



The Russia-Ukraine international armed conflict:

One year of the global
Red Cross Red Crescent
Movement response



Credit: Carla Guananga / IFRC

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THE POWER OF THE RED CROSS AND RED CRESCENT MOVEMENT

International armed conflict between Russia and Ukraine



58

National Societies
engaged in the
response



124,828

volunteers
involved



6,526

National Society
branches
responding



1.1M

people reached
with health
interventions



CHF 199M

given in
financial aid



1.8M

people reached
with shelter
support

A GLOBAL RESPONSE

For the past year, Red Cross Red Crescent Movement components, including ICRC, IFRC and National Societies, have been responding to the humanitarian needs in Ukraine, in bordering countries and in the many places around the world where people who have fled from violence have settled. This has truly been a global response, with 58 National Societies providing on-the-ground, remote, financial and in-kind support to those impacted. Several National Societies have received financial resources from the IFRC emergency appeal to support their own domestic responses.

The Ukrainian Red Cross Society – supported by the IFRC and many National Societies – and the ICRC continue to be at the forefront of the response in Ukraine. Whether it's organizing civilian evacuations, providing first aid and mental health and psychosocial support, supporting health-care facilities, providing safe drinking water or administering cash assistance, Red Cross Red Crescent personnel haven't wavered in their dedication to helping people across the country.

This has been essential in areas close to the frontline, where **local Red Cross volunteers and ICRC teams continue to work despite the dangers**. The ICRC has ensured safe passage for thousands of civilians out of harm's way and, in line with its unique mandate, has visited hundreds of prisoners of war (POWs). The aim of these visits is to monitor their conditions of internment and treatment, collect much-awaited news for their families and provide vital relief items.

Beyond Ukraine's borders, countries around the world have overwhelmingly received people fleeing from violence with open arms. National Societies across the region continue to support people along their different routes and as they settle into their new homes, with **the IFRC providing strategic and operational coordination among the 42 National Societies who are responding domestically to support people who have fled the conflict, many of whom have received funds through the IFRC appeal**.

Some of those who fled in the early days of the armed conflict have now risked everything to return home. Others have moved multiple times, trying to find a new, if temporary, place to call home. People fleeing now tend to be in more



Credit: Ukrainian Red Cross Society

vulnerable situations than those who left in the first months of the armed conflict. Many are older adults, those who have difficulty travelling, or those with limited financial means to do so; some may be forced to flee now but will likely face immense challenges in doing so.

At the same time, some of those who fled months ago are now finding themselves struggling, with their resources depleted. People who remain at home in Ukraine face immense uncertainty, not knowing from one day to the next if they will be safe.

As this far-reaching humanitarian crisis stretches into its second year, we will continue to adapt our support to meet the evolving and varying needs of people. Our work is being guided by and with the people we're helping. The challenges in responding to this international armed conflict are on an unparalleled scale, so our response must remain flexible and focused on engaging those impacted to ensure their needs are being met.

This overview looks at how the International Red Cross and Red Crescent Movement has made a difference in the lives of millions of people affected by this international armed conflict over the past 12 months.

Starting with a massive scale up in the response across the region, resources from all parts of the Movement have come together to support those affected and we will continue to provide vital assistance and protection for as long as needed.



Credit: Yevgen Nosenko / ICRC

GROWING AND CHANGING HUMANITARIAN NEEDS

For the last 12 months, millions of people have endured the devastating impacts of the escalation of the international armed conflict between Russia and Ukraine. Many of those impacted have endured hostilities since 2014. Almost 6 million people are internally displaced in Ukraine¹ and over 7.8 million have fled to other countries.² In addition to wide-scale displacement, the armed conflict has caused many civilian deaths and injuries, unimaginable suffering, and devastating damage to homes, schools, health-care facilities, and other essential infrastructure.

The international armed conflict has caused displacement the scale of which Europe has not seen in decades. About one third of Ukraine's population is displaced, and while movements to neighbouring countries have largely declined since the initial surge early last year, the unpredictability of the armed conflict means some people are still being forced to flee their homes, while others may be able to return, at least temporarily.

But the numbers cannot convey the true cost: the anguish of a mother looking for her son or the impossible decisions families must make every day as they face uncertainty.

Many people in Ukraine are living in damaged homes or buildings that do not protect from the extreme cold. Communities are without power, running water and heating in parts of the country, with many struggling to stay warm and access water and food.

The needs spread far beyond Ukraine itself to the many countries across Europe and around the world, where people are facing the immense stress and negative psychological impacts of their experiences. On top of that, they are adjusting to a “new normal” in foreign countries and cultures, learning new languages and securing income in an already-strained economic climate. **This is why mental health and psychosocial support will remain priorities for the Movement response for both those in Ukraine and those who have left for other countries.**

¹ IOM, Displacement Tracking Matrix: Ukraine (as of 31-12-22).



Credit: Victor Lacken / IFRC

² UNHCR, Operational Data Portal: Ukraine Refugee Situation (as of 31-12-22).

OUR IMPACT

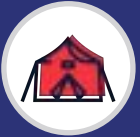
(as of 31 December 2022)



RELIEF

14.5M people reached*

Providing basic assistance, support to IDP centres, adapting facilities to make them accessible for people with special needs.



SHELTER

1.8M people reached

Assistance with housing/shelter rehabilitation, people housed in temporary collective accommodations or by host families, people reached with rental assistance.



MIGRATION

805,000 people reached

Support provided at humanitarian service points, assistance with transportation and evacuation, people supported in official procedures.



WATER & SANITATION

10.6M people reached

Improved access to water and hygiene supplies provided.



CASH

CHF 199M given in financial aid

1.2 M people reached*

Multi-purpose cash assistance to support families with basic needs, rental assistance, health, shelter.



HEALTH

1.1M people reached

Access to health facilities and mental health and psychosocial support, assistance with drugs and medical equipment, primary health services provided.



PROTECTION

245,000 people reached

Protection, gender and inclusion activities; child-friendly spaces.

- Provided families with information on their loved ones **4,000** times.
- **1,090** staff, volunteers and associated personnel trained on Prevention and Protection of sexual exploitation and abuse and child safeguarding.

This one-year Movement Overview shows the collective impact and action of Red Cross Red Crescent Movement components in Ukraine, the surrounding countries and all other countries supporting those impacted by the international armed conflict.

Data sources: IFRC Federation-Wide Indicator Tracking Tool (Host National Societies data) and ICRC data to 31 December 2022.

IN UKRAINE

Red Cross and Red Crescent Movement components have been supporting people across Ukraine long before the escalation of the international armed conflict in February 2022. The Ukrainian Red Cross Society has been working in communities for more than 100 years, with the IFRC supporting their institutional development to deliver humanitarian services. Together with the ICRC, they have been supporting those affected by hostilities on both sides of the frontline since 2014.

The Ukrainian Red Cross Society plays a critical role in coordinating its response among local branches, the 14 other National Societies who are working in Ukraine, and the many others providing financial and in-kind support, together with the ICRC and IFRC.

Movement components are supporting those who have fled and those impacted directly or indirectly by hostilities. This has included:

- Providing cash assistance in partnership with government ministries, allowing people to purchase what they need;
- Giving psychosocial support, referrals, information and a listening ear;
- Providing care and services to vulnerable people in their homes, particularly those with limited mobility, including seniors and people with disabilities;
- Repairing damaged homes, health facilities and other essential infrastructure;
- Delivering vital relief supplies like food, hygiene parcels, blankets, sleeping kits, generators and fuel, which are particularly important during harsh winter months;
- Providing medical equipment and drugs to healthcare facilities;
- Evacuating civilians from areas impacted by hostilities and visiting POWs and civilian internees.

The last year has shown the strength and resiliency of people across Ukraine, but continued support is essential. Even if the armed conflict were to end today, the devastating consequences on people, homes and critical infrastructure will take years to repair.



Credit: Ukrainian Red Cross Society

OUR IMPACT



RELIEF

11.7M people provided with basic assistance

1.2M people reached with clothing and household items

160,000 people's conditions were improved through assistance to IDP centres



MIGRATION

252,000 people were assisted with transportation

10 humanitarian service points for internally displaced people



CASH

CHF 137M in cash assistance distributed

744,000 people reached with multi-purpose cash assistance



SHELTER

1.4M people have access to adequate heating

54,000 homes and collective centres received support for repairs with the provision of cash assistance, materials, tools and rehabilitation works



HEALTH

328,000 people reached with mental health support

88,000 people trained in first aid

24,000 people gained access to improved or rehabilitated medical services, particularly via mobile health units

170 healthcare facilities were supported with drugs, medical equipment, materials and devices



7,305
volunteers



PROTECTION

10,500 people evacuated during safe passage operations

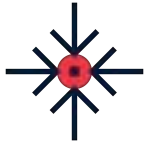
16,000 people attended weapon contamination awareness sessions



WATER & SANITATION

10.6M people benefitting from improved access to clean water

2.9M people reached with hygiene supplies



IN FOCUS: **ACCESS TO HEALTH CARE THROUGH MOBILE HEALTH UNITS**

The ongoing international armed conflict has put immense pressure on the country's health-care system. After dealing with two years of increased demand from the COVID-19 pandemic, the conflict has resulted in more than 700 attacks affecting the health-care system.¹ This is coupled with an increased displaced population in many parts of the country, medication and supply shortages, and personnel who are also impacted by the conflict.

To help support and strengthen Ukraine's state primary health-care services, the Ukrainian Red Cross Society – supported by Red Cross Red Crescent Movement components – has been operating mobile health units in various areas around the country. These mobile health units work in areas where there is active or recent conflict to augment damaged or destroyed health-care infrastructure, or in areas where a large influx of internally displaced people have placed additional strain on the health-care system.

¹ World Health Organization, [Surveillance System for Attacks on Healthcare](#) (29 December 2022)





In Mytlashivka

People in the village of Mytlashivka must travel about 25 minutes along an incredibly bumpy road to reach the nearest medical centre in Drabiv. In addition to being an uncomfortable ride, buses to the city were stopped at the beginning of the armed conflict, making it increasingly difficult for those without cars to get the medical care they need. Buses are running again, but as Yona, the head of the paramedic-midwifery unit in the village, tells me, “Doctors need to come to the people, not people going to the doctor.”

So that’s what’s happening. The Ukrainian Red Cross Society Cherkasy branch, with support from the Canadian Red Cross, is operating four mobile health units across the oblast. These mobile health units bring medical personnel, equipment and medication to support both internally displaced people and locals who face far distances or other barriers to accessing healthcare where they live.

Over half of the village’s 750 inhabitants are older adults. About 60 people who are displaced by the armed conflict now staying in the village; there were more previously but many have moved onto other regions. Most are big families with young children and older adults.

At the mobile health unit, people can have basic procedures and tests done, such as blood pressure and glucose monitoring. Many of the cases Yona sees are chronic conditions, such as heart, blood pressure and cholesterol problems. She’s seen cases of these increase since the escalation of armed conflict last February.

“They can receive all the necessary help they need here,” Yona says. “They can feel that someone cares about them.”



Credit: Anastasiia Shvets / IFRC

In Kosiv

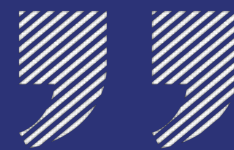
In the mountainous region of south-western Ukraine, the Ukrainian Red Cross Society has been operating a mobile health unit out of Kosiv, Ivano-Frankivsk oblast since November 2022. People living in some of these mountainous areas don't have the opportunity to visit a hospital or even a pharmacy to get the help they need.

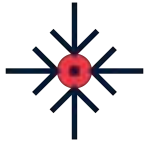
With financial support from the Japanese Red Cross, the mobile health unit travels to these hard-to-reach communities to provide vital primary healthcare, including consultations, medication and referrals to specialists. Among those receiving assistance are people internally displaced by the international armed conflict.

Nataliia, a patient from Sloviansk in Donetsk oblast, comes to the mobile health unit to receive treatment for her diabetes in hypertension. She was evacuated from her home soon after the escalation of the conflict and now lives in a school converted into a collective centre for internally displaced people.

A nurse with the mobile health unit, also Nataliia, says many of the people she meets have had their homes destroyed, noting "some of them have nowhere to go back to." In addition to providing basic healthcare, the team also listens to the patients. "This is what they need," Nataliia explains. "In this way, they feel that they are needed by someone."

She recalls a young boy she treated, who was an orphan: "he was badly wounded by shrapnel...however, he is so cheerful and optimistic. There is much to be learned from him. We help such people in the best way we can – with medicine, consultations and kind words."





IN FOCUS: **PHYSICAL AND MENTAL REHABILITATION IN DONETSK AND LUHANSK**

Already before the escalation of the armed conflict in February 2022, the areas of Donetsk and Luhansk had significant weapon contaminations issues due to years of grinding armed conflict.

The effects of landmines on people in contaminated areas will last for years. Simple, everyday activities like planting a garden, children playing outside or walking off an unpaved road take on a potentially deadly level of risk.

In 2016, the ICRC supported a local charity, New Life, to provide physical rehabilitation equipment to a gym. The free-of-charge facility is one of very few in the region available to people with disabilities.

The ICRC has also refurbished a workshop for orthopedic shoes, supplied the raw material for prostheses and orthoses, donated a swimming pool lift and other specialist items, and organized various cultural and sporting events to promote the social inclusion of people with disabilities.

Valeria, who was a keen competitor at these events, particularly the annual marathon, has also benefitted from support from the ICRC to set up her own business.



Credit: Anastasia Alyokhina / ICRC



The wheelchair racer who became a manicurist with the help of the ICRC

"At the moment, due to the current situation in Donetsk, many sports activities and events, unfortunately, are not available now," said Valeria. The lady is not one to sit around and wait for things to happen.

Valeria has won multiple mini marathons for people with disabilities, having previously received physical rehabilitation support from the ICRC. Now she has been helped by a project encouraging people to start their own businesses.

"The workplace was fully equipped for me," she said. "I received all the necessary furniture, sterilization equipment, including a dry heater and professional equipment. This is the dream for a manicurist."

"Thanks to the ICRC, I have acquired new skills that will help me in my further development and self-realization. I already have my own client base and I'm not going to stop. The main thing is to not give up. If it doesn't work the first time, you should definitely try again until it does."



IN FOCUS: **THE RIGHTS OF PRISONERS OF WAR AND STATES' OBLIGATIONS**

When international armed conflict breaks out and people find themselves in the power of belligerent States, the four Geneva Conventions of 1949 activate with full force. By requiring humane treatment and protecting the most vulnerable, the Conventions serve as a bulwark against cruelty and reaffirm the notion that, even in war, there are limits. But the focus on these universal prohibitions can obscure another central feature of how the Geneva Conventions operate: they manage to reach and protect all those in the power of the belligerents, not by treating everyone identically, but by explicitly taking their different situations into account.

The clearest example might be the Prisoner of War (POWs) regime enshrined in the Third Geneva Convention, which is primarily designed to protect members of the armed forces whenever they find themselves in the hands of an enemy State. Civilian staff, war correspondents, supply contractors, and others who accompany the armed forces without being members also benefit from the protection granted by the third Geneva Convention.



To sum things up:

- POWs cannot be subjected to any form of coercive interrogation and are only required to reveal their name, rank and serial number to the detaining authorities.
- They cannot be held in camps until active hostilities have ended, but they cannot be subjected to close confinement, imprisoned, or otherwise be treated as having committed a crime.
- Their living quarters must be essentially the same as those provided to the detaining power's military personnel, and they are entitled to similar treatment in other areas of life as well.

The Third Convention requires the parties to establish “national information bureaus” to collect and transmit information on POWs to the Central Tracing Agency, a permanent structure of the ICRC. This system helps prevent missing cases by accounting for those in enemy hands and in providing information to their families in a dignified manner. The Convention also covers issues related to POW transfers, repatriation and accommodation in neutral countries. To foster compliance with its rules, the Third Convention grants the ICRC the right to freely go wherever POWs may be found and interview them without witness.



ACROSS THE REGION

Red Cross National Societies in countries in the region were some of the first to respond when the international armed conflict escalated on 24 February 2022. With surges of people – mainly women, children, older adults and people with disabilities – lining up to cross borders, local Red Cross teams, with support from IFRC, sprang into action. **Local teams have been sharing information; giving relief supplies, like food and clothing; providing health care; and helping people with immediate mental health and psychosocial support.**

For the many who made the choice to flee Ukraine, this was only the first step. Despite often wanting to return home, those who are now living in new countries are making important decisions about where to live, work, go to school and care for their families. **Above all, settling in a new country means rebuilding social and support networks.**

While all countries hosting refugees are responding, each country has its own unique set of needs and challenges. Many countries have healthcare systems still recovering from the COVID-19 pandemic while also dealing with the impacts of inflation. One year since the escalation of armed conflict, we continue to see people needing places to live, but we also see people needing basic necessities like food and medicine.

As more people move through countries across Europe and around the globe, Red Cross and Red Crescent National Societies have been there to help. The IFRC network has scaled up to meet the immense needs, prioritizing the most vulnerable with cash and voucher assistance, health care and mental health support, as well as shelter, particularly through the difficult winter months. The IFRC's Emergency Appeal is now covering 17 countries and coordinating 58 National Societies to support inside Ukraine and across Europe. Support to host communities and social inclusion for refugees will also remain priorities to help cohesion in communities.





Movement components will continue to prioritize restoring family links for people separated and missing because of the armed conflict, as well as addressing other challenges that families of the missing may face.







Credit: Egor Tetiushev / Moldova Red Cross



Belarus

 189	volunteers
 5,600	people reached with mental health support
 6,900	people provided with basic needs
 5,600	people reached with hygiene supplies

Hungary

 6,749	volunteers
 160,000	people provided with basic needs
 60,000	people reached with hygiene supplies
 16,000	people reached with mental health support

Moldova

 1,103	volunteers
 33,300	people provided with basic needs.
 14,100	people reached with mental health support
 3,800	people offered temporary collective shelter/accommodation





Poland

 8,200	volunteers
 817,000	people provided with basic needs
 CHF 24.5M	distributed in financial aid
 45,000	people provided with multi-purpose cash assistance





Romania

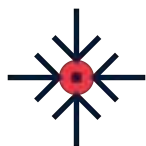
 7,056	volunteers
 CHF 20.9M	distributed in financial aid
 14	humanitarian service points
 309,000	people provided with basic needs

Russia

 20,000	volunteers
 307,000	people provided with basic needs
 157,000	people provided with multi-purpose cash assistance, including 51,000 people provided with pharmacy vouchers
 20,000	people reached with mental health support

Slovakia

 2,785	volunteers	 285,000	people provided with basic needs
 27,000	people supported in official procedures	 24,000	health interventions



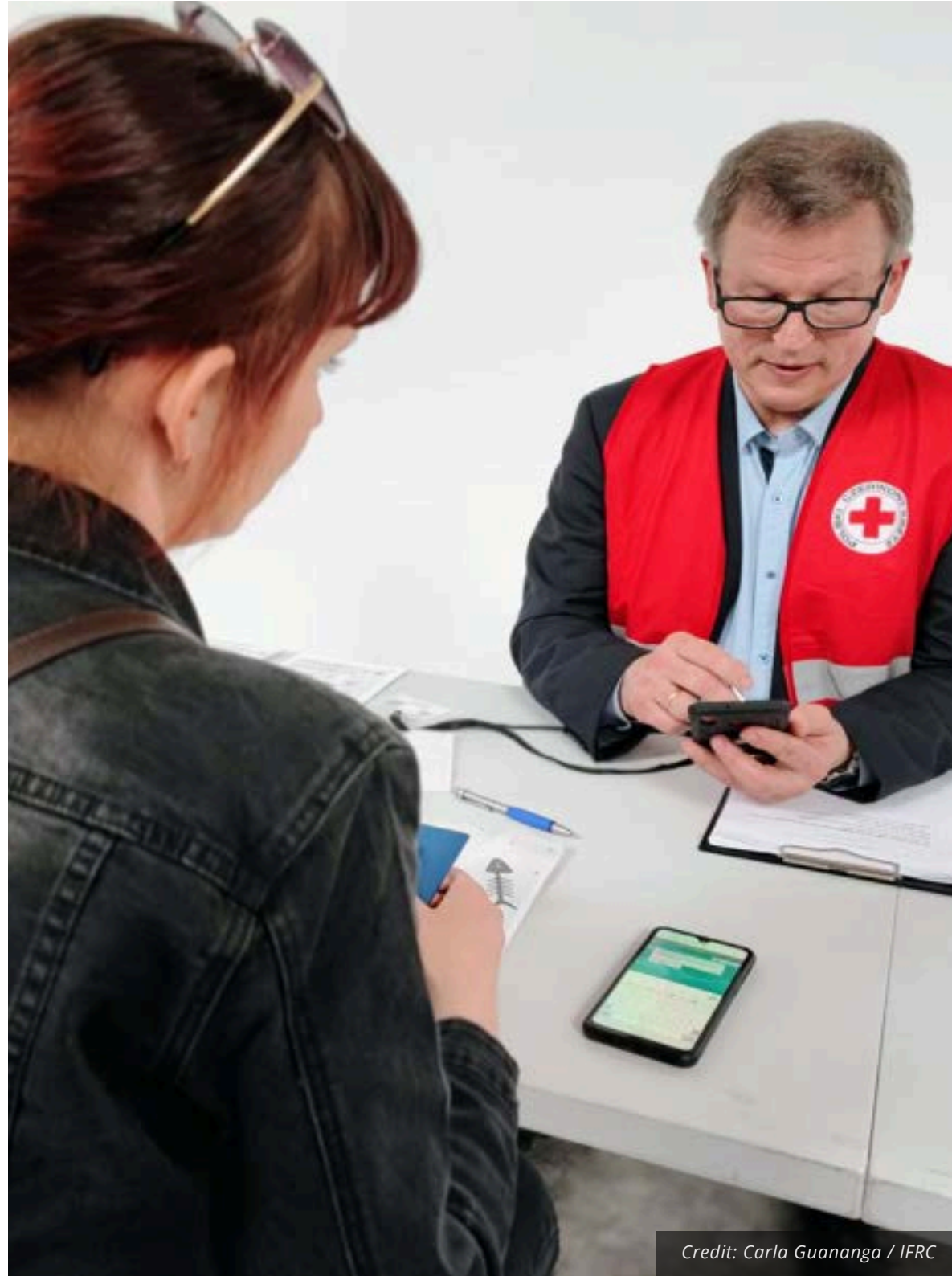
IN FOCUS: FREEDOM AND DIGNITY THROUGH CASH ASSISTANCE

Cash has been a central part of the Red Cross Red Crescent Movement response to the immense humanitarian needs stemming from this armed conflict, with this expected to be the largest cash-distribution program in IFRC history.

Over **1.2 million people** have received cash assistance thus far, giving them the freedom to purchase what is needed for themselves and their loved ones.

Emergencies and disasters often leave people with very few choices. Where markets are properly functioning, cash and voucher assistance gives people the freedom dignity and independence to decide on their own what they need most. Some people may spend their cash on rent, food, medicine, or items to help make them more comfortable. The most important part is that it enables choice for those impacted, while also supporting local economies and businesses.

The IFRC and the ICRC have been working with the Ukrainian Red Cross Society and National Societies across Europe to distribute vital cash assistance to those impacted. This includes direct cash assistance they can use how they see fit, and assistance for other specific needs, such as rent and housing repairs.





Credit: Corrie Butler / IFRC

In Hungary

"My daughter was just a baby when we fled Kharkiv in the spring. It's been almost a year and she's a big girl now," said Alissa* pointing to her nearly two-year-old daughter, Luccia*, playing by her side. After a harrowing week-long journey to Budapest, she found information from Hungarian Red Cross volunteer about ways the organization could help.

Today, she and her daughter live in a shelter for women and children in Szeged, Hungary. "I feel good here at this Red Cross shelter. It's hard to be away from my family while the war continues and we worry about them every day," she said.

In Hungary, the cash assistance program, implemented by Hungarian Red Cross with support from IFRC, is helping mothers like Alissa. "With the funds I received from the Red Cross, I bought winter jackets for us as the weather has gotten cold and we didn't bring winter clothes with us from Ukraine," she said.

Alissa says that she's happy she and her daughter are safe and cared for here in Hungary. "I think it is good that the Red Cross exists. Without the Red Cross, I wouldn't have known what to do," she said.

*Names changed for privacy.





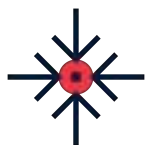
In Russia

Seventy-eight-year-old Zoya Ivanovna had to flee her home in Kharkiv, Ukraine due to hostilities. "For weeks, I couldn't go out but it was very scary to stay. All of the windows in my apartment were broken."

She arrived in Voronezh, Russia in April 2022. "It took me over two days to get here. I was carrying only a backpack with me".

Supported by the IFRC and other partners, the Russian Red Cross assists people like Zoya Ivanovna providing them with food, hygiene and household items such as blankets, bedlinen, pillows. The most vulnerable groups also receive financial assistance from ICRC to cover their pressing needs.

As temperature drops with winter well on its way, Zoya Ivanovna worries about getting warm clothes and shoes. The Russian Red Cross has provided her with vouchers to purchase clothing she needs the most.



IN FOCUS: **RESTORING FAMILY LINKS**

In March 2022, the ICRC established a separate Bureau of its Central Tracing Agency, as foreseen by the Geneva Conventions, dedicated specifically to the growing number of people separated or unaccounted due to the international armed conflict between Russia and Ukraine.

To date, the CTA Bureau has provided information nearly 4,000 occasions to families who have lost contact with their loved ones. In its role as neutral intermediary, the CTA Bureau works with the National Information Bureaus of Ukraine and Russia to facilitate the transmission of information on people in enemy hands. This aims to increase their protection and to ease the worry of their family by giving them information on what happened to their loved ones.

A global network of 40 National Red Cross and Red Crescent Societies and 17 ICRC delegations currently work in coordination with the CTA Bureau to provide support to families affected by this armed conflict around the world.





IN FOCUS: NEUTRAL SAFE SPACE TO ACCESS SERVICES THROUGH HUMANITARIAN SERVICE POINTS

IFRC humanitarian service points have been operating across the world for many years. **These neutral, safe places provide humanitarian services, information and support to those seeking safety.**

Over the past year, Red Cross and Red Crescent National Societies have set up **460 humanitarian service points** in their efforts to support people who have fled their homes due to the international armed conflict. These locations provide support solely on the basis of humanitarian principles and regardless of people's migration status, nationality or where they are on their journeys. It supports those on the move but also vulnerable host communities who need it.

As millions of people flee, Red Cross personnel have been providing food and warm drinks, information, supplies, basic health services and psychological first aid, and referrals to other support. Many types of this support have been provided through call centres. While the stream of people seeking safety has slowed, these sites have evolved to provide additional services to help internally displaced people and refugees settle into their new locations.



Credit: Hungarian Red Cross



Credit: Nora Peter / IFRC

In Slovakia

“Lucia helps me with everything, from finding a doctor to using my card in ATM. It’s like a real family, like our family,” says Liudmyla as she hugs her host.

She left her home in Sloviansk with her family in March 2022 and came to Poprad, Slovakia. They received Lucia’s contact from their friends, called her, and she agreed to host them.

“We have a big house with two floors, so I thought why not help people from Ukraine. We are happy to have them in our home,” says Lucia Marčeková.

Lucia is among the 42 host families in Slovakia to receive financial assistance from the Slovak Red Cross every month, with support from IFRC. Through the same shelter program, 72 families from Ukraine are also getting support to pay their rent.

“Through our humanitarian service point in Poprad, we are supporting six host families and have helped more than 20 families find accommodation,” explains Lucia Kraková, humanitarian service point officer at the Slovak Red Cross.

On top of shelter and cash support, the 15 humanitarian service points across Slovakia also provide information, psychological first aid, referrals to other local institutions, in-kind goods and other services to people with disabilities.

“When Liudmyla needs support, she comes to me, and when I need support, I come to the Red Cross. There’s a great team here who are always willing to help,” says Lucia.

PROTECTING THE MOST VULNERABLE

During times of conflict, there is a heightened risk of safeguarding issues, such as sexual exploitation and abuse, sexual- and gender-based violence and human trafficking. Red Cross Red Crescent Movement components have placed special attention on preventing and responding to these issues in Ukraine and where those impacted by violence have fled.

The IFRC has in place safeguarding policies, including prevention of sexual exploitation and abuse, child safeguarding and our code of conduct, which apply to all IFRC personnel at any level and in all locations. This includes staff and volunteers, as well as consultants, partners, contractors and suppliers.

The IFRC is also working closely with National Societies to help build the capacity of their staff and volunteers to prevent, recognize and respond to safeguarding issues. Establishing Protection, Gender and Inclusion/Safeguarding focal points in the region, making awareness material available in different languages, and coordinating with other humanitarian organizations have all been key to strengthening our prevention work across responding countries.

The ICRC is committed to the prevention of sexual exploitation and abuse. It is not only an ethical and contractual obligation for all ICRC staff, but an essential means for the organization to maintain the trust of people that it aims to serve. The ICRC has set up feedback mechanisms in all its operations to ensure affected people can reach the organization. Through its confidential and secure reporting channels, the ICRC encourages persons both within and outside of the ICRC to report in good faith any suspected violations of the Code of Conduct.



Credit: Belarus Red Cross

KEEPING THE PEOPLE WE'RE HELPING AT THE CENTRE OF OUR RESPONSE

For a response to be truly effective, it must engage those who are receiving support. We do this through speaking with the people we're helping and providing them with opportunities to provide feedback, recognizing and valuing all community members as equal partners. The diverse needs, priorities and preferences of those we're helping guide everything we do.

Through meaningful community participation, open and honest communication, and mechanisms to collect and act on feedback, we can better understand what those we're helping need and adjust our response accordingly. We know from experience that engaging communities leads to more effective responses and helps ensure those impacted are getting exactly what they need, not just what we think they need.

RESPONDING TO MENTAL HEALTH NEEDS

The armed conflict in Ukraine is having an enormous impact on the mental health of people across the country and the millions who have had to flee their homes.

In response, Movement components, including the IFRC and 34 National Societies, is running one of the largest mental health and psychosocial responses in our history. Trained Red Cross personnel have been providing psychological first aid at Humanitarian Service Points along people's migration routes, through call centres, and at various other contact points. It has also been prioritized for those responding to the crisis, most of whom are also impacted by the ongoing conflict.



Credit: Hugo Nijentap / IFRC

AROUND THE WORLD



58

**National Societies
responding**



124,828

Volunteers supporting

Fifty-eight National Societies are supporting the response to the international armed conflict between Russia and Ukraine. This includes National Societies responding domestically and internationally, as well of those who have provided financial and/or in-kind support. Individuals and corporations from around the world have graciously provided financial donations to support the response.

Ukrainian Red Cross Society
Albanian Red Cross
American Red Cross
Andorran Red Cross
Argentine Red Cross
Australian Red Cross
Austrian Red Cross
Belarus Red Cross
Belgian Red Cross
British Red Cross
Bulgarian Red Cross
Chilean Red Cross

Croatian Red Cross
Cyprus Red Cross Society
Czech Red Cross
Danish Red Cross
Estonian Red Cross
Finnish Red Cross
French Red Cross
German Red Cross
Hellenic Red Cross
Hungarian Red Cross
Icelandic Red Cross
Irish Red Cross Society

Italian Red Cross
Japanese Red Cross Society
Red Crescent Society
of Kazakhstan
Latvian Red Cross
Liechtenstein Red Cross
Lithuanian Red Cross Society
Luxembourg Red Cross
New Zealand Red Cross
Norwegian Red Cross
Paraguayan Red Cross
Philippine Red Cross

Polish Red Cross
Portuguese Red Cross
Red Cross of Monaco
Red Cross of Montenegro
Red Cross of the Republic
of North Macedonia
Red Cross Society of China
Red Cross Society of Georgia
Red Cross Society
of the Republic of Moldova
Romanian Red Cross
Singapore Red Cross Society
Slovak Red Cross

Slovenian Red Cross
Spanish Red Cross
Swedish Red Cross
Swiss Red Cross
The Canadian Red Cross Society
The Netherlands Red Cross
The Red Cross of Serbia
The Republic of Korea National Red Cross
The Russian Red Cross Society
The Thai Red Cross Society
Turkish Red Crescent Society
Vietnam Red Cross Society

LOCAL STORIES



Credit: Romanian Red Cross

Romania

Olena and her children, originally from Dnipro, settled in Bucharest, Romania in late April. Olena was introduced to the Romanian Red Cross multicultural centre when her daughter started school in September. Her daughter, Vladyslava, takes gymnastic classes there, and her son Oleksandr, who has autism, is able to socialize with other children. She says she “sees a big difference in his behaviour.” Olena is now volunteering at the centre, where she is able to watch her son’s development and help other children from Ukraine.



Credit: Tereza Vujosevic / Red Cross of Montenegro

Montenegro

Irena and her three sons left their home in Kremenchuk, Ukraine, in the early days of the escalation of conflict when hostilities came to her city. After a seven-day-long journey, they arrived in Montenegro, settling in the municipality of Bar. The local Red Cross branch was there to offer support, and Irena concludes that without the Red Cross volunteers in her life, it would have been more difficult for her and her family.



Credit: Spanish Red Cross

Spain

The Spanish Red Cross is providing special reception services at airports and train stations. This includes welcoming people at these locations, supporting the transfer to other locations, providing more information about Red Cross resources, or referring people to other organizations as needed. The Spanish Red Cross is also operating child-friendly spaces and supporting people from Ukraine with social integration.

NEUTRAL AND IMPARTIAL HUMANITARIAN ACTION

At the heart of the Red Cross Red Crescent Movement's ability to provide humanitarian support during conflict are our fundamental principles of neutrality, impartiality and independence. They're the most important tools we have to provide life-saving assistance and protection.

In the face of the brutal realities of conflict, neutrality and impartiality are essential means that allow us to reach, help and, in many cases, save the lives of people affected, no matter what side of the frontline they're on.

In the past year, the Movement's principles have enabled the ICRC to facilitate safe passage for thousands of civilians, visit hundreds of POWs, and provide nearly 4,000 families with information about their missing loved ones. They have also allowed Movement components – including the Ukrainian Red Cross Society and local Red Cross teams – to provide humanitarian aid in areas impacted by hostilities, and helped ensure those fleeing violence receive humanitarian support, regardless of the country they end up in.

Our principles and our ability to address humanitarian issues directly with the parties to the conflict enable us to go where other organizations may be challenged, and to meet our ultimate goal of alleviating suffering in conflicts that are shattering lives, separating families and affecting civilians.

We know from experience, whether in Ukraine or in other conflicts around the world, that our neutrality and impartiality make our unique reach possible and saves lives. For that reason, when it comes to picking sides, the Red Cross Red Crescent Movement will always be on the side of people impacted by armed conflict and violence.



Credit: Alyona Synenko / ICRC



The International Red Cross and Red Crescent Movement will continue to support those impacted by the consequences of the international armed conflict for the days, months and years ahead.