FREEDOM

The concerns of people detained, including in relation to past conflict and current violence in Northern Ireland, and in relation to "terrorism", remained central to the ICRC's discussions with the relevant authorities in Belfast and London.

Detainees at two high-security prisons in England receive ICRC visits for the first time

As part of a pilot programme agreed upon by the authorities and the ICRC, detainees at two high-security prisons in England – with a combined population of about 1,400, including those detained in relation to "terrorism" – were visited in accordance with standard ICRC procedures; the ICRC met with 60 of them individually. The purpose of the visits was to identify what the ICRC could contribute to authorities' efforts to comply with domestic and international laws and standards, and to ease detainees' living conditions and treatment, if necessary. Bilaterally and confidentially, ICRC delegates spoke with detainees and prison staff, and relayed their findings to the detaining authorities. Discussions with the justice ministry were under way to expand the programme to other prisons in England and Wales.

In Northern Ireland, detainees at three prisons – Hydebank Wood and Maghaberry, and the women's prison at Ash House – also received ICRC visits; among them were people belonging to different communities and groups, who were held in separate parts of Maghaberry prison. Based on these visits, the ICRC shared confidential reports on humanitarian issues to the authorities concerned, and discussed its recommendations with prison officials. Health authorities and the ICRC signed a plan of action on joint initiatives to strengthen health care for detainees, particularly through staff training and other forms of technical support.

In all, over 2,900 detainees were visited in the UK.

ACTORS OF INFLUENCE

Bilateral meetings, and high-level visits from ICRC officials, including the president, kept authorities and parliamentarians in Ireland and the UK updated on humanitarian needs, operational challenges and ICRC activities worldwide, including in Northern Ireland (see *Civilians* and *People deprived of their freedom*). These efforts provided opportunities to relay key messages on humanitarian issues to government ministers, and fostered support for ICRC activities, from the UK's Department for International Development and from Irish Aid.

The UK's defence ministry draws on ICRC advice on policy issues, including compliance with IHL

During meetings and discussions with UK government and military officials, the ICRC emphasized the need for decision- and policy-making that took humanitarian principles into account, and that supported neutral, impartial and independent humanitarian action. It continued to develop its dialogue with the Ministry of Defence and the Foreign and Commonwealth Office – for example, on legal and policy issues in connection with the UK's engagement overseas, including detention and the use of force, and compliance with IHL.

Dialogue continued with the UK military on operational matters. Military personnel discussed IHL, the goals of the Health Care in Danger project and other humanitarian issues, and the ICRC's activities during sessions organized by the Defence Academy and other military training institutes, and by the office of the provost marshal; these sessions were facilitated by the ICRC.

In Northern Ireland, the ICRC sustained its dialogue with relevant stakeholders, to encourage them to help mitigate the impact of violence and address its consequences, and to foster support for the ICRC's activities (see *Civilians*).

Efforts were pursued to strengthen cooperation with Ireland in areas of mutual concern; at the government's invitation, the ICRC's president visited Dublin in November to meet with senior officials, including the Irish president. Through this visit, the ICRC also sought to strengthen its dialogue with Ireland, particularly on implementing the Arms Trade Treaty and other IHL-related treaties, and on recruiting Irish nationals for the ICRC's activities. The Irish Defence Forces hosted a course for ICRC delegates on responding to emergencies arising from the use of chemical, biological, radiological and nuclear weapons.

Academics, members of civil society and other actors discuss humanitarian issues at ICRC events

Policy-makers, academics, representatives of NGOs and think-tanks, and other influential actors exchanged views on various humanitarian issues at events organized or attended by the ICRC. These occasions also helped to strengthen the ICRC's relations with these parties and to identify opportunities for cooperation.

The British Red Cross, the University of London's School of Oriental and African Studies, the University of Exeter, the Arts and Humanities Research Council, and the ICRC hosted a conference in London on developing a comprehensive response to internal displacement and forced migration. Policy-makers, academics and humanitarian professionals were part of the conference's audience, and the ICRC's director of operations served as a panellist.

Briefings and other interaction with media professionals enabled the ICRC to broaden awareness of IHL and humanitarian principles. Various audiences learnt about the plight of people in countries affected by conflict or other violence, and about the ICRC's activities, through articles, videos and updates posted on the ICRC's website and social media platforms.

RED CROSS AND RED CRESCENT MOVEMENT

Partnership with the British Red Cross continued in the UK and abroad, within the framework of an agreement covering 2014–16. Cooperation in matters of operational and institutional priority covered various areas, such as: assistance for people affected by conflict and other violence, including in Northern Ireland;

promotion of IHL and the Movement; support for the Health Care in Danger project; the application of the Safer Access Framework; and information sharing and coordination. The British Red Cross and the ICRC reviewed their partnership, as part of discussions to establish a new three-year agreement.

Regular meetings between the two organizations, including an assessment of their activities in Northern Ireland, helped improve their operational cooperation and effectiveness. The ICRC seconded a fundraising adviser to the British Red Cross, to solicit private-sector support for the ICRC's work.

In February, the ICRC joined European National Societies at a conference in London – organized by the International Federation and hosted by the British Red Cross – that sought to consolidate the Movement's response to the influx of migrants into Europe, mainly through medical and psychosocial care, relief efforts and family-links services.

The ICRC's engagement with the Irish Red Cross continued, largely through regular meetings with its senior officers, including its chairperson. Cooperation between the two focused on IHL research, on addressing migrants' needs, including by restoring family links, and on strengthening joint public-communication activities.

MAIN FIGURES AND INDICATORS: PROTECTION	Total			
CIVILIANS (residents, IDPs, returnees, etc.)				
Tracing requests, including cases of missing persons		**Women**	**Girls**	**Boys**
	1			1
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)				
ICRC visits		**Women**	**Minors**	
Detainees visited	2,912	54		
		Women	**Girls**	**Boys**
Detainees visited and monitored individually	60	2		
Detainees newly registered	18	1		
Number of visits carried out	17			
Number of places of detention visited	5			
RCMs and other means of family contact				
RCMs collected	1			

MAIN FIGURES AND INDICATORS: ASSISTANCE		Total	Women	Children
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)				
Health				
Visits carried out by health staff		10		
Places of detention visited by health staff	Structures	5		