

EUROPE AND CENTRAL ASIA

KEY RESULTS/CONSTRAINTS IN 2018

- People with relatives missing in connection with past or ongoing armed conflicts benefited from psychosocial and other support made available by the ICRC. The parties concerned pursued efforts to resolve missing-persons cases.
- With help from the pertinent National Societies and the ICRC, people affected by the armed conflict in eastern Ukraine and the Nagorno-Karabakh conflict met their most pressing needs and worked towards improving their livelihoods.
- Hospitals and other facilities in eastern Ukraine received medical equipment and supplies to treat the wounded and sick. With ICRC help, the region's emergency responders bolstered their first-aid, trauma-care and surgical capacities.
- The region's National Societies reinforced their ability to deliver family-links and other humanitarian aid to migrants, including refugees and asylum seekers – including those in detention, and in connection with missing-persons cases.
- Detainees benefited from the authorities' efforts to improve their treatment and living conditions, based on the ICRC's recommendations; in some cases, the ICRC provided technical, material or training support for these efforts.
- The ICRC's dialogue with State authorities and international entities fostered support for IHL-related initiatives and helped ensure that humanitarian considerations were taken into account in their respective spheres of influence.

PROTECTION	Total
CIVILIANS	
Restoring family links	
RCMs collected	804
RCMs distributed	675
Phone calls facilitated between family members	16,430
Tracing cases closed positively (subject located or fate established)	428
People reunited with their families	6
PEOPLE DEPRIVED OF THEIR FREEDOM	
ICRC visits	
Places of detention visited	215
Detainees in places of detention visited	94,816
<i>of whom visited and monitored individually</i>	1,267
Visits carried out	394
Restoring family links	
RCMs collected	150
RCMs distributed	145
Phone calls made to families to inform them of the whereabouts of a detained relative	2,448

EXPENDITURE IN KCHF	
Protection	40,387
Assistance	60,644
Prevention	18,368
Cooperation with National Societies	8,085
General	1,404
Total	128,888
<i>Of which: Overheads</i>	7,785

IMPLEMENTATION RATE	
Expenditure/yearly budget	92%

PERSONNEL	
Mobile staff	214
Resident staff (daily workers not included)	1,117

ASSISTANCE	Total	
CIVILIANS		
Economic security		
Food consumption	Beneficiaries	209,204
Food production	Beneficiaries	44,273
Income support	Beneficiaries	26,570
Living conditions	Beneficiaries	404,617
Capacity-building	Beneficiaries	33
Water and habitat		
Water and habitat activities	Beneficiaries	1,545,367
Health		
Health centres supported	Structures	58
WOUNDED AND SICK		
Medical care		
Hospitals supported	Structures	39
Physical rehabilitation		
Projects supported	Projects	7
Water and habitat		
Water and habitat activities	Beds	4,249

DELEGATIONS

Armenia
Azerbaijan
Balkans (regional)
Brussels
Georgia

London (regional)
Moscow (regional)
Paris (regional)
Tashkent (regional)
Ukraine

-  ICRC delegation
-  ICRC regional delegation
-  ICRC mission





Ukraine, Donetsk region, Mariupol. At a public school, students learn more about safe behaviour around mines/explosive remnants of war at a mine-risk awareness briefing conducted by the ICRC.

HUMANITARIAN NEEDS AND RESPONSES

In 2018, the ICRC continued to address the consequences of past and ongoing armed conflicts and other situations of violence in Europe and Central Asia, and the needs of migrants, including refugees and asylum seekers, in Europe. It pursued its humanitarian diplomacy in the region with a view to securing wider support for IHL and for neutral, impartial and independent humanitarian action.

Cases of persons missing in connection with past or ongoing armed conflicts remained a paramount humanitarian issue in the region. The ICRC continued to assist the pertinent parties in their efforts to resolve cases, to help the families concerned, and to develop local capacities in that regard.

In Ukraine, the ICRC put together a working group to facilitate coordination among government agencies and others addressing the issue of missing persons, and hosted an international conference in Kyiv to discuss an integrated approach to the issue. In coordination with the sides to the Nagorno-Karabakh conflict, the ICRC collected information on missing people and facilitated its long-term storage for future efforts to identify exhumed human remains.

The ICRC continued to chair the Abkhaz–Georgian coordination mechanism, and its Georgian–Russian–South Ossetian equivalent, dealing with missing-persons cases linked to past

conflicts; the work of the two coordination mechanisms led to the exhumation of 105 sets of human remains and the identification of the remains of 54 people. In the Balkans, where the resolution of missing-persons cases from past conflicts had slowed in recent years, the ICRC finalized a five-year road map (2018–2022) to speed up the search for missing people and address the needs of their families. The road map was presented to various parties concerned, with a view to gathering support for it. In the Russian Federation, the ICRC facilitated discussions among the relevant stakeholders on the resolution of missing-persons cases linked to past and ongoing conflicts in the wider region.

Missing people's families had access to various forms of aid. In areas covered by the ICRC's regional delegations in the Balkans and its delegations in Georgia and Ukraine, and in Tajikistan, families received psychosocial support from ICRC staff or ICRC-trained local personnel; families in Ukraine also received monthly income assistance. Families of people missing in connection with the Nagorno-Karabakh conflict benefited from a comprehensive programme involving, *inter alia*, referrals for legal, administrative or medical assistance. In the northern Caucasus, families received psychosocial support as part of the final phase of an ICRC programme that had begun in 2008; the ICRC concluded the programme in June. In Georgia proper, the ICRC maintained its support for an academic working group seeking to heighten public awareness of the issue of missing

persons and promote research into the needs of the families affected. In Serbia, Ukraine and Kosovo¹, the ICRC updated its assessments of families' needs and presented them to the authorities.

The ICRC – particularly its regional delegations in the Balkans and in Paris (including its structure in Greece) – monitored the situation of migrants in coordination with the pertinent National Societies and Red Cross structures. In several Balkan countries, the National Societies and the ICRC assessed migrants' humanitarian needs – through interviews with them and visits to sites they passed through – and relayed their findings to the authorities. Supported by the ICRC, National Societies across the region helped thousands of migrants, including those detained (see below), to search for or communicate with their relatives.

With training and other support from the ICRC, local actors – for example, in Abkhazia, Georgia proper, Greece, Italy, Kyrgyzstan, Tajikistan and Ukraine – reinforced their ability to manage human remains in connection with efforts to resolve missing-persons cases, with emergencies, or with migration.

The armed conflict in Ukraine, and the Nagorno-Karabakh conflict, continued to pose risks for civilians. In its dialogue with the sides to these conflicts, and through confidential representations to them, the ICRC reminded them of IHL provisions on the conduct of hostilities and emphasized their obligation to protect civilians and ensure their access to basic services. It also offered them its services as a neutral intermediary.

The ICRC took a multidisciplinary approach to alleviating the impact of conflict on the safety, mental health and livelihoods of the communities affected. In Ukraine, it organized workshops at which people living along the line of contact discussed measures for protecting themselves and managing stress from the effects of the fighting; the ICRC helped them implement these measures. People affected by the Nagorno-Karabakh conflict safely held cultural events, repaired water facilities and farmed near front-line areas after the ICRC interceded with the sides. Community workers, teachers, students and other civilians affected by the two conflicts benefited from psychosocial support made available by the ICRC.

With ICRC support, people affected by the conflict in eastern Ukraine met their most pressing needs. Technical and material assistance for regional water companies helped preserve or restore access to water for hundreds of thousands of people. The ICRC also supported infrastructure work at various public facilities near the line of contact and the repair of homes that had been damaged in the fighting. Vulnerable people on both sides of the line of contact benefited from relief assistance provided by the Ukrainian Red Cross Society and the ICRC. A number of people affected by the Nagorno-Karabakh conflict, including those wounded by mines and other explosive remnants of war, received support for improving their living conditions. The National Societies concerned and the ICRC provided income support to people affected by the two conflicts, including the families of people killed or injured in the hostilities.

People who had fled the Ukraine conflict for Belarus started small businesses with assistance from the Red Cross Society of Belarus and the ICRC; those in Crimea and south-western Russia benefited from a final round of relief assistance.

In its dialogue with the pertinent authorities, the ICRC emphasized the humanitarian concerns of people affected by the demarcation of administrative boundaries between Abkhazia and Georgia proper, and between Georgia proper and South Ossetia.

Working, where possible, with the National Societies, the ICRC continued to make life-saving care available to wounded and sick people. Emergency responders – for example, in Armenia, Azerbaijan, Kyrgyzstan, Tajikistan, Turkmenistan and Ukraine – received training to boost their first-aid capacities. In Ukraine, health facilities along the line of contact received comprehensive support for treating people injured in the hostilities or suffering from chronic illnesses; the ICRC provided insulin for diabetics in areas not controlled by the Ukrainian government, and transferred anti-TB drugs across the line of contact. Hospitals in Tajikistan received material support to treat wounded people, including casualties of the fighting in Afghanistan. Medical personnel in Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan and Uzbekistan enhanced their skills through training made available by the ICRC.

The ICRC visited detainees – including people being held in connection with ongoing conflicts, or conflicts outside the region; those detained on other security-related charges; and those remanded or convicted by international tribunals – in accordance with its standard procedures. After its visits, the ICRC communicated its findings and recommendations confidentially to the authorities concerned; in some cases, the authorities took these into account in revising or drafting regulations and procedures for detention.

The ICRC facilitated family visits for detainees in Azerbaijan, Kyrgyzstan, Tajikistan and Uzbekistan, and for people being held in penal colonies across the Russian Federation in connection with past conflicts in the northern Caucasus. In Armenia, the justice ministry and the ICRC began a project that enabled detainees to make online video calls to their families.

Penitentiary authorities drew on ICRC support to improve detainees' treatment and living conditions, including their access to health care. In Kyrgyzstan, the authorities and the ICRC made primary-health-care services available to people being held in several police stations and places of permanent detention. The ICRC enabled officials at two prisons in Northern Ireland to exchange best practices for providing detainees with educational opportunities and vocational training. In Azerbaijan, the justice ministry and the ICRC organized training for prison psychiatrists in the protocols for psychiatric screening of detainees.

In countries covered by its regional delegations in the Balkans, Moscow (Russian Federation), Paris (France) and Tashkent (Uzbekistan), the ICRC – or, in some countries, the National Societies involved, drawing on ICRC support – visited detained

1. UN Security Council Resolution 1244

migrants and provided them with family-links services and/or other assistance. In Greece and Hungary, findings and recommendations – for instance, for improving detained migrants' treatment and living conditions, and access to health care and legal aid – were communicated confidentially to both local and central authorities.

Greek government officials discussed matters related to immigration detention, such as access to health services and respect for medical ethics, at high-level round-tables organized by the ICRC. In the Russian Federation, the ICRC organized a conference at which key parties discussed the legal and humanitarian consequences of detaining vulnerable migrants.

The ICRC backed the efforts of military and security forces across the region to integrate IHL, international human rights norms and internationally recognized standards on the use of force, as applicable, into their doctrine, training and operations. It pursued high-level dialogue on operational, legal and policy issues with defence authorities – for instance, in France and the United Kingdom of Great Britain and Northern Ireland (hereafter United Kingdom) – and with the Collective Security Treaty Organization (CSTO) and NATO. The Interparliamentary Assembly of the Commonwealth of Independent States (CIS) adopted a set of guidelines, prepared with the ICRC's assistance, for teaching IHL to military personnel. It also drafted recommendations, to which the ICRC contributed, for applying IHL in counter-terrorism operations.

The ICRC continued to promote the ratification of IHL-related treaties and the incorporation of key IHL provisions in domestic law. It supported the work of national IHL committees – for instance, in Belarus, the Republic of Moldova and Ukraine. The Ukrainian parliament adopted laws, drafted with the ICRC's support, concerning missing persons and weapon contamination. In Kyrgyzstan, the president signed a law ratifying Additional Protocol III, and the government approved the creation of a working group – which received technical assistance from the ICRC – to draft and implement legislation protecting the rights of missing people and their families. Turkmenistan became party to the Hague Convention on Cultural Property and its two Protocols.

Through its dialogue with key actors and its participation in national, regional and global forums, the ICRC raised humanitarian concerns and sought support for IHL, the ICRC's role and Movement activities worldwide. The ICRC's delegations in Brussels (Belgium), London (United Kingdom), Moscow and Paris spearheaded efforts to engage government officials, parliamentarians, the European Union (EU), NATO, the CIS and the CSTO in dialogue on matters of humanitarian concern, such as the impact of armed violence in urban areas; the need for more support to address the effects of protracted conflicts; the application of IHL; access to education in violence-affected areas; the goals of the Health Care in Danger initiative; the prevention of conflict-related sexual violence; and the EU's efforts to combat "violent extremism" and "terrorism".

Interaction with those parties enabled the ICRC to coordinate with them more effectively, and helped ensure that humanitarian considerations and IHL were reflected in their respective spheres of influence. For instance, a working group of the Council of the EU published a report – to which the ICRC had contributed – on EU action in 2016 and 2017 to implement its guidelines for compliance with IHL among its Member States. One of NATO's two strategic commands drafted a plan of action to address the ICRC's recommendations on the conduct of hostilities, detention, protection of medical services, and prevention of weapon contamination.

The ICRC's public-communication efforts, and its events for religious leaders, journalists, academics and students, broadened awareness of issues of humanitarian concern. In the Russian Federation and Ukraine, the ICRC maintained hotlines and social-media accounts to communicate with beneficiaries.

With comprehensive support from the ICRC, National Societies reinforced their operational capacities, pursued organizational development, and/or strengthened their legal bases. A number of Movement components in the region established working groups to discuss their response to humanitarian issues related to migration and coordinate their activities for vulnerable people within the region and in conflict-affected areas elsewhere.

PROTECTION MAIN FIGURES AND INDICATORS

EUROPE AND CENTRAL ASIA

	CIVILIANS										Places of detention visited	Detainees in places of detention visited	of whom women	of whom minors
	RCMs collected	RCMs distributed	Phone calls facilitated between family members	Names published on the ICRC family-links website	People reunited with their families	UAM/SC* cases still being handled by the ICPC/National Society at the end of the reporting period	People transferred/repatriated	Human remains transferred/repatriated	Tracing cases closed positively (subject located or fate established)	People to whom travel documents were issued				
Armenia	6	2	337								10	2,942	118	3
Azerbaijan	333	267	941					1	153	1	49	22,679	1,091	104
Balkans (regional)	50	68	261	8,368					106		16	6,909	185	51
Brussels											1	440		
Georgia	224	163	34		6		613	41	33		8	4,666	292	30
London (regional)											13	8,185	560	
Moscow (regional)	130	133		1					35	5				
Paris (regional)	1	1	14,829						24		29	13,599	1,448	1,974
Tashkent (regional)	42	37	26			9	6		25		39	8,392	524	56
Ukraine	18	4	2						52	13	50	27,004	1,068	114
TOTAL	804	675	16,430	8,369	6	9	619	42	428	19	215	94,816	5,286	2,332

* Unaccompanied minors/separated children

PEOPLE DEPRIVED OF THEIR FREEDOM

Visits carried out	Detainees visited and monitored individually	of whom women	of whom girls	of whom boys	Detainees newly registered	of whom women	of whom girls	of whom boys	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	People to whom a detention attestation was issued	
20	32	3			15	2			1		5		1	Armenia
104	285	10			148	5			50	69	11	13	6	Azerbaijan
23	93	1			46	1						3	150	Balkans (regional)
1	18				17									Brussels
17	30	1			10	1			34	21	12	1	2	Georgia
16	115	8			68	5								London (regional)
									4	12	8	419	2	Moscow (regional)
54	77	9	1	26	54	8	1	25	1	1				Paris (regional)
59	244	14			28	6			35	32	2,186	507		Tashkent (regional)
100	373	22		1	184	12		1	25	10	226	3	1	Ukraine
394	1,267	68	1	27	570	40	1	26	150	145	2,448	946	162	TOTAL

ASSISTANCE MAIN FIGURES AND INDICATORS

EUROPE AND CENTRAL ASIA

	CIVILIANS							
	ECONOMIC SECURITY					WATER AND HABITAT	HEALTH	
	BENEFICIARIES							
	Food consumption	Food production	Income support	Living conditions	Capacity-building	Beneficiaries of water and habitat activities	Health centres supported	Consultations
Armenia			528	102	2	4,236		
Azerbaijan			11,693	235	3	6,472		
Georgia	520			600	28			
Moscow (regional)	7,509		470	8,525				
Paris (regional)								
Tashkent (regional)								
Ukraine	201,175	44,273	13,879	395,155		1,534,659	58	847,748
TOTAL	209,204	44,273	26,570	404,617	33	1,545,367	58	847,748
<i>of whom women</i>	<i>88,013</i>	<i>20,231</i>	<i>9,602</i>	<i>164,209</i>	<i>2</i>	<i>540,742</i>		
<i>of whom children</i>	<i>39,617</i>	<i>7,287</i>	<i>7,887</i>	<i>89,176</i>		<i>464,145</i>		
<i>of whom IDPs</i>	<i>102,303</i>	<i>2,402</i>	<i>4,123</i>	<i>164,988</i>	<i>1</i>			

1. Based on monthly aggregated data.

PEOPLE DEPRIVED OF THEIR FREEDOM			WOUNDED AND SICK				
ECONOMIC SECURITY BENEFICIARIES	WATER AND HABITAT	HEALTH	FIRST AID		HOSPITALS SUPPORTED	PHYSICAL REHABILITATION	
			Training sessions	Participants of training sessions ¹	Hospitals supported		Projects supported
Living conditions	Water and habitat activities	Health facilities supported in places of detention visited by health staff	Training sessions	Participants of training sessions ¹	Hospitals supported	Projects supported	
			47	664	3		Armenia
1,657		1	60	748	1		Azerbaijan
70							Georgia
1,952							Moscow (regional)
4,895							Paris (regional)
2,218	7,132	9	57	1,009	7		Tashkent (regional)
13,914	11,005	3	65	867	28	7	Ukraine
24,706	18,137	13	229	3,288	39	7	TOTAL
1,804	1,226						<i>of whom women</i>
540							<i>of whom children</i>

ARMENIA

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 near 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 2018

- The ICRC reminded the sides to the conflict of IHL provisions on the conduct of hostilities. Its intercessions enabled communities to safely hold cultural events, repair water facilities and farm near front-line areas.
- People in the Tavush region, near the Armenia–Azerbaijan border, and families of mine victims acted to reduce their economic vulnerability by undertaking income-generating activities with ICRC financial and material support.
- Border communities – aided by the Armenian Red Cross Society and the ICRC – made structural modifications to at-risk houses and schools facing military positions, and had better access to water.
- Community volunteers were trained in first aid and Tavush hospitals given ICRC technical and material support; this made it more likely that wounded people would receive appropriate care if the conflict intensified.
- Preservation of information on missing people continued, albeit with some delays caused partly by political developments in Armenia. Missing people's families received comprehensive support through an ICRC-backed programme.

EXPENDITURE IN KCHF

Protection	1,577
Assistance	1,421
Prevention	623
Cooperation with National Societies	357
General	104
Total	4,082
<i>Of which: Overheads</i>	<i>249</i>

IMPLEMENTATION RATE

Expenditure/yearly budget	98%
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PERSONNEL

Mobile staff	10
Resident staff (daily workers not included)	46



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.

PROTECTION	Total
CIVILIANS	
Restoring family links	
RCMs collected	6
RCMs distributed	2
Phone calls facilitated between family members	337
PEOPLE DEPRIVED OF THEIR FREEDOM	
ICRC visits	
Places of detention visited	10
Detainees in places of detention visited	2,942
<i>of whom visited and monitored individually</i>	32
Visits carried out	20
Restoring family links	
RCMs collected	1
Phone calls made to families to inform them of the whereabouts of a detained relative	5

ASSISTANCE	2018 Targets (up to)	Achieved	
CIVILIANS			
Economic security			
Income support	Beneficiaries	414	528
Living conditions	Beneficiaries	72	102
Capacity-building	Beneficiaries		2
Water and habitat			
Water and habitat activities	Beneficiaries	3,600	4,236
WOUNDED AND SICK			
Medical care			
Hospitals supported	Structures	3	3

CONTEXT

Tensions persisted between the sides to the Nagorno-Karabakh conflict; exchanges of fire, skirmishes and casualties were occasionally reported near the international border between Armenia and Azerbaijan and the line of contact. A reduction in military hostilities was observed from October.

The Organization for Security and Co-operation in Europe (OSCE) continued its efforts – through the Minsk Process and by deploying ceasefire-monitoring missions – to broker a peaceful solution to the conflict.

Civilians living near the international border, particularly in Tavush, remained at risk from military activities and from mines and explosive remnants of war (ERW); these also restricted their movement, limited access to basic services and hindered pursuit of their livelihoods.

Roughly 4,500 people remained unaccounted for in connection with the Nagorno-Karabakh conflict in the 1990s. The Commissions on Prisoners of War, Hostages and Missing Persons (CEPODs) of the sides to the conflict continued to address the issue, but at a very slow pace and without establishing dialogue or a coordination mechanism.

Mass demonstrations in April brought a new Armenian leadership into power. The CEPOD was dissolved in the same month, following constitutional changes, but re-established in November by the new government.

ICRC ACTION AND RESULTS

The ICRC kept up its efforts to mitigate the humanitarian consequences of the Nagorno-Karabakh conflict. It monitored the situation of civilians living near the Armenia-Azerbaijan border. When necessary, it made representations to the sides in the conflict on their obligation under IHL to protect civilians and civilian objects. In its role of neutral intermediary, and with the consent of the sides concerned, the ICRC transferred the personal effects of dead soldiers from Armenia to Azerbaijan.

The ICRC took a multidisciplinary approach to alleviating the effects of the conflict on the safety, mental health and livelihoods of communities in Tavush, near the international border. Following discussions with them, and in cooperation with the Armenian Red Cross Society, the ICRC implemented projects to lessen Tavush residents' vulnerability to conflict-related risks, strengthen them economically, and improve their living conditions. With the ICRC's help, community members built protective walls in front of schools and playgrounds, and reinforced windows facing military positions, to protect themselves from stray gunfire; school basements designated as "safer rooms" – in which community members could take refuge – were reinforced and provided with basic emergency supplies. Water for drinking and irrigation became more readily available after the ICRC upgraded water facilities near the border. People who were farming near front-line areas received financial and material assistance for pursuing other livelihoods. With the ICRC's financial support, victims of mines and ERW launched small businesses to augment their incomes or to improve their housing conditions.

Information sessions on mine risks and safe practices were postponed because the ICRC was conducting a review – ongoing at year's end – of its approach to these matters. The ICRC continued to encourage the Armenian Centre for Humanitarian Demining and Expertise (CHDE) to develop a national strategy for assisting mine victims.

Aided by the ICRC, the National Society trained teachers, students and other community volunteers in first aid; by doing so, it hoped to increase the chances of wounded people receiving appropriate care if the conflict intensified. The ICRC also bolstered the quality of emergency care at Tavush hospitals by training their staff in trauma care and donating medical equipment.

The ICRC continued its dialogue with the authorities on the necessity of clarifying, for humanitarian reasons, the fate of missing people and informing their families. It collected information on missing people and facilitated its long-term storage for a future process of identifying exhumed human remains. A support network mobilized by the ICRC and comprising National Society volunteers, local authorities, community members and NGOs helped missing people's families to address their legal, medical and social needs. To promote practices that help prevent disappearances, the ICRC conducted information sessions on the proper management of human remains for defence ministry personnel, National Society volunteers, and others.

The ICRC visited detainees in accordance with its standard procedures. It monitored their treatment and living conditions, and helped them maintain contact with their relatives through online video calls. Some detainees received hygiene kits and other items.

The humanitarian consequences of the Nagorno-Karabakh conflict, and its work for the people affected, remained at the centre of the ICRC's engagement with the authorities and civil society. The ICRC organized training, briefings, courses and other events to broaden knowledge of or respect for IHL among government officials, military personnel, academics, members of the media, and the general public.

The ICRC and other Movement components provided the Armenian Red Cross with support for expanding its operational capacities, particularly in Tavush. Movement components worked together to strengthen their collective capacity to respond to humanitarian emergencies in the country.

CIVILIANS

The ICRC reminds the sides to the conflict of their obligations under IHL

As civilians continued to be at risk from military activities (see *Context*), the ICRC – through field visits and discussions with community leaders and local authorities – monitored both the humanitarian situation of the communities affected and compliance with IHL by the sides to the conflict. The ICRC communicated its findings to the sides concerned (see also *Azerbaijan*) – via dialogue and oral and written representations – and reminded them of IHL provisions on the conduct of hostilities, particularly the obligation to protect civilians.

The ICRC's intercession with the sides enabled communities to safely hold cultural events, repair water facilities and farm near front-line areas.

Military personnel and border guards in front-line areas attended IHL courses and briefings; here, they learnt more about the ICRC's mandate and its role of neutral intermediary, and about the protection afforded by IHL to civilians and medical services.

In coordination with the authorities, the ICRC, acting as a neutral intermediary, transferred the personal effects of dead soldiers from Armenia to Azerbaijan.

Front-line communities have a better water supply and safer surroundings

ICRC projects, implemented based on the results of participatory assessments, helped Tavush communities cope with chronic insecurity and its effects on their well-being and livelihoods. The Armenian Red Cross and the ICRC assessed the socio-economic situation of potential participants in ICRC economic-security initiatives to find out which economically productive activities matched their skills and aspirations. The ICRC trained 15 National Society staff/volunteers to carry out these socio-economic assessments; two volunteers previously trained by the ICRC conducted the assessments independently. Field visits and meetings with NGOs and others guided the ICRC in helping to provide safer access to schools in Tavush for students and teachers.

The ICRC's water-and-habitat projects near front-line areas benefited 4,236 people. Where infrastructure was dilapidated, and water scarce, the ICRC constructed a water reservoir and installed water tanks, pumps, filters or pipes; as a result, water for drinking and irrigation became more readily available to 3,285 people.

"Passive protective measures" – walling up windows exposed to military positions; building protective walls in front of schools or houses; and refurbishing school basements for use as safer spaces if hostilities escalated – benefited roughly 950 students and other residents in seven Tavush villages. These measures were supplemented by first-aid training (see *Wounded and sick*) and evacuation drills at schools.

Front-line communities pursue alternative livelihoods and improve their living conditions

In villages near front-line areas – where farming, herding and similar activities could put civilians in harm's way – 68 households (276 people) were given cash, often after skills training, for pursuing other livelihoods, such as beekeeping, raising dairy cattle, and pig or poultry farming. Households with victims of mines and ERW (220 people) made themselves less vulnerable economically by launching small businesses with ICRC cash grants. A total of 14 households (32 people) prevented from pursuing livelihoods – by disability or other vulnerabilities – received cash for meeting their most pressing needs.

The ICRC financed home repairs – making houses more disabled-accessible, for example – for 23 households with mine victims (102 people).

Work to promote safer practices and assistance for mine victims continues

The ICRC sponsored two CHDE personnel to attend a study tour in Tajikistan, where they learnt more about best practices in assisting mine victims. The ICRC continued to encourage the CHDE to develop a national strategy for assisting victims of mine and ERW. At year's end, the ICRC was reviewing its approach to promoting safer practices among border communities, and the training materials it had been using; because of this, information sessions on mine risks and safe practices were postponed to 2019.

Information on missing people continues to be collected and preserved

The ICRC continued – in cooperation with the stakeholders concerned – to facilitate the preservation of information on missing people, for a future process of identifying exhumed human remains. The Armenian Red Cross and the ICRC collected buccal swabs from missing people's relatives, who were accompanied by peer counsellors during the process. Third-party laboratory testing of a representative sample of the buccal swabs confirmed their viability; all the biological reference samples collected were then sent to a laboratory in Yerevan for long-term storage. The ICRC donated equipment for storing and managing the swabs to the laboratory.

The ICRC reviewed and handed over ante-mortem data to the CEPOD, which entered them in its ante/post-mortem database – although this was temporarily halted when the CEPOD was dissolved (see *Context*). The ICRC sponsored the database operator to attend refresher training abroad.

The ICRC briefed the authorities on the importance of establishing, for humanitarian purposes, procedures for clarifying the fate of missing people in the region and a legal framework for preventing disappearances. Officials from the defence, health and foreign ministries learnt – at an international conference – how other countries set up national mechanisms for clarifying the fate of missing people (see *Ukraine*); they were also given recommendations for improving the legal and operational capacity of the new CEPOD. At two ICRC workshops, border troops, personnel from the Ministry of Emergency Situations, and National Society volunteers from Tavush added to their knowledge of best practices in managing human remains during emergencies; they were also given body bags and training materials.

Missing people's families receive comprehensive support

A comprehensive support programme run by ICRC-trained counsellors helped missing people's families address their psychosocial, legal and administrative needs. The programme, on its eighth year, was wrapped up with a commemoration event marking the International Day of the Disappeared (30 August), which was attended by roughly 200 families and members of their support network.

Members of separated families restore or maintain contact

People separated by conflict, other situations of violence and migration maintained contact through the Movement's family-links services. The National Society received ICRC technical support for developing standard procedures for

providing these services, training volunteers and producing information materials. The ICRC sponsored the head of the National Society's tracing unit to attend a study tour in Croatia.

PEOPLE DEPRIVED OF THEIR FREEDOM

The ICRC visited detainees, in accordance with its standard procedures, to check on their living conditions and treatment, including their access to health care. Findings from these visits, and recommendations whenever necessary, were communicated confidentially to the detaining authorities.

The ICRC briefed new prison staff, and police, security forces and intelligence personnel, on its mandate, working procedures and activities for detainees.

The justice ministry and the ICRC piloted a project that enabled foreign detainees at seven prisons to make online video calls to their families. With the help of ICRC-donated computers, this project was expanded to 11 prisons and one penitentiary hospital and, from November, gave all detainees access to online video calls to their families.

The ICRC gave vulnerable detainees hygiene kits or phone cards on an as-needed basis. Discussions with the authorities – regarding small-scale projects to promote the well-being of inmates serving life sentences and other vulnerable detainees – were in progress at year's end.

WOUNDED AND SICK

The Armenian Red Cross, with material and technical support from the ICRC, supplemented the safety measures taken by communities in Tavush (see *Civilians*). It conducted first-aid training, refresher courses, and simulation exercises for roughly 660 people in 21 communities: rescue workers from the Ministry of Emergency Situations, health personnel, and teachers, students and other community volunteers; 40 first-aid posts in these communities were given first-aid kits. These people were also briefed about the goals of the Health Care in Danger initiative, and told about measures for self-protection in line with the Safer Access Framework.

The Armenian Red Cross received ICRC material support for restoring one of its offices, where a first-aid training unit was to be housed. The ICRC sponsored the head of the National Society's first-aid department to attend workshops abroad. A training module – on basic psychological support to accompany first aid – was being finalized at year's end.

Tavush hospitals receive support for improving emergency care

The ICRC provided the emergency departments of three Tavush hospitals with medical equipment – defibrillators, oxygen concentrators and vital-sign monitors – and supplies; minor infrastructural upgrades were carried out at one of the hospitals. At a three-day ICRC course, 9 doctors and 11 nurses from the three hospitals learnt more about emergency-room trauma care. Work with the health ministry – for instance, to develop training activities and guidelines for emergency care in Tavush, in accordance with national standards – was delayed and rescheduled for 2019.

ACTORS OF INFLUENCE

Journalists used ICRC news releases, social-media posts and other communication materials to broaden awareness and understanding of humanitarian needs linked to the conflict and of the ICRC's activities. After taking a field visit organized by the ICRC, Armenian journalists published reports featuring ICRC projects in two border villages. Journalism students at one university were briefed on the ICRC's mandate and activities. Members of the local media and newly recruited National Society volunteers learnt more about the Movement's activities at information sessions conducted by the National Society with ICRC support.

Government officials learn more about the ICRC's mandate and activities

The ICRC met with State officials elected or appointed following the formation of the new government, in order to apprise them of its humanitarian activities and gain their support. Officials from the defence, justice and foreign ministries, and from the ombudsman's office, were briefed on the ICRC's mandate and its role of neutral intermediary, its projects near the international border, and its work for people deprived of their freedom; they were also advised on the necessity of clarifying, for humanitarian reasons, the fate of missing people and informing their families. The ICRC sponsored two government officials to attend a conference marking the 150th anniversary of the St Petersburg Declaration (see *Moscow*).

As per the ICRC's recommendations, a working group for reforming criminal legislation incorporated IHL provisions in a draft law. Translation of a comprehensive IHL manual into Armenian was in progress at year's end.

The defence ministry remains committed to promoting IHL among military personnel

The defence ministry and the ICRC continued to cooperate in promoting IHL among military personnel and training them in it. Military personnel stationed near the international border (see also *Civilians*), warrant officers, and peace-support contingents preparing for missions abroad learnt more about IHL at ICRC information sessions. Fourteen military instructors increased their knowledge of IHL at a five-day course, and so did 24 operational commanders and deputy commanders, at a three-day IHL workshop. The defence ministry's policy department and the ICRC agreed to explore avenues for reviewing and incorporating IHL in the military's training curriculum, operational planning and decision-making processes, and for building IHL expertise among military lawyers; concept notes for these were being prepared at year's end. With ICRC support, a senior military officer attended a course in San Remo, Italy, on integrating IHL into military planning and decision-making.

Students broaden their knowledge of IHL

Some 120 students from Armenia and other countries enriched their understanding of IHL at two summer courses, an international conference for young researchers, and a national moot court competition that the ICRC organized in cooperation with leading universities in Armenia. The ICRC sponsored Armenian university students to participate in an international moot court competition and attend summer IHL courses abroad.

RED CROSS AND RED CRESCENT MOVEMENT

Guided by a revised partnership agreement, the Armenian Red Cross and the ICRC worked together to assist conflict-affected communities in Tavush (see *Civilians* and *Wounded and sick*). The National Society benefited from the ICRC's suggestions for drafting guidelines for security management; at the ICRC's recommendation, the National Society included a module on the Safer Access Framework in its training programme.

The ICRC, together with other Movement components working in the country, helped the National Society strengthen organizational capacities at its branches near the international

border. The ICRC gave the National Society expert advice for improving volunteer recruitment and retention; three regional branches were given financial support for covering staff salaries or providing insurance coverage. Five disaster response teams – each covering a different region – were trained in the Safer Access Framework.

Movement components met regularly to coordinate their activities, which included simulation exercises to define more precisely their roles and action plans during emergencies.

MAIN FIGURES AND INDICATORS: PROTECTION

CIVILIANS		Total			
RCMs and other means of family contact			UAMs/SC		
RCMs collected		6			
RCMs distributed		2			
Phone calls facilitated between family members		337			
Tracing requests, including cases of missing persons			Women	Girls	Boys
People for whom a tracing request was newly registered		1			
Tracing cases still being handled at the end of the reporting period (people)		407	25		6
	<i>including people for whom tracing requests were registered by another delegation</i>	1			
PEOPLE DEPRIVED OF THEIR FREEDOM					
ICRC visits			Women	Minors	
Places of detention visited		10			
Detainees in places of detention visited		2,942	118	3	
Visits carried out		20			
			Women	Girls	Boys
Detainees visited and monitored individually		32	3		
	<i>of whom newly registered</i>	15	2		
RCMs and other means of family contact					
RCMs collected		1			
Phone calls made to families to inform them of the whereabouts of a detained relative		5			
People to whom a detention attestation was issued		1			

MAIN FIGURES AND INDICATORS: ASSISTANCE

CIVILIANS		Total	Women	Children
Economic security				
Income support	Beneficiaries	528	204	139
Living conditions	Beneficiaries	102	37	26
Capacity-building	Beneficiaries	2	2	
Water and habitat				
Water and habitat activities	Beneficiaries	4,236	1,694	847
PEOPLE DEPRIVED OF THEIR FREEDOM				
Health				
Places of detention visited by health staff	Structures	1		
WOUNDED AND SICK				
Hospitals				
Hospitals supported	Structures	3		
First aid				
First-aid training				
	Sessions	47		
	Participants (aggregated monthly data)	664		

AZERBAIJAN

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 near 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.

YEARLY RESULT

Level of achievement of ICRC yearly objectives/plans of action

HIGH

KEY RESULTS/CONSTRAINTS IN 2018

- The ICRC reminded the sides to the conflict of IHL provisions on the conduct of hostilities. Its intercessions enabled communities to safely hold cultural events, repair water facilities and farm near front-line areas.
- Communities living near front-line areas and families of mine victims – more people than originally planned – took steps to reduce their economic vulnerability by undertaking income-generating activities with support from the ICRC.
- Front-line communities – aided by the ICRC – made structural modifications to at-risk houses and schools facing military positions, learnt how to protect themselves, and had better access to water.
- National Society and community volunteers were trained in first aid, and hospital workers in surgical care; this made it more likely that wounded people would receive appropriate care if the conflict intensified.
- Detainees, including those held in relation to the conflict, were visited by the ICRC in accordance with its standard procedures. Some detainees were given material assistance.
- Preservation of information on missing people went on as planned. Missing people's families received psychosocial support through an ICRC-backed programme.

EXPENDITURE IN KCHF

Protection	5,142
Assistance	3,695
Prevention	771
Cooperation with National Societies	538
General	120
Total	10,266
<i>Of which: Overheads</i>	<i>627</i>

IMPLEMENTATION RATE

Expenditure/yearly budget	99%
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PERSONNEL

Mobile staff	22
Resident staff (daily workers not included)	119



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.

PROTECTION	Total
CIVILIANS	
Restoring family links	
RCMs collected	333
RCMs distributed	267
Phone calls facilitated between family members	941
Tracing cases closed positively (subject located or fate established)	153
PEOPLE DEPRIVED OF THEIR FREEDOM	
ICRC visits	
Places of detention visited	49
Detainees in places of detention visited	22,679
<i>of whom visited and monitored individually</i>	285
Visits carried out	104
Restoring family links	
RCMs collected	50
RCMs distributed	69
Phone calls made to families to inform them of the whereabouts of a detained relative	11

ASSISTANCE	2018 Targets (up to)	Achieved	
CIVILIANS			
Economic security			
Income support	Beneficiaries	2,811	11,693
Living conditions	Beneficiaries	81	235
Capacity-building	Beneficiaries		3
Water and habitat			
Water and habitat activities	Beneficiaries	1,400	6,472
WOUNDED AND SICK			
Medical care			
Hospitals supported	Structures	1	1

CONTEXT

Tensions persisted between the sides to the Nagorno-Karabakh conflict; exchanges of fire, skirmishes and casualties were occasionally reported near the international border between Azerbaijan and Armenia and the line of contact. A reduction in military hostilities was observed from October.

The Organization for Security and Co-operation in Europe (OSCE) continued its efforts – through the Minsk Process and by deploying ceasefire-monitoring missions – to broker a peaceful solution to the conflict.

Civilians living near the international border and the line of contact remained at risk from military activities and from mines and explosive remnants of war (ERW); these also restricted their movement, limited access to basic services and hindered pursuit of their livelihoods.

Roughly 4,500 people remained unaccounted for in connection with the Nagorno-Karabakh conflict in the 1990s. The Commissions on Prisoners of War, Hostages and Missing Persons (CEPODs) of the sides to the conflict continued to address the issue, but at a very slow pace and without establishing dialogue or a coordination mechanism.

In March, the government of Azerbaijan increased social assistance for victims of conflict, including immediate relatives of dead combatants and people with physical disabilities.

ICRC ACTION AND RESULTS

The ICRC kept up its efforts to mitigate the humanitarian consequences of the Nagorno-Karabakh conflict. It monitored the situation of civilians living near the Azerbaijan-Armenia border and the line of contact. When necessary, it made representations to the sides in the conflict on their obligation under IHL to protect civilians and civilian objects. In its role of neutral intermediary, and with the consent of the sides concerned, the ICRC transferred the personal effects of dead soldiers to Azerbaijan from Armenia; it also facilitated the retrieval of a civilian's remains from across the line of contact.

The ICRC took a multidisciplinary approach to alleviating the effects of the conflict on the safety, mental health and livelihoods of communities in front-line areas. Following discussions with them, the ICRC implemented projects to lessen these communities' vulnerability to conflict-related risks, strengthen them economically, and improve their living conditions. With the ICRC's help, community members built protective walls in front of schools and playgrounds, and reinforced windows facing military positions, to protect themselves from stray gunfire; school basements designated as "safer rooms" – in which community members could take refuge – were reinforced and provided with basic emergency supplies. These measures were supplemented by information sessions on safe practices and basic psychosocial support conducted by the ICRC, at times accompanied by volunteers from the Red Crescent Society of Azerbaijan and from the

wider community. Water for drinking and irrigation became more readily available after the ICRC upgraded water facilities near front-line areas and provided maintenance training for water technicians. National Society volunteers conducted a water conservation campaign.

Members of front-line communities – including mine victims and families in Nagorno-Karabakh affected by the intensified fighting in April 2016 – received financial and material assistance for pursuing economically productive activities. Elderly pensioners living alone and other particularly vulnerable people were given cash for their most pressing needs.

Because of the follow-up support given to community projects launched in 2017, and the activities carried out at additional sites, the ICRC's economic-security initiatives and water-and-habitat projects benefited many more people than envisaged.

The ICRC conducted or supported first-aid training; by doing so the ICRC hoped to increase the chances of wounded people receiving appropriate care if the conflict intensified. Through training courses in weapon-wound surgery and trauma care, it supported front-line hospitals in increasing their ability to provide emergency surgical care.

The ICRC continued its dialogue with the sides to the conflict on the necessity of clarifying, for humanitarian reasons, the fate of missing people and informing their families. In coordination with the CEPODs of the sides, it collected information on missing people and facilitated its long-term storage for a future process of identifying exhumed human remains. ICRC-trained peer counsellors and psychologists helped missing people's families cope with the uncertainty surrounding the fate of their relatives. To promote practices that help prevent disappearances, the ICRC conducted information sessions on the proper management of human remains for defence ministry personnel.

The ICRC visited detainees – including those held in relation to the conflict – in accordance with its standard procedures. It monitored their treatment and living conditions, and helped them maintain contact with their relatives. Some detainees received hygiene kits and other items.

The humanitarian consequences of the Nagorno-Karabakh conflict, and its work for the people affected, remained at the centre of the ICRC's engagement with the authorities and civil society. The ICRC organized training, briefings, courses and other events to broaden knowledge of or respect for IHL among government officials, military and security personnel, academics and the general public.

Aided by the ICRC, the Azerbaijan Red Crescent strengthened its capacity to respond to emergencies and assist conflict-affected communities. Movement components coordinated their activities in connection with emergency preparedness.

CIVILIANS

The ICRC reminds the sides to the conflict of their obligations under IHL

As civilians continued to be at risk from military activities (see *Context*), the ICRC – through field visits and discussions with community leaders and local authorities – monitored both the humanitarian situation of the communities affected and compliance with IHL by the sides to the conflict. The ICRC communicated its findings to the sides concerned (see also *Armenia*) – via dialogue and oral and written representations – and reminded them of IHL provisions on the conduct of hostilities, particularly the obligation to protect civilians. The ICRC’s intercession with the sides enabled communities to safely hold cultural events, repair water facilities and farm near front-line areas.

Police and military personnel in front-line areas attended briefings and courses on IHL, and a round-table; here, they learnt more about the ICRC’s mandate and its role of neutral intermediary, and about the protection afforded by IHL to civilians and medical services.

In August, following an agreement with the sides and in coordination with the OSCE, the ICRC acted as a neutral intermediary in the retrieval of a civilian’s remains from across the line of contact. Earlier in the year, the ICRC had transferred the personal effects of dead soldiers to Azerbaijan from Armenia.

Front-line communities have a better water supply and safer surroundings

ICRC projects, implemented based on the results of participatory assessments, helped front-line communities cope with chronic insecurity and its effects on their well-being and livelihoods. Field visits and meetings with the education ministry and others guided the ICRC in helping to provide safer access to schools near front-line areas for students and teachers.

The ICRC’s water-and-habitat projects benefited 6,472 people. Where infrastructure was dilapidated, and water scarce, the ICRC constructed water reservoirs and installed tanks, pumps, filters or pipes; as a result, water for drinking and irrigation became more readily available to roughly 4,400 people. Water technicians received maintenance training from the ICRC; volunteers from the Azerbaijan Red Crescent promoted water conservation in communities.

“Passive protective measures” – walling up windows exposed to military positions; building protective walls in front of schools or houses; and refurbishing school basements for use as safer spaces if hostilities escalated – benefited more than 3,000 students and other community members. These measures were supplemented by first-aid training (see *Wounded and sick*), evacuation drills, and information sessions on safe practices conducted by the National Society and the ICRC. Posters on safer behaviour were also distributed in 14 communities.

Over 400 students attended psychosocial-support activities for alleviating conflict-induced stress. Sixty teachers, trained by the ICRC in counselling and play therapy, led these activities; 108 teachers were also trained in psychological self-care.

First-aid supplies and other materials for safer spaces in eight villages in Nagorno-Karabakh were purchased with ICRC support. Twelve civilian rescue workers attended ICRC workshops on developing standard procedures for the safe disposal of unexploded ordnance in civilian areas.

Front-line communities launch income-generating activities and improve their living conditions

Various forms of ICRC income support benefited 11,693 people – much higher than envisaged. Seed, fertilizer, fuel, equipment and training in farming techniques from the ICRC enabled 1,408 households (6,338 people) to participate in seed-multiplication projects and other farming activities. Additional supplies were given to 963 households (3,852 people) who had launched saffron-bulb- and potato-seed-multiplication projects in 2017. Cash-for-work projects – for example, repairing irrigation canals – provided an income for 147 households (664 people). Using cash grants, 82 households with mine victims (439 people) launched small businesses.

Civilian villagers from Talish remained in Nagorno-Karabakh, having been displaced when the fighting intensified in April 2016. With support from the ICRC in the form of cash, seed and other supplies, and a newly built irrigation system, 17 households (61 people) cultivated vegetable gardens or repaired livestock shelters; five households (22 people) that began vegetable gardening in 2017 were given cash for transporting their produce to a market. Seven people were trained in sustainable farming. Nine households (32 people), including mine victims and relatives of a conflict-related detainee, were given a one-off cash grant; monthly allowances augmented the pensions of 278 elderly people living alone.

Other vulnerable people were also given assistance to alleviate their living conditions. Four members of ethnic minority groups received financial support for clarifying their legal status. Relatives of missing people (189 in all) were given food parcels. In cooperation with the *de facto* authorities, the ICRC repaired the houses of 11 families of mine victims (42 people) in Nagorno-Karabakh.

Three representatives from the *de facto* authorities attended training in farming techniques organized by the ICRC for displaced farmers in Nagorno-Karabakh.

Training for National Society volunteers in economic-security activities and restoring family links was postponed to 2019.

Information on missing people continues to be collected and preserved

The ICRC continued – in cooperation with the stakeholders concerned – to facilitate the preservation of information on missing people, for a future process of identifying exhumed human remains. In coordination with the CEPODs of the sides, it collected buccal swabs from missing people’s relatives, who were accompanied by peer counsellors during the process. Third-party laboratory testing of a representative sample of the buccal swabs confirmed their viability; all the biological reference samples collected were then sent to other laboratories for long-term storage. Collection of DNA samples and ante-mortem data from missing people’s relatives in

Nagorno-Karabakh was completed at year's end. The ICRC reviewed and handed over ante-mortem data to the CEPODs, which entered them in their ante/post-mortem databases. The ICRC sponsored three database operators from Baku to attend refresher training abroad.

The ICRC briefed the pertinent authorities on the importance of establishing, for humanitarian purposes, procedures for clarifying the fate of missing people in the region and a legal framework for preventing disappearances. At an international conference, officials from the Azerbaijan CEPOD, and from the defence and foreign ministries, learnt how other countries set up national mechanisms for clarifying the fate of missing people (see *Ukraine*). Defence ministry officials attended an ICRC information session on best practices in managing human remains. The ICRC donated body bags and other supplies to a morgue in Nagorno-Karabakh.

Missing people's families receive psychosocial support

A comprehensive support programme run by ICRC-trained peer counsellors and psychologists helped missing people's families to cope with the psychological, social and economic consequences of not knowing the fate of their relatives. The programme involved individual or group counselling, home visits, information sessions and referrals for legal, administrative or medical assistance. Aided by the ICRC, the families held events to commemorate their missing relatives and raise awareness of their plight.

Members of separated families restore or maintain contact

People separated by conflict maintained contact through the Movement's family-links services. Online video calls enabled families in Azerbaijan to contact relatives in Iraq. The ICRC followed up the situation of Azerbaijani children repatriated by the Iraqi authorities; the children were given mental-health and psychosocial support by ICRC-trained counsellors.

PEOPLE DEPRIVED OF THEIR FREEDOM

The ICRC visited detainees – including those held in relation to the conflict – in accordance with its standard procedures. It monitored their living conditions and treatment, including

their access to health care. Findings from these visits, and recommendations whenever necessary, were communicated confidentially to the detaining authorities.

Detainees contact their relatives

Foreign detainees informed their embassies, or the UNHCR, of their circumstances and contacted their families through RCMs or phone calls arranged by the ICRC. Detainees held in relation to the conflict also used ICRC family-links services. Some 1,600 detainees received hygiene kits, phone cards and other material assistance from the ICRC.

The main detention facility in Nagorno-Karabakh was given recreational items and other material aid to ease detainees' living conditions. Thirteen detainees received visits from their families, whose transportation expenses were covered by the ICRC; seven detainees returned home after their release, with the ICRC's financial assistance.

The authorities take steps to enhance mental-health care for detainees

The ICRC continued to support the authorities' efforts to bring health services for detainees, including mental-health care, in line with internationally recognized standards. At training sessions organized by the ICRC in cooperation with the medical department of the justice ministry, 16 prison psychiatrists learnt more about the protocols for psychiatric screening of detainees. The ICRC provided on-site support periodically for the resident psychiatrist at one prison. Penitentiary officials and health staff added to their knowledge of medical ethics, and the management of hunger strikers, at an ICRC seminar.

Prison officials attended an ICRC workshop on incorporating educational activities and skills training in the parole system.

At a two-day ICRC workshop, 40 prison staff in Nagorno-Karabakh familiarized themselves with internationally recognized standards for detention.

PEOPLE DEPRIVED OF THEIR FREEDOM	Related to the Nagorno-Karabakh conflict	Not related to the Nagorno-Karabakh conflict
ICRC visits		
Places of detention visited	6	43
Detainees in places of detention visited	6	22,673
<i>of whom women</i>		1,091
<i>of whom minors</i>		104
Visits carried out	31	73
Detainees visited and monitored individually	6	279
<i>of whom women</i>		10
Detainees newly registered	1	147
<i>of whom women</i>		5
RCMs and other means of family contact		
RCMs collected	34	16
RCMs distributed	65	4
Phone calls made to families to inform them of the whereabouts of a detained relative	3	8
Detainees visited by their relatives with ICRC/National Society support		13
People to whom a detention attestation was issued	2	4

WOUNDED AND SICK

The ICRC conducted or supported first-aid training, refresher courses, train-the-trainer sessions, and emergency-simulation exercises, with a view to increasing the likelihood of wounded people receiving appropriate care. Around 750 people received first-aid training: emergency volunteer teams from the Azerbaijan Red Crescent, paramedics, nurses, community volunteers, and civilian rescue personnel; 16 National Society volunteers became first-aid trainers. The ICRC did minor repairs to the floor and to the water-supply system at one health post in Nagorno-Karabakh, and donated a refrigerator and other items to another.

Medical professionals strengthen their capacities

The ICRC organized a course in weapon-wound surgery for 22 military and civilian doctors from front-line hospitals, and two courses in emergency-room trauma care for 44 others; 32 medical personnel attended workshops on monitoring patients in emergency care.

Small-scale renovations were made to the basement of a hospital in Nagorno-Karabakh, which could serve as a safer space for around 50 patients and medical staff if hostilities intensified. A project to improve emergency-room care at hospitals in Nagorno-Karabakh was being discussed by the ICRC and the *de facto* authorities at year's end.

ACTORS OF INFLUENCE

Journalists used ICRC factsheets, interviews, social-media posts and news releases to broaden public awareness of the ICRC's activities, particularly those carried out in connection with missing people, detainees and conflict-affected people. Senior government officials, diplomats, authorities and community leaders in front-line districts, and members of the media were briefed on the ICRC's mandate and humanitarian activities in connection with the Nagorno-Karabakh conflict. Aided by the ICRC, volunteers from the Azerbaijan Red Crescent organized events in schools, at which students learnt about IHL and the Movement's activities.

The ICRC sponsored two government officials to attend an IHL conference marking the 150th anniversary of the St Petersburg Declaration (see *Moscow*). Lawyers learnt more about judicial guarantees and internationally recognized standards for detention at a three-day ICRC training course. National Society officials familiarized themselves with the Treaty on the Prohibition of Nuclear Weapons at an ICRC briefing; the National Society, with the ICRC's support, was set to lead the effort to promote the treaty's adoption by Azerbaijan.

Military and police personnel learn more about IHL and other pertinent norms and standards

The defence ministry and the ICRC continued to cooperate in promoting IHL among military personnel and training them in it. At ICRC guest lectures, training sessions and briefings, military cadets, peacekeeping troops and senior defence ministry officials learnt more about pertinent IHL provisions. The ICRC briefed deputy heads of police from

16 front-line districts on its activities and its role of neutral intermediary. Thirty-eight Azerbaijani military officers who had been certified as IHL trainers were set to provide further instruction in IHL to troops. The ICRC made recommendations to military officials – at a side event during a NATO evaluation exercise – for incorporating IHL in military planning and operations. Copies of a manual on first aid and code of conduct for combatants were provided to military institutions and to participants in ICRC-organized events.

Information sessions conducted by the ICRC in Nagorno-Karabakh enabled senior military personnel, students at a military school, and rescue personnel to gain a firmer grasp of basic IHL principles; 20 military personnel attended a train-the-trainer workshop on IHL.

Students strengthen their grasp of IHL

Roughly 200 young people studying law and international relations broadened their knowledge of IHL and its application in contemporary armed conflict by attending ICRC presentations at various universities. Guided by the ICRC, three university students completed their research on compliance with IHL in non-international armed conflicts. As part of the ICRC's efforts to promote research on IHL, one student was given an internship at the ICRC delegation in Baku; at the ICRC's recommendation, two universities updated their IHL curricula. With ICRC sponsorship, two law students studied IHL at a summer school in Belarus. Law students and IHL researchers from Nagorno-Karabakh attended summer courses, a moot court competition, and other IHL-related events abroad.

RED CROSS AND RED CRESCENT MOVEMENT

The ICRC gave the Red Crescent Society of Azerbaijan support for strengthening its operational capacities in line with the Safer Access Framework; the two organizations continued to work together to assist front-line communities (see *Civilians and Wounded and sick*). Emergency volunteer teams – from four branches near front-line areas and their back-up team in Baku – were given advice for improving their organizational structure, and volunteer recruitment and retention; the four branches mentioned above received emergency response kits, IT equipment, and funding to partially cover their operational expenses. The National Society headquarters was given 80 donation boxes for fundraising.

The Azerbaijan Red Crescent and the ICRC signed a new four-year partnership agreement.

The Azerbaijan Red Crescent – with support from other National Societies, the International Federation and the ICRC – drafted a contingency plan for natural disasters and carried out a simulation exercise, with a view to improving response and coordination during emergencies.

MAIN FIGURES AND INDICATORS: PROTECTION

CIVILIANS		Total			
RCMs and other means of family contact			UAMs/SC		
RCMs collected		333			
RCMs distributed		267			
Phone calls facilitated between family members		941			
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		159	45	46	36
Tracing cases closed positively (subject located or fate established)		153			
Tracing cases still being handled at the end of the reporting period (people)		4,393	364	96	134
<i>including people for whom tracing requests were registered by another delegation</i>		2			
Documents					
People to whom travel documents were issued		1			
People to whom official documents were delivered across borders/front lines		5			
PEOPLE DEPRIVED OF THEIR FREEDOM					
ICRC visits			Women	Minors	
Places of detention visited		49			
Detainees in places of detention visited		22,679	1,091	104	
Visits carried out		104			
			Women	Girls	Boys
Detainees visited and monitored individually		285	10		
<i>of whom newly registered</i>		148	5		
RCMs and other means of family contact					
RCMs collected		50			
RCMs distributed		69			
Phone calls made to families to inform them of the whereabouts of a detained relative		11			
Detainees visited by their relatives with ICRC/National Society support		13			
People to whom a detention attestation was issued		6			

MAIN FIGURES AND INDICATORS: ASSISTANCE

CIVILIANS			Total	Women	Children
Economic security					
Income support	Beneficiaries		11,693	5,008	1,783
	<i>of whom IDPs</i>		3,343	1,347	676
Living conditions	Beneficiaries		235	113	10
	<i>of whom IDPs</i>		57	28	
Capacity-building	Beneficiaries		3		
Water and habitat					
Water and habitat activities	Beneficiaries		6,472	1,877	2,848
PEOPLE DEPRIVED OF THEIR FREEDOM					
Economic security					
Living conditions	Beneficiaries		1,657	88	54
Health					
Places of detention visited by health staff	Structures		13		
Health facilities supported in places of detention visited by health staff	Structures		1		
WOUNDED AND SICK					
Hospitals					
Hospitals supported	Structures		1		
First aid					
First-aid training					
	Sessions		60		
	Participants (aggregated monthly data)		748		

BALKANS (regional)

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

*UN Security Council Resolution 1244

The ICRC has been working in the 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. 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 restore contact.

YEARLY RESULT

Level of achievement of ICRC yearly objectives/plans of action

HIGH

KEY RESULTS/CONSTRAINTS IN 2018

- The ICRC finalized a five-year roadmap (2018–2022) to speed up the search for people missing in connection with past armed conflicts in the Balkans. It was presented to the parties concerned, with a view to gathering support for it.
- A total of 111 missing-persons cases linked to past conflicts were resolved (65 in Bosnia and Herzegovina, 39 in Croatia, and 7 in Kosovo); 10,247 cases were still open at year’s end.
- Some 2,500 relatives of missing people obtained psychosocial, legal and administrative support from family associations, and/or National Societies and Red Cross structures, receiving ICRC assistance.
- ICRC researchers started searching the archives of the Mechanism for International Criminal Tribunals – in The Hague, Netherlands – for information on missing-persons cases in the Balkans.
- Migrants in Balkan countries reconnected with relatives through family-links services from National Societies and the ICRC.
- The Bulgarian, Croatian and Macedonian National Societies received ICRC training and coaching to enable them to visit detained migrants and assist them as necessary.

EXPENDITURE IN KCHF

Protection	4,557
Assistance	-
Prevention	837
Cooperation with National Societies	550
General	161
Total	6,105
<i>Of which: Overheads</i>	<i>373</i>

IMPLEMENTATION RATE

Expenditure/yearly budget	99%
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PERSONNEL

Mobile staff	13
Resident staff (daily workers not included)	53



ICRC regional delegation ICRC delegation ICRC mission *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.

PROTECTION	Total
CIVILIANS	
Restoring family links	
RCMs collected	50
RCMs distributed	68
Phone calls facilitated between family members	261
Tracing cases closed positively (subject located or fate established) ¹	106
PEOPLE DEPRIVED OF THEIR FREEDOM	
ICRC visits	
Places of detention visited	16
Detainees in places of detention visited	6,909
<i>of whom visited and monitored individually</i>	93
Visits carried out	23

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

CONTEXT

Several Balkan countries continued to deal with the consequences of past armed conflicts, particularly the issue of missing people. In July 2018, national authorities in Balkan countries and other States signed a joint declaration – at a summit held in London, United Kingdom of Great Britain and Northern Ireland – reiterating their commitment to tackling this issue. The European Union (EU) strategy for strengthening its engagement with the Balkans, adopted in February 2018, also sought to prioritize this matter.

Negotiations on the status of Kosovo and the possibility of a territorial exchange between Kosovo and Serbia gave rise to tensions in the region. Other issues of regional concern included Kosovo's failed bid to join Interpol; its imposition of tariffs on goods from Bosnia and Herzegovina (hereafter Bosnia-Herzegovina) and Serbia; and the former Yugoslav Republic of Macedonia changing its name to the "Republic of North Macedonia".

In Bosnia-Herzegovina, political tensions – related mainly to the general elections in October – rose significantly and delayed the formation of a government.

Migrants, including refugees and asylum seekers, continued to pass through the region. Some 23,000 migrants entered Bosnia-Herzegovina between January and December.

Mines and explosive remnants of war (ERW) continued to endanger people in parts of Bosnia-Herzegovina.

ICRC ACTION AND RESULTS

Faced with a steady decrease in identifications in recent years, the ICRC bolstered its efforts to clarify the fate of people missing in connection with past conflicts in the Balkans. It finalized a five-year roadmap (2018–2022) to speed up the search for missing people and address the needs of their families. The roadmap was presented to various parties concerned, with a view to gathering support for it.

The ICRC intensified its efforts to secure access – for humanitarian purposes – to more archives and other sources of information on gravesites. In October, it signed an agreement with the Mechanism for International Criminal Tribunals (MICT) to cooperate more closely – after which, ICRC researchers started searching the archives at MICT headquarters in The Hague, Netherlands. The ICRC continued – in its capacity as a neutral intermediary – to chair the working group on people missing in relation to past conflict in Kosovo. It also attended – as an observer – a meeting of the Croatia-Serbia working group on people missing in connection with the Croatian conflict. It provided training and technical guidance for forensic specialists in the region. A total of 111 missing-persons cases linked to past conflicts were resolved (65 in Bosnia-Herzegovina, 39 in Croatia, and 7 in Kosovo). At year's end, 10,247 cases were still open.

Some 2,500 relatives of missing people – in Bosnia-Herzegovina, Kosovo, and Serbia – obtained psychosocial and other support; this was provided by associations of missing people's families, and National Societies and Red Cross structures, all of which received financial and technical assistance from the ICRC. The ICRC carried out a stocktaking exercise on the needs of missing people's families in Kosovo and Serbia – which entailed focus-group discussions and meetings with various stakeholders. The ICRC's aim was to apprise the pertinent authorities of these needs and incorporate the findings from this exercise in its own activities.

The ICRC monitored the situation of migrants in the countries covered, and addressed their protection-related needs; it also supported its Movement partners' efforts to assist them. National Societies and Red Cross structures in the region assisted migrants and others separated from their families to reconnect with relatives through the Movement's family-links services. ICRC training helped them develop their family-links capacities. As parts of its response to the influx of migrants, the National Society in Bosnia-Herzegovina bolstered its family-links services with the ICRC's assistance.

In accordance with its standard procedures, the ICRC visited detainees in Bosnia-Herzegovina, Kosovo, the Republic of North Macedonia, and Serbia; 93 people – including those detained in relation to conflicts outside the region or on other security-related charges – were monitored individually. The ICRC communicated its findings – and where necessary, recommendations – confidentially to the pertinent authorities, to help them improve detainees' living conditions. The Bulgarian, Croatian, and Macedonian National Societies received ICRC training and coaching to enable them to visit detained migrants and assist them as necessary.

The ICRC sought closer engagement with the national authorities and other key parties, with a view to encouraging the domestic implementation of IHL-related treaties and building support for its work. The ICRC conducted public communication initiatives and organized events specifically to broaden awareness of humanitarian issues in the region – particularly migration, the threat of landmines, and missing people and the plight of their families.

National Societies and Red Cross structures continued, with various forms of ICRC support, to develop their organizational and public-communication capacities and strengthen their ability to deliver humanitarian services. In Bosnia-Herzegovina, people learnt how to protect themselves from mines/ERW – through educational activities organized by the Red Cross Society of Bosnia and Herzegovina with ICRC funding.

CIVILIANS

Efforts to resolve missing-persons cases are bolstered

Faced with a steady decrease in identifications in recent years, the ICRC bolstered its efforts to clarify the fate of people missing in connection with past conflicts in the Balkans. It finalized a five-year roadmap (2018–2022) to speed up the search for missing people and address the needs of their families. The roadmap was presented to various parties concerned, with a

view to gathering support for it. The ICRC's initiatives supplemented the actions taken by others: Balkan countries renewed their commitment to addressing the issue of missing people; and the EU included the issue in its new strategy for the region (see *Context*).

The ICRC used its access to national and international archives to collect and analyse information relevant to missing-persons cases in the Balkans. It intensified its efforts to persuade pertinent parties, including States, the EU and NATO, to transmit or to grant it access to – for humanitarian purposes – their archives and other sources of information on gravesites. In October, it signed an agreement with the MICT to cooperate more closely – after which, ICRC researchers started searching the archives at MICT headquarters in The Hague, Netherlands. Canada, Denmark, Norway and Poland transmitted pertinent documents to the ICRC, while the EU and the Netherlands gave ICRC researchers direct access to their military archives.

Bosnia and Herzegovina conflict 1992–1995

In 2018, 65 missing-persons cases linked to past conflict in Bosnia-Herzegovina were resolved. At year's end, 6,578 cases were still open. The ICRC provided financial support for eight families to travel to Croatia to identify their relatives' remains.

The ICRC analysed documents from various sources, particularly the MICT, for useful information, and shared what it found with the Missing Persons Institute (MPI) of Bosnia-Herzegovina. It gave the MPI laptops so that it could process data more efficiently. It also participated in the meetings of a coordination group working on the issue of missing people; the group consisted of representatives from the MICT, the MPI, the Prosecutor's Office, and the State Investigation and Protection Agency.

The ICRC had discussions with forensic professionals in Bosnia-Herzegovina, during which it emphasized the importance of standardizing methods and procedures for exhuming and identifying human remains. With the ICRC's support, members of the Association of Forensic Medicine met to discuss how to raise their professional standards. The ICRC helped to finance the publication of a book on forensic anthropology by pathologists from Bosnia-Herzegovina. It sponsored forensic specialists to attend courses held abroad. Plans to organize an international workshop in Bosnia-Herzegovina on standards and good practices in addressing the issue of missing people were postponed to 2019.

Kosovo conflict 1999

In 2018, 7 missing-persons cases linked to past conflict in Kosovo were resolved. At year's end, 1,653 cases were still open.

In its capacity as a neutral intermediary, the ICRC continued to chair the working group on people missing in relation to past conflict in Kosovo. The group met several times in 2018. During a meeting in November, agreement was reached on procedures for repatriating human remains between Kosovo and Serbia. The sub-working group on forensic issues also met thrice; the working group's analysis team met once to follow up specific missing-persons cases.

The ICRC analysed documents obtained from national and international archives. It prepared a report based on information from these documents, and submitted it to the European Union Rule of Law Mission in Kosovo. The report enabled the discovery, in Kosovo, of a gravesite containing at least seven sets of human remains.

The ICRC discussed the creation of a central registry for missing persons with the Government Commission on Missing Persons, the Institute of Forensic Medicine, and others; however, the creation of a registry was temporarily suspended. The ICRC provided support for an EU project to strengthen forensic services in Kosovo. It sponsored forensic specialists to attend courses held abroad.

Croatia conflict 1991–1995

The Croatian Red Cross reported that 39 missing-persons cases linked to past conflict in Croatia were resolved in 2018. At year's end, 2,016 cases were still open.

The ICRC attended – as an observer – a meeting of the Croatia-Serbia working group on people missing in connection with the Croatian conflict. The presidents of Croatia and Serbia delegated special envoys to tackle the issue of missing people.

The Croatian authorities accepted the ICRC's offer to search in the international archives for information on missing persons in relation to the conflict in Croatia and to help solve the issue of the lack of blood samples from relatives of the missing. The ICRC gave 24 people financial assistance for travelling from Serbia to Croatia to identify their relatives' remains.

Missing people's families receive psychosocial and other support

Some 2,500 relatives of missing people – in Bosnia-Herzegovina, Kosovo and Serbia – obtained psychosocial, legal, and other support; this was provided by associations of missing people's families, and National Societies and Red Cross structures, all of which received financial and technical assistance from the ICRC. These local partners also provided psychosocial support on occasions likely to cause emotional distress – for instance, during the identification of remains or at reburial ceremonies. The Regional Coordination of Families of the Missing from the Former Yugoslavia received financial support from the ICRC for its activities: organizing conferences to advocate the rights of missing people's families and reminding the authorities of their duty to trace missing people, for instance.

Families in Bosnia-Herzegovina and Kosovo claimed social benefits or dealt with legal or administrative issues 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 structures.

The ICRC carried out a stocktaking exercise on the needs of missing people's families in Kosovo and Serbia – which entailed focus-group discussions and meetings with various stakeholders. The ICRC's aim was to apprise the pertinent authorities of these needs, and to incorporate the findings from

this exercise in its own activities. The ICRC published a booklet in Bosnia-Herzegovina that described the main findings of a similar stocktaking exercise it had conducted in 2017.

The Movement responds to migrants' protection-related needs

The ICRC – in coordination with the pertinent National Societies and Red Cross structures – monitored the situation of migrants in the countries covered, and addressed their protection-related needs. It also supported its Movement partners' efforts to assist them (see *People deprived of their freedom*). The ICRC discussed migrants' protection-related concerns with the pertinent authorities; for example, in Croatia, it did so with the border police (see *Actors of influence*). The pertinent National Societies and the ICRC visited migrant centres, and other sites through which migrants passed – particularly in Bosnia-Herzegovina, Bulgaria, Croatia and the Republic of North Macedonia – to assess migrants' humanitarian needs and relay its findings to the authorities. The ICRC interviewed migrants in Serbia for the same purpose.

National Societies and Red Cross structures in the region assisted migrants and others separated from their families to reconnect with relatives through the Movement's family-links services. ICRC training helped them develop their family-links capacities. As parts of its response to the influx of migrants, the National Society in Bosnia-Herzegovina bolstered its family-links services with the ICRC's assistance. Aided by the ICRC, the Red Cross of Montenegro organized two round-tables, at which National Society representatives and others discussed how to improve family-links services for migrants. The Croatian Red Cross and the ICRC organized a Movement conference on restoring family links and a workshop on data protection, which were attended by representatives from some 40 countries.

The ICRC checked on the situation of people formerly held at the US detention facility at Guantanamo Bay Naval Station in Cuba, and resettled in Montenegro and Serbia. When necessary, it enabled them to maintain contact with their relatives.

CIVILIANS	Bosnia and Herzegovina	Croatia	Kosovo	Republic of North Macedonia	Serbia
RCMs and other means of family contact					
RCMs collected	9		31	10	
RCMs distributed	13		34	21	
Phone calls facilitated between family members	260				1
Names published on the ICRC family-links website	6,714		1,654		
Tracing requests, including cases of missing persons²					
People for whom a tracing request was newly registered	7		43	3	1
<i>of whom women</i>	6		13	1	1
<i>of whom minors at the time of disappearance - girls</i>	1		9	1	
<i>of whom minors at the time of disappearance - boys</i>			13	1	
Tracing cases closed positively (subject located or fate established)	67		36	3	
Tracing cases still being handled at the end of the reporting period (people)	6,590	20	1,677		1
<i>of whom women</i>	958	6	250		1
<i>of whom minors at the time of disappearance - girls</i>	92		24		
<i>of whom minors at the time of disappearance - boys</i>	246		92		
Documents					
People to whom official documents were delivered across borders/front lines			1		

PEOPLE DEPRIVED OF THEIR FREEDOM

The ICRC visited detainees, in accordance with its standard procedures, in Bosnia-Herzegovina, Kosovo, the Republic of North Macedonia, and Serbia; 93 people – including those detained in relation to conflicts outside the region or on other security-related charges – were monitored individually. The ICRC communicated its findings – and where necessary, recommendations – confidentially to the pertinent authorities, to help them improve detainees' living conditions.

In Bosnia-Herzegovina, three detainees were visited by their families; the ICRC covered the costs involved.

In Serbia, prison managers learnt about the concept of "dynamic security" at an ICRC workshop. Two Serbian prison officials, sponsored by the ICRC, attended a EuroPris conference on prison regimes. The ICRC financed the translation into Serbian of the revised UN Standard Minimum Rules for the Treatment of Prisoners; copies of it were given to the detaining authorities for use in training prison staff.

The Bulgarian, Croatian, and Macedonian National Societies received ICRC training and coaching to enable them to visit detained migrants and assist them as necessary. Sponsored by the ICRC, representatives of these National Societies attended a workshop on immigration detention in Copenhagen, Denmark.

In Kosovo, the ICRC donated books to the Kosovo Correctional Service and recreational materials for a family-visit room in the High-Security Prison.

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

PEOPLE DEPRIVED OF THEIR FREEDOM	Bosnia and Herzegovina	Croatia	Kosovo	Republic of North Macedonia	Serbia
ICRC visits					
Places of detention visited	8		4	2	2
Detainees in places of detention visited	1,765		1,142	2,082	1,920
	<i>of whom women</i>	79	39	67	
	<i>of whom minors</i>	5	44	2	
Visits carried out	11		6	4	2
Detainees visited and monitored individually	20		42	30	1
	<i>of whom women</i>			1	
Detainees newly registered	9		20	17	
	<i>of whom women</i>			1	
RCMs and other means of family contact					
Detainees visited by their relatives with ICRC/National Society support	3				
People to whom a detention attestation was issued	94	19	37		

ACTORS OF INFLUENCE

The ICRC sought to broaden support for its work in all its interaction with the authorities, representatives of the international community, and members of civil society. It strove to keep the issue of missing people on the agenda of the national authorities, and on that of national and international stakeholders, in line with its five-year roadmap (see *Civilians*). ICRC newsletters and factsheets kept international organizations and others abreast of developments in the search for missing people.

National IHL committees discuss compliance with IHL

The ICRC promoted the incorporation of IHL in domestic legislation and the ratification of IHL-related treaties in the countries covered. It encouraged Balkan countries to support their national IHL committees, and to assist in establishing such committees in countries where they do not exist. Representatives of central and south-eastern European countries – including members of national IHL committees – and of some National Societies in the region, attended a meeting organized by the Romanian national IHL committee and the ICRC in Bucharest, Romania. They discussed various IHL-related matters, such as promoting compliance with IHL. The meeting also helped to foster peer-to-peer cooperation between national authorities or IHL committees in the region.

Government officials from Bosnia-Herzegovina, Croatia, Kosovo, and Montenegro attended an ICRC workshop in Sarajevo, Bosnia-Herzegovina, where they discussed the adequacy of current legal frameworks, with regard to missing people, and how these frameworks can be strengthened.

Border police officers in the Republic of North Macedonia strengthened their grasp of pertinent international standards through ICRC training. The ICRC and the Croatian border police discussed the possibility of organizing such training.

The ICRC expands its engagement with Islamic and academic communities

Forty clerics from Bosnia-Herzegovina, Georgia, Kosovo, the Republic of North Macedonia, and Turkey learnt more about the points of correspondence between IHL and Islamic law during a course organized by the ICRC with the Faculty of Islamic Studies

at the University of Sarajevo in Bosnia-Herzegovina. Certain members of Islamic communities in Bosnia-Herzegovina, Kosovo, and the Republic of North Macedonia were also sponsored to attend IHL-related events in their countries or elsewhere.

Some 20 lecturers and researchers in Slovenia learnt more about IHL and refugee law at round-tables organized by the University of Ljubljana and the ICRC. Aided by the ICRC, the University of Ljubljana hosted a moot court competition in IHL and refugee law for students. In Kosovo, the ICRC provided the law faculty of the University of Pristina with IHL reference materials. In Bosnia-Herzegovina, the ICRC provided financial assistance for academics and students pursuing research on such topics as the consequences of the disappearance of family members and the issues faced by relatives of missing people.

People are kept informed of issues of humanitarian concern

The ICRC's public-communication efforts, and various events organized or supported by it, broadened awareness of humanitarian issues in the region. National Societies and Red Cross structures were helped to improve their capacities in public communication. Members of the media were urged to cover the ICRC's activities and report on humanitarian issues.

In Bosnia-Herzegovina, relatives of missing people, volunteers from the Red Cross Society of Bosnia-Herzegovina, and others marked the International Day of the Disappeared with ICRC support. The ICRC conducted an information campaign on the rights and the needs of missing people's families, and on the authorities' duty to help them ascertain the fate of their missing relatives. Croatian and Serbian universities, assisted by the ICRC, organized exhibits featuring narratives about missing people's families.

In Bosnia-Herzegovina, screenings of documentaries produced through an ICRC workshop in 2017 helped stimulate public interest in various humanitarian issues, such as missing people, the plight of migrants, and landmines.

RED CROSS AND RED CRESCENT MOVEMENT

National Societies and Red Cross structures continued, with various forms of ICRC support, to develop their organizational and public-communication capacities and strengthen their ability to deliver humanitarian services in line with the Safer Access Framework.

National Societies and Red Cross structures sought to broaden the scope of their relationships with the ICRC and other Movement partners, including cooperation in protection-related activities for migrants (see *Civilians* and *People deprived of their freedom*). The ICRC gave the Red Cross Society of Bosnia-Herzegovina financial assistance to improve the management of its volunteers responding to the influx of migrants.

Children, migrants, and others in Bosnia-Herzegovina learnt how to protect themselves from mines/ERW – through educational activities organized by the National Society and financed by the ICRC. The ICRC, together with the National Society, built two playgrounds in mine-affected communities.

The ICRC worked with the pertinent National Societies to translate an IHL handbook for parliamentarians into Albanian and Macedonian, and publish it. The ICRC submitted a concept paper to the Albanian Red Cross on the technical support the ICRC could provide to help it strengthen its legal base.

MAIN FIGURES AND INDICATORS: PROTECTION

CIVILIANS		Total			
RCMs and other means of family contact			UAMs/SC		
RCMs collected		50			
RCMs distributed		68			
Phone calls facilitated between family members		261			
Names published on the ICRC family-links website		8,368			
Tracing requests, including cases of missing persons³			Women	Girls	Boys
People for whom a tracing request was newly registered		54	21	11	14
Tracing cases closed positively (subject located or fate established)		106			
Tracing cases still being handled at the end of the reporting period (people)		8,288	1,215	116	338
Documents					
People to whom official documents were delivered across borders/front lines		1			
PEOPLE DEPRIVED OF THEIR FREEDOM					
ICRC visits			Women	Minors	
Places of detention visited		16			
Detainees in places of detention visited		6,909	185	51	
Visits carried out		23			
			Women	Girls	Boys
Detainees visited and monitored individually		93	1		
	<i>of whom newly registered</i>	46	1		
RCMs and other means of family contact					
Detainees visited by their relatives with ICRC/National Society support		3			
People to whom a detention attestation was issued		150			

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

BRUSSELS

COVERING: Institutions of the European Union (EU), NATO, Belgium

The ICRC has been working in Brussels since 1999, building strong institutional and operational relations with European Union institutions, NATO, 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.

YEARLY RESULT

Level of achievement of ICRC yearly objectives/plans of action

HIGH

EXPENDITURE IN KCHF

Protection	383
Assistance	-
Prevention	2,904
Cooperation with National Societies	219
General	72
Total	3,578
<i>Of which: Overheads</i>	218

IMPLEMENTATION RATE

Expenditure/yearly budget	94%
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PERSONNEL

Mobile staff	2
Resident staff (daily workers not included)	22

CONTEXT

The European Union (EU) remained involved in crisis management and conflict resolution throughout the world: it paid particularly close attention to Afghanistan, Iraq, the Syrian Arab Republic (hereafter Syria), Yemen, Ukraine, the Central African Republic, Libya, Mali, Niger, and the Lake Chad and Sahel regions of Africa. At year's end, 17 civilian or military missions within the framework of the EU's Common Security and Defence Policy – some focusing on migration-related issues – were in progress.

The EU continued to be a major humanitarian donor. Humanitarian affairs were handled mainly by the European Commission's Directorate-General for European Civil Protection and Humanitarian Aid (ECHO). EU policies reflected a growing interest in linking the humanitarian and development sectors. The Council of the EU also tackled humanitarian issues through its Working Group on Humanitarian Aid and Food Aid and its Working Group on Public International Law (COJUR).

NATO remained engaged in Afghanistan, where it trained and advised local security forces. In July, it launched a mission in Iraq to build capacities among local forces seeking to stabilize the country after the end of large-scale hostilities with the Islamic State group.

The Red Cross EU Office continued to coordinate relations between its members – 29 European National Societies and the International Federation – and the EU.

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

ICRC ACTION AND RESULTS

The ICRC continued to engage with the EU, NATO, the Belgian authorities and other influential parties based in Brussels, Belgium. It had two main aims: ensuring that humanitarian and IHL-related considerations were taken into account in their policies, decisions and operations; and securing operational, legal, political, and financial support for its activities in places affected by armed conflict and other situations of violence.

The EU supports efforts to promote IHL compliance among States

Discussions with EU institutions – especially the Council of the EU and its presidency, the European Commission and the European Parliament – covered the ICRC's activities in conflict-affected countries and specific issues of common concern. These issues included: compliance with IHL among States; the impact of armed violence in urban areas; the need for more support to address the effects of protracted conflicts; the plight of migrants; missing people; access to education in violence-affected areas; the goals of the Health Care in Danger initiative; the EU's efforts to combat “violent extremism” and “terrorism”; and the treatment of people from Europe alleged to have participated in fighting in the Middle East, and that of their relatives, especially children. At the second Brussels Conference on Syria, hosted by the EU and the UN, the ICRC's

president urged States supporting parties to the Syrian conflict to use their influence to strengthen the parties' compliance with IHL.

In April, COJUR published a report on the actions taken by the EU from 2016 to 2017 to implement the EU guidelines for IHL compliance among Member States. The report – to which the ICRC contributed – reaffirmed the EU's commitment to doing all it could to persuade State and non-State actors to show due regard for IHL.

NATO takes ICRC recommendations into account

The ICRC and NATO maintained their engagement on IHL-related issues and on the incorporation of IHL in military doctrine, planning and operations at headquarters level and at strategic-command level. The ICRC attended training sessions, predeployment briefings, and other related events within the framework of its 2012 memorandum of understanding with NATO's two strategic commands. ICRC expertise helped NATO to implement its policies for protecting civilians, notably by contributing to the revision of NATO doctrines and standards. The ICRC continued to support NATO's lessons-learned process concerning Afghanistan; NATO drafted a plan of action to address the ICRC's recommendations on conduct of hostilities, detention, protection of medical services, and prevention of weapon contamination.

The ICRC briefed NATO officials about its efforts to persuade States – and their armed forces – supporting parties to armed conflicts to urge these parties to meet their IHL obligations. During guest lectures at staff colleges and round-tables, the ICRC explained various legal and/or operational issues in contemporary armed conflicts – for instance, in connection with the use of explosive weapons in populated areas, cyber warfare, and new weapons technologies.

Belgium supports the ICRC's work

In December, the ICRC started to visit detainees in Belgium, on the basis of a memorandum of understanding signed in July 2018 with the Minister of Justice.

Dialogue with the Belgian authorities covered several subjects: the ICRC's activities in countries affected by protracted armed conflicts; digital technologies and data protection in humanitarian action; the protection-related needs of people whose relatives were alleged to have participated in fighting in the Middle East; and the implementation and promotion of IHL.

The ICRC also continued to broaden awareness of IHL and humanitarian issues among the general public, by: organizing events with academic institutions or bodies, such as the College of Europe and the NOHA Network on Humanitarian Action; holding briefings for Brussels-based NGOs and think-tanks, or having meetings with them; conducting joint communication campaigns – a short film on protecting medical personnel and facilities, and an exhibition on “forgotten” conflicts, for example – with ECHO, the Belgian Red Cross and other partners; and keeping the media abreast of ICRC activities.

Movement components cooperate in various areas

The ICRC's interaction with the Red Cross EU Office helped ensure the coherence of the Movement's humanitarian diplomacy with European institutions. Humanitarian diplomacy focused on: mobilizing support for ensuring that the Movement could work freely and without hindrance on migration-related issues; and lobbying the EU to incorporate due regard for IHL and other norms in its policies and measures to link humanitarian assistance and development cooperation.

The ICRC continued to cooperate with the Belgian Red Cross on IHL-related and other humanitarian issues.

GEORGIA

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 Georgia Red Cross Society strengthen its capacities.

YEARLY RESULT

Level of achievement of ICRC yearly objectives/plans of action

HIGH

KEY RESULTS/CONSTRAINTS IN 2018

- The work of the two coordination mechanisms on persons missing in connection with past armed conflicts led to the exhumation of 105 sets of human remains, and the identification of the remains of 54 people.
- People affected by the demarcation of administrative boundaries, and by other consequences of past conflicts, were assisted by the ICRC to obtain medical care, visit or rejoin their relatives, and meet their basic needs.
- The ICRC visited detainees in Georgia proper and South Ossetia. It helped detainees in Abkhazia, Georgia proper and South Ossetia – including foreigners – to stay in touch with their families.
- Acting on the ICRC's recommendations, the Georgian national IHL committee created a working group to revise the Georgian criminal code in line with IHL.
- The Georgia Red Cross Society – with support from the ICRC and other Movement partners – continued to develop its operational capacities, particularly in emergency preparedness, and to pursue organizational development.

EXPENDITURE IN KCHF

Protection	5,317
Assistance	706
Prevention	700
Cooperation with National Societies	170
General	96
Total	6,989
<i>Of which: Overheads</i>	<i>427</i>

IMPLEMENTATION RATE

Expenditure/yearly budget	87%
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PERSONNEL

Mobile staff	14
Resident staff (daily workers not included)	100



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PROTECTION	Total
CIVILIANS	
Restoring family links	
RCMs collected	224
RCMs distributed	163
Phone calls facilitated between family members	34
Tracing cases closed positively (subject located or fate established)	33
People reunited with their families	6
PEOPLE DEPRIVED OF THEIR FREEDOM	
ICRC visits	
Places of detention visited	8
Detainees in places of detention visited	4,666
<i>of whom visited and monitored individually</i>	30
Visits carried out	17
Restoring family links	
RCMs collected	34
RCMs distributed	21
Phone calls made to families to inform them of the whereabouts of a detained relative	12

ASSISTANCE	2018 Targets (up to)	Achieved
CIVILIANS		
Economic security		
Food consumption	Beneficiaries 455	520
Living conditions	Beneficiaries 477	600
Capacity-building	Beneficiaries 6	28

CONTEXT

Relations between the Georgian authorities and the *de facto* authorities in Abkhazia and South Ossetia deteriorated in 2018. This began with the death in February of a Georgian national detained in South Ossetia, and continued with the suspension of meetings – under the Incident Prevention and Response Mechanisms – between Abkhazia and Georgia proper, and between Georgia proper and South Ossetia. These mechanisms were facilitated jointly by the European Union (EU) Monitoring Mission in Georgia, the Organization for Security and Co-operation in Europe (OSCE) and the UN.

The Geneva International Discussions – between representatives of Abkhazia, Georgia proper, the Russian Federation and South Ossetia; and mediated by the EU, the OSCE and the UN – continued, but no substantive progress was made.

Some 2,400 people remained unaccounted for in connection with past armed conflicts.

People continued to be detained in Abkhazia, Georgia proper and South Ossetia for security reasons or for crossing the administrative boundaries separating Abkhazia from Georgia proper, and Georgia proper from South Ossetia.

The demarcation of administrative boundaries restricted people's movements and hindered communication among families.

A new Georgian prime minister was appointed in June. Presidential elections were held in Georgia proper in October.

ICRC ACTION AND RESULTS

In 2018, the ICRC continued to assist people in Abkhazia, Georgia proper and South Ossetia who were coping with the effects of past conflicts. As in previous years, the ICRC was the only international organization doing humanitarian work in South Ossetia.

The ICRC maintained its support for efforts to resolve missing-persons cases linked to past conflicts. It continued to chair the Abkhaz–Georgian coordination mechanism dealing with the issue of people missing in connection with the 1992–1993 conflict, and the Georgian–Russian–South Ossetian equivalent for those missing in connection with the conflicts in the 1990s and 2008. The ICRC continued to urge the Georgian authorities and the *de facto* authorities in Abkhazia and South Ossetia to set up or strengthen local mechanisms to address the issue, and to help local actors develop their capacities in recovering and identifying human remains.

The work of the two coordination mechanisms mentioned above led to the identification of the remains of 54 people; of these 54 missing-persons cases, 46 were linked to the 1992–1993 conflict and 8 to the conflicts in the 1990s and 2008.

The dearth of reliable information about possible gravesites slowed the search for people missing in connection with the conflicts in the 1990s and 2008. The ICRC sought to address this by stepping up its engagement with potential sources of information.

The ICRC continued to ensure the availability of psychosocial support for relatives of missing people – through an association of missing people's families in Abkhazia, through the ICRC's local partners in Georgia proper, and through ICRC staff in South Ossetia. As in past years, it also provided support for local actors helping missing people's families. The ICRC continued to support an academic working group in Georgia proper. This had been set up in 2016 to promote an evidence-based approach to addressing the needs of missing people's families.

As in previous years, the ICRC helped people affected by the demarcation of administrative boundaries, and other consequences of past conflicts, to meet their various needs: for instance, it enabled people to cross boundary lines to reunite with relatives, attend family events, visit relatives' graves or obtain medical care. In South Ossetia, destitute people were given food and household items, and the *de facto* authorities, support for strengthening social services for vulnerable people.

The ICRC visited – in accordance with its standard procedures – detainees at a number of facilities in Georgia proper and South Ossetia. Afterwards, it communicated its findings and recommendations confidentially to the authorities concerned. It also enabled detainees in Abkhazia, Georgia proper and South Ossetia – including foreigners – to get in touch with their families. With ICRC assistance, prison officials in Georgia proper further strengthened their ability to manage prisons in line with internationally recognized standards.

The ICRC continued to draw attention to issues of humanitarian concern – particularly in connection with missing people – among influential parties and the general public in Abkhazia, Georgia proper and South Ossetia. Acting on the ICRC's recommendations, Georgian authorities took further steps to incorporate key IHL provisions in domestic legislation.

The Georgian military – aided by ICRC expertise – continued to make IHL provisions part of its doctrine, training and sanctions system. The ICRC held several IHL-related events for the *de facto* armed forces in Abkhazia.

Universities in Abkhazia and Georgia proper continued, with ICRC support, to provide instruction in IHL. The ICRC pursued discussions with a university in South Ossetia on including IHL in its law curriculum.

The Georgia Red Cross Society continued to strengthen its ability to deliver humanitarian services, with technical and financial assistance from Movement partners.

CIVILIANS

Efforts to resolve missing-persons cases continue

Participants in the Abkhaz–Georgian coordination mechanism dealing with the issue of people missing in connection with the 1992–1993 conflict, and its forensic working group, continued to meet, as did those involved in the Georgian–Russian–South Ossetian equivalent for the conflicts in the 1990s and 2008, and for other consequences of those conflicts. The ICRC continued to chair both coordination mechanisms.

At these meetings, the multidisciplinary process of resolving missing-persons cases was discussed, and measures proposed for reaching out to families that had not yet reported relatives missing.

Efforts to recover and identify the remains of missing people continued. A total of 105 sets of human remains were exhumed from 60 sites in Abkhazia and Georgia proper; leads from information gathered in past years were followed up, and data on more than 30 other sites was collected. Local forensic professionals, guided by ICRC-sponsored experts, participated in the process; ICRC specialists dealt with the threat of mines and explosive remnants of war at exhumation sites. DNA samples were sent abroad for analysis, with the ICRC's financial assistance.

As a result of these efforts, the remains of 46 people missing in connection with the 1992–1993 conflict – including remains recovered in the past – were identified in 2018; 23 sets of remains were handed over to the families concerned.

The remains of eight people missing in connection with the conflicts in the 1990s and 2008 were also identified. Resolution of cases linked to these conflicts proceeded slowly, because of the unavailability of reliable information on possible gravesites. The ICRC therefore intensified its engagement with potential sources of information; it also boosted its public-communication initiatives to reaffirm its role as a neutral intermediary working on strictly humanitarian grounds, to encourage people who might have information pertinent to missing-persons cases to get in touch with it.

The ICRC pursued discussions with the pertinent authorities about setting up or reinforcing institutions mandated specifically to ensure a coordinated, multidisciplinary and locally-based approach to the issue of missing people. It also continued to urge them to establish strong legal frameworks to address the issue (see *Actors of influence*). Administrative constraints, however, forced the ICRC to postpone its plans to provide the pertinent authorities with support for training in connection with these initiatives.

Local forensic agencies developed their capacities with the ICRC's assistance: for instance, experts attended courses abroad, and the ICRC trained other local personnel to manage information related to missing-persons cases.

Missing people's families receive psychosocial support

The ICRC ensured that psychosocial support was available to missing people's families in Abkhazia, Georgia proper and South Ossetia during difficult moments, such as the exhumation, handover or reburial of their relatives' remains. Such support was provided by an association of missing people's families in Abkhazia, by the ICRC's local partners – NGOs, branches of the Georgia Red Cross, and individual psychologists – in Georgia proper, and by ICRC staff in South Ossetia. Through ICRC information sessions, families learnt more about the process of recovering and identifying their relatives' remains. People from Georgia proper and Ukraine who had missing relatives provided support for each other at a meeting facilitated by the ICRC.

As in the past, local actors helping missing people's families – such as family associations and regional committees made up of such associations – received ICRC assistance for expanding their capacities and ensuring the sustainability of their work. Fifteen members of the family association in Abkhazia mentioned above – representing six of Abkhazia's seven regions – attended an ICRC workshop on the provision of psychosocial support. In Georgia proper, NGO and National Society staff were trained to draft project proposals; psychologists attended a technical workshop conducted by the ICRC; and representatives from three regional committees of family associations were trained in organizational management and strategic planning.

In Georgia proper, an ICRC-supported academic working group prepared a proposal for a study on the “ambiguous loss” experienced by missing people's relatives, and trained personnel to conduct interviews for the study. The working group had been created in 2016 to help raise public awareness of the issue of missing people and promote research into the psychosocial needs of the families affected. Presentations on “ambiguous loss” were made at four universities; the universities also received copies of a book on the subject, translated into Georgian by the ICRC.

More than 700 families in Abkhazia, Georgia proper and South Ossetia marked the International Day of the Disappeared with commemorative events.

People cross administrative boundary lines to obtain medical care and visit their relatives

During dialogue with the Georgian authorities and the *de facto* authorities in South Ossetia, the ICRC emphasized the concerns of civilians affected by the demarcation of administrative boundaries – in particular, their access to basic services and their ability to maintain contact with relatives.

A total of 152 people crossed the administrative boundary between Georgia proper and South Ossetia to obtain medical treatment. The ICRC facilitated their passage, in coordination with the pertinent authorities; the need for such crossings continued to decrease in comparison with previous years, as local health services improved. The ICRC also provided 22 disabled people in South Ossetia with prostheses, wheelchairs or walking aids.

With the ICRC's help, people crossed the administrative boundaries to rejoin their families, attend family events, or visit relatives' graves. The ICRC also conveyed official documents – required for administrative or legal procedures – across boundary lines for 18 people.

The ICRC facilitated the transfer of 41 sets of human remains across the administrative boundaries, for handover to the families concerned. They included the remains of a Georgian national who had died while being detained in South Ossetia (see *Context*); this transfer took place at the request of the Georgian authorities and the *de facto* authorities in South Ossetia.

People separated from their families, including the relatives of people allegedly involved in fighting abroad, made use of the ICRC's family-links services.

The ICRC gave the Georgian Red Cross technical and financial support for providing family-links services to people separated from their relatives by migration, disasters or other circumstances unrelated to violence. It also trained a family-links specialist newly hired by the National Society.

Several people formerly held at the US detention facility at Guantanamo Bay Naval Station in Cuba were in Georgia proper; the ICRC met with the Georgian authorities to discuss their status.

Vulnerable people meet their basic needs

In South Ossetia, 600 destitute people (302 households) – including the elderly or the disabled, and members of large households – were given hygiene items every three months; 500 of them also received food parcels. Some of them were given blankets, stoves, firewood or other essentials, on an ad hoc basis.

Among the beneficiaries of food and household/hygiene items were 14 elderly and largely housebound people living alone, who received daily or weekly home visits; groceries and medicines were purchased for them, their houses were cleaned and their clothes washed, and some of them were accompanied to local health facilities. Beneficiaries of food and household/hygiene items also included elderly or disabled members of 25 households, whom the ICRC helped to obtain social benefits.

Aided by the ICRC, the *de facto* authorities in South Ossetia sought to strengthen social services for vulnerable people. Health-care and social workers received communication training from the ICRC. The *de facto* authorities were given – at their request – agricultural, veterinary and water-supply equipment to provide more effective support for local farmers. The ICRC also gave them expert assistance for drafting a social-protection strategy; however, the drafting of the strategy was postponed, pending the introduction of a new law on social protection.

In the Kodori Gorge in Abkhazia, 20 particularly vulnerable people (14 households) were given food rations quarterly.

PEOPLE DEPRIVED OF THEIR FREEDOM

Detainees receive ICRC visits and maintain contact with their families

The ICRC visited detainees at six facilities in Georgia proper, and at two places of pre-trial detention in South Ossetia; 30 detainees were followed up individually. The visits were conducted in accordance with standard ICRC procedures. Findings from these visits – and, where necessary, recommendations for improving detainees' treatment and living conditions – were communicated confidentially to the authorities concerned.

In South Ossetia, the ICRC made one ad hoc visit to a detainee; the ICRC engaged the *de facto* authorities in discussions about its access to detainees under its purview who were not receiving visits.

Detainees in Georgia proper and South Ossetia communicated with their families through RCMs or short messages relayed by ICRC delegates. Acting as a neutral intermediary, the ICRC facilitated family visits across an administrative boundary for one detainee in Georgia proper. At the request of the *de facto* authorities in Abkhazia, the ICRC facilitated phone calls between foreign detainees and their families. In Georgia proper, an ICRC proposal to make video calls available to detainees had not yet received official approval.

With the ICRC's assistance, three foreign detainees in Georgia proper notified their embassies or consulates, and/or the IOM, of their detention. The ICRC reminded the Georgian authorities of the necessity of upholding the principle of *non-refoulement*.

Officials reinforce their capacities in prison management

Sponsored by the ICRC, Georgian prison officials attended two training events abroad, including a workshop on the common ground between Islamic law and IHL. The ICRC held a dissemination session on its work in prisons throughout the world, which was attended by every prison director in Georgia proper. The translation of a handbook on prison management into Georgian was completed by the ICRC.

ACTORS OF INFLUENCE

Influential parties learn more about disappearances and other issues of humanitarian concern

At ICRC events and through the media, the Georgian authorities, the *de facto* authorities in Abkhazia and South Ossetia, other influential parties, and the general public became more familiar with humanitarian issues, and with the ICRC's mandate and work. For example, when the ICRC repatriated the remains of a Georgian national who had died while in detention in South Ossetia (see *Civilians*), the event was widely covered by the Georgian media; this broadened public awareness of the ICRC's role as a neutral intermediary.

In June, ICRC representatives met with the newly appointed prime minister in Georgia proper, and with other senior officials, and urged them to speed up the resolution of missing-persons cases linked to past conflicts; the presidential elections, later in the year, made it difficult for the ICRC to follow up this matter with the Georgian authorities. The issue of missing people was also discussed with the *de facto* authorities in Abkhazia and South Ossetia.

The ICRC continued to promote humanitarian principles among religious leaders during its dialogue with them. It sponsored an Islamic scholar to attend a course in Bosnia and Herzegovina on the common ground between Islamic law and IHL.

Military officers and peacekeeping troops strengthen their knowledge of IHL

With technical assistance from the ICRC, the Georgian armed forces sought to make IHL provisions part of their doctrine, training, and sanctions system. They continued to train their troops in IHL; ICRC staff played an advisory role in some of this training – for instance, during workshops held for 11 military units. The ICRC organized one train-the-trainer workshop on IHL for military instructors. Peace-support troops bound for missions in Afghanistan were given predeployment briefings.

In Abkhazia, officials from the *de facto* defence ministry, and military officers, attended IHL workshops conducted by the ICRC.

Georgian authorities take further steps to incorporate key IHL provisions in domestic legislation

Following the recommendations of a 2017 ICRC study, the national IHL committee created a working group to revise the Georgian criminal code in line with IHL. The ICRC sponsored two committee members to attend a regional meeting (see *Paris*) in Romania, where they discussed good practices with their counterparts from other countries.

The ICRC commissioned a study of current legislation in Georgia proper on the subject of missing people; the findings and recommendations will be presented to the pertinent authorities, as encouragement to establish strong legal frameworks to address the issue of missing people. In South Ossetia, the ICRC and the *de facto* authorities continued to discuss the creation of a similar framework.

Sponsored by the ICRC, three Georgian IHL experts served as judges at a moot court competition in The Hague, Netherlands, organized by International Criminal Court; the ICRC also enabled a number of law students to participate in regional events. Georgian universities were supplied with Georgian-language materials for teaching IHL. Students in Abkhazia learnt more about IHL at a seminar conducted by two lecturers at their university, and at a competition held afterwards; the ICRC provided expert assistance for both the seminar and the competition. Discussions with a university in South Ossetia, about including IHL in its law curriculum, continued.

In Georgia proper, several law graduates who had been trained in IHL through ICRC initiatives joined government ministries involved in implementing IHL, thus adding to the number of government officials familiar with IHL.

RED CROSS AND RED CRESCENT MOVEMENT

With ICRC support, the Georgia Red Cross further enhanced its emergency preparedness in line with the Safer Access Framework. It organized a meeting of non-government actors involved in disaster response in Georgia proper, and conducted simulation exercises to assess its coordination with other emergency responders.

The National Society continued to pursue organizational development, with technical and financial assistance from Movement partners. With ICRC support, it also began to use a tool to track its earnings from first-aid training for paying clients; this training was a means to lay the groundwork for the National Society's financial sustainability.

The National Society strove to raise its public profile. It posted information about the emblems protected under IHL and about the Safer Access Framework – translated into Georgian by the ICRC – on its digital platforms; this information was also included in its training modules.

Movement partners in Georgia proper coordinated their activities through a working group led by the Georgia Red Cross.

MAIN FIGURES AND INDICATORS: PROTECTION

CIVILIANS		Total			
RCMs and other means of family contact			UAMs/SC		
RCMs collected		224			
RCMs distributed		163			
Phone calls facilitated between family members		34			
Reunifications, transfers and repatriations					
People reunited with their families		6			
People transferred or repatriated		613			
Human remains transferred or repatriated		41			
Tracing requests, including cases of missing persons			Women	Girls	Boys
People for whom a tracing request was newly registered		77	10	1	5
Tracing cases closed positively (subject located or fate established)		33			
Tracing cases still being handled at the end of the reporting period (people)		2,416	392	31	27
Documents					
People to whom official documents were delivered across borders/front lines		18			
PEOPLE DEPRIVED OF THEIR FREEDOM					
ICRC visits			Women	Minors	
Places of detention visited		8			
Detainees in places of detention visited		4,666	292	30	
Visits carried out		17			
			Women	Girls	Boys
Detainees visited and monitored individually		30	1		
	<i>of whom newly registered</i>	10	1		
RCMs and other means of family contact					
RCMs collected		34			
RCMs distributed		21			
Phone calls made to families to inform them of the whereabouts of a detained relative		12			
Detainees visited by their relatives with ICRC/National Society support		1			
People to whom a detention attestation was issued		2			

MAIN FIGURES AND INDICATORS: ASSISTANCE

CIVILIANS			Total	Women	Children
Economic security					
Food consumption	Beneficiaries		520	177	232
	<i>of whom IDPs</i>		1		
Living conditions	Beneficiaries		600	225	237
	<i>of whom IDPs</i>		1		
Capacity-building	Beneficiaries		28		
	<i>of whom IDPs</i>		1		
Water and habitat					
PEOPLE DEPRIVED OF THEIR FREEDOM					
Economic security					
Living conditions	Beneficiaries		70		

LONDON (regional)

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

Set up in 2003, the London delegation 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. It 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.

YEARLY RESULT

Level of achievement of ICRC yearly objectives/plans of action

HIGH

EXPENDITURE IN KCHF

Protection	2,077
Assistance	-
Prevention	1,367
Cooperation with National Societies	642
General	67
Total	4,153
<i>Of which: Overheads</i>	<i>253</i>

IMPLEMENTATION RATE

Expenditure/yearly budget	93%
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PERSONNEL

Mobile staff	4
Resident staff (daily workers not included)	22

PROTECTION

Total

PEOPLE DEPRIVED OF THEIR FREEDOM

ICRC visits

Places of detention visited	13
Detainees in places of detention visited	8,185
<i>of whom visited and monitored individually</i>	115
Visits carried out	16

CONTEXT

In Ireland and in the United Kingdom of Great Britain and Northern Ireland (hereafter UK), the authorities were well placed to draw attention to humanitarian issues – and take action to address them or persuade others to do so – and mobilize support for IHL, both domestically and within multi-lateral organizations or forums. Both Ireland and the UK helped to finance humanitarian activities beyond their territories.

The UK, as a permanent member of the UN Security Council and NATO, remained influential in international affairs. London continued to be a major hub for think-tanks, media organizations and NGOs, which helped to shape discussions on humanitarian issues and policies.

The British military participated in coalition operations overseas, and in training programmes with the armed forces of other countries. It conducted air strikes in Iraq and in the Syrian Arab Republic, and maintained a military presence in Afghanistan.

As per the results of a referendum in June 2016, the UK made preparations to leave the European Union by March 2019. This event dominated the political landscape; the nature of the eventual border between Northern Ireland and Ireland remained a central concern.

The British government regarded the threat of international “terrorism” in the UK as “severe”. Paramilitary violence persisted in some communities in Northern Ireland. Victims of the past conflict or of ongoing violence struggled to obtain essential support services.

ICRC ACTION AND RESULTS

Governments are encouraged to respect IHL and support humanitarian action

The ICRC kept up its dialogue with policy- and decision-makers in Ireland and the UK, to help ensure that operational, legal, and policy decisions reflected humanitarian considerations, respect for IHL, and support for the Movement’s activities. During bilateral dialogue, high-level meetings or at multilateral events, the ICRC discussed with authorities, organizations and other influential actors, topics such as: the humanitarian situation in countries affected by conflict and other situations of violence; the application of IHL, including by parties over whom the British or Irish government had influence; the prevention of conflict-related sexual violence; and the importance of ensuring space for humanitarian action. At the Global Ministerial Mental Health Summit in London, the ICRC drew attention to the mental-health needs of conflict-affected people, and the necessity of addressing them. The ICRC’s director for international law and policy participated in a panel discussion on IHL, including in connection with armed conflict in urban areas; the event was attended by members of parliament and experts from various organizations.

The ICRC discussed with the British armed forces – at strategic, operational and policy levels – humanitarian concerns related to their operations overseas. Cadets in military academies learnt more about the ICRC’s activities, civil-military relations and key challenges to humanitarian work at ICRC presentations; military personnel bound for operations overseas did so during pre-deployment briefings. Some officers attended ICRC-organized advanced IHL workshops in other countries.

At events it organized or attended, the ICRC exchanged views with policy-makers, academics and representatives of NGOs and think-tanks, on topics such as the use of digital platforms for humanitarian aid. It also identified opportunities for cooperation; for instance, it helped academic institutions – led by an institute at the University of Manchester – to conduct research on the impact of violence against health personnel and facilities.

In its interaction with media organizations, the ICRC sought to broaden awareness of and support for the Movement’s activities. Through traditional and online media, the general public learnt more about the plight of people in conflict-affected areas, and about the Movement’s activities; articles and audio-visual material were produced by the ICRC or with its support.

People at risk from paramilitary violence in Northern Ireland are given assistance

Seven community-based organizations in Northern Ireland received financial and technical support from the ICRC, which helped them to bolster their capacities in carrying out activities to prevent violence affecting communities or mitigate its consequences. They conducted first-aid training sessions and courses – for example, in conflict resolution – for community members. Some organizations provided mediation services for people targeted by paramilitary groups, which helped defuse the threats made against them.

Staff from the community-based organizations were trained by the ICRC to work in accordance with data-protection rules; with technical guidance from the ICRC, one of them drafted a plan to ensure its sustainability after the conclusion of ICRC support.

The ICRC maintained dialogue with communities and authorities in Northern Ireland. This enabled violence-affected people to discuss, with the local police and the ICRC, the risks to their safety and measures to mitigate these. Through ICRC-provided informational leaflets, people with needs arising from the violence learnt about services offered by various organizations.

Detainees in Ireland and the UK receive ICRC visits

The ICRC visited, in accordance with its standard procedures, 12 prisons in England, Wales and Northern Ireland; it also gained access to visit one high-security prison in Ireland. It monitored the situation of 115 detainees individually. Findings and recommendations were communicated confidentially to the authorities concerned, to support their efforts to ensure that detainees’ treatment and living conditions were in line with internationally recognized standards and domestic law.

Authorities at two prisons in Northern Ireland received ICRC technical support to exchange best practices in providing educational opportunities and vocational training for detainees. A mentoring programme, under which detainees provide support to one another – regarding health concerns, for instance – was launched at one of the prisons. During an ICRC-organized study tour for mental-health professionals from Colombia, detaining and health authorities in Northern Ireland shared best practices and experiences in meeting the needs of detainees who were mentally ill.

The ICRC seeks to strengthen coordination with National Societies

The ICRC and the British Red Cross worked together – in line with the Safer Access Framework – to respond to humanitarian needs in Northern Ireland and in other places where both organizations were present; they implemented activities to restore family links, promote IHL and the Movement, and raise funds, in the UK. They developed a draft agreement to strengthen coordination, for instance, in using cash-transfer programmes to aid violence-affected people.

The Irish Red Cross and the ICRC continued to work closely in family-links activities.

MAIN FIGURES AND INDICATORS: PROTECTION

CIVILIANS		Total	Women	Girls	Boys
Tracing requests, including cases of missing persons					
People for whom a tracing request was newly registered		1	1		
Tracing cases still being handled at the end of the reporting period (people)		1	1		
PEOPLE DEPRIVED OF THEIR FREEDOM					
ICRC visits			Women	Minors	
Places of detention visited		13			
Detainees in places of detention visited		8,185	560		
Visits carried out		16			
			Women	Girls	Boys
Detainees visited and monitored individually		115	8		
	<i>of whom newly registered</i>	68	5		

MAIN FIGURES AND INDICATORS: ASSISTANCE

PEOPLE DEPRIVED OF THEIR FREEDOM		Total	Women	Children
Health				
Places of detention visited by health staff	Structures	1		

MOSCOW (regional)

COVERING: Belarus, Republic of Moldova, Russian Federation

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 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.

YEARLY RESULT

Level of achievement of ICRC yearly objectives/plans of action

HIGH

KEY RESULTS/CONSTRAINTS IN 2018

- Civilian and military authorities and other influential parties in the region became more familiar with the ICRC's humanitarian role and its work around the world, particularly in the Syrian Arab Republic and Ukraine.
- People who had fled the armed conflict in eastern Ukraine for Belarus, Crimea or south-western Russia met their basic needs or started small businesses with help from the pertinent National Societies and the ICRC.
- In Chechnya, people with relatives missing in connection with past armed conflicts in the northern Caucasus benefited from the final phase of a psychosocial-support programme carried out by the ICRC.
- People detained far from their homes, in connection with past conflicts in the northern Caucasus, received ICRC-facilitated family visits. The National Society/ICRC organized phone calls for migrants detained in Belarus.
- Comprehensive assistance from the ICRC enabled the National Societies in the countries covered to strengthen their ability to respond to the humanitarian needs of people affected by emergencies.

EXPENDITURE IN KCHF

Protection	2,736
Assistance	3,278
Prevention	3,474
Cooperation with National Societies	1,586
General	128
Total	11,202
<i>Of which: Overheads</i>	<i>684</i>

IMPLEMENTATION RATE

Expenditure/yearly budget	84%
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PERSONNEL

Mobile staff	17
Resident staff (daily workers not included)	115



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PROTECTION	Total
CIVILIANS	
Restoring family links	
RCMs collected	130
RCMs distributed	133
Tracing cases closed positively (subject located or fate established)	35
PEOPLE DEPRIVED OF THEIR FREEDOM	
Restoring family links	
RCMs collected	4
RCMs distributed	12
Phone calls made to families to inform them of the whereabouts of a detained relative	8

ASSISTANCE	2018 Targets (up to)	Achieved	
CIVILIANS			
Economic security			
Food consumption	Beneficiaries	11,150	7,509
Income support	Beneficiaries	700	470
Living conditions	Beneficiaries	13,380	8,525

CONTEXT

The Russian Federation continued to play a prominent part in international affairs, particularly as a permanent member of the UN Security Council. It maintained its influence in the region, for instance, through its role in the Commonwealth of Independent States (CIS) and the Collective Security Treaty Organization (CSTO). It continued to provide military and other support for the government of the Syrian Arab Republic (hereafter Syria; see *Syrian Arab Republic*). It took part in the work being done in Minsk, Belarus, by the Trilateral Contact Group on Ukraine and its working groups, to settle the armed conflict in eastern Ukraine (see *Ukraine*).

Civilians who fled the Ukraine conflict found refuge in Belarus, Crimea and south-western Russia.

Belarus and the Russian Federation hosted migrants, including refugees and asylum seekers.

A number of people in the Russian Federation had relatives who were missing in connection with past or current armed conflicts in the wider region – for instance, in Georgia and Ukraine – and in the Russian Federation itself.

A number of people in the Russian Federation were detained, in connection with past armed conflicts in the northern Caucasus, in penal colonies far from their homes.

Crimea remained the subject of a political and territorial dispute between the Russian Federation and Ukraine.

ICRC ACTION AND RESULTS

The ICRC's regional delegation in Moscow pursued dialogue with civilian and military authorities, at both national and regional levels, to secure their support for its humanitarian work throughout the world, particularly in Syria and Ukraine. It also engaged influential parties in dialogue on key humanitarian issues – for example, at the seventh Moscow Conference on International Security, organized by the Russian ministry of defence; at an international conference to mark the 150th anniversary of the St Petersburg Declaration, which it organized jointly with the Interparliamentary Assembly of the CIS (IPA CIS); and during its annual high-level staff talks with the CSTO.

The ICRC maintained its focus on broadening understanding of its humanitarian role and activities among civil society and the general public. Together with local partners, it organized events of various kinds at its Moscow Humanitarium and other venues.

In the Russian Federation, the ICRC encouraged and enabled local experts to discuss the resolution of missing-persons cases linked to past or current armed conflicts in the wider region. It trained forensic specialists to manage human remains, in aid of efforts to resolve missing-persons cases.

At mid-year, the ICRC concluded its psychosocial-support programme for people in Chechnya with relatives missing in connection with past armed conflicts in the northern Caucasus. It referred missing-persons cases to a Russian NGO for follow-up. At year's end, the ICRC closed its sub-delegation in Nalchik and its office in Grozny.

In Belarus and the Russian Federation, the National Societies and the ICRC helped people search for or get in touch with relatives separated from them by migration or other circumstances. As in past years, the ICRC gave the Red Cross Society of Belarus and the Russian Red Cross Society expert advice for improving their family-links services. The St Petersburg branch of the Russian Red Cross continued to receive technical and financial assistance from the ICRC for aiding vulnerable migrants.

People who had fled the Ukraine conflict for Crimea and south-western Russia benefited from a final round of economic assistance from the National Societies and the ICRC. They were given food parcels and household/hygiene items; households with school-going children also received school kits. Having concluded its assistance activities for these people, the ICRC closed its mission in Simferopol and its office in Rostov at year's end.

Households displaced by the Ukraine conflict to Belarus started small businesses with equipment provided by the Belarusian Red Cross and the ICRC. As in past years, the ICRC trained National Society personnel to design, monitor, and evaluate economic-assistance projects.

In the Republic of Moldova (hereafter Moldova), the ICRC urged the authorities to take steps to protect civilians from the risk of unplanned explosions at ammunition storage facilities. It also trained several military officers in the UN's International Ammunition Technical Guidelines, which cover the storage of ammunition.

The ICRC continued to provide family-links services to people detained in connection with past armed conflicts in the northern Caucasus. It maintained its support for the Belarusian Red Cross's activities to aid detained migrants.

The ICRC continued to urge national and regional authorities to advance the incorporation of IHL in domestic law and military decision-making. It provided technical or other assistance to the national IHL committees in Belarus and Moldova. It sponsored senior military officers from the three countries covered, and from the CSTO, to attend IHL-related events.

As the ICRC's main partners in the field, National Societies in the region continued to receive assistance for reinforcing their operational capacities, pursuing organizational development, and strengthening their legal bases.

CIVILIANS

Members of separated families communicate through Movement family-links services

People in Belarus and the Russian Federation used the National Societies' and the ICRC's family-links services to search for and/or communicate with relatives separated from them by migration or other circumstances. In 2018, the ICRC collected 130 RCMs, distributed 133 RCMs, registered 180 new tracing cases, and located or established the fate of 35 people.

At a round-table for officials from Belarusian government agencies dealing with migration-related matters – including the foreign and interior ministries, and the border guard – the Belarusian Red Cross and the ICRC drew attention to migrants' concerns. The National Society and the ICRC, together with the IOM and the UNHCR, met with Belarusian government officials to urge them to accept ICRC travel documents being issued to migrants, including refugees and asylum seekers; this matter was still under discussion. The Belarusian Red Cross completed an assessment of migrants' family-links needs; it planned to present its findings to the authorities in 2019.

The Belarusian and Russian National Societies' family-links services benefited from expert advice provided regularly by the ICRC.

The St Petersburg branch of the Russian Red Cross continued to make a hotline, a social worker, and a legal consultant available to vulnerable migrants, including refugees and asylum seekers; as in past years, the ICRC provided technical and financial assistance.

Missing people's relatives receive psychosocial support

In the Russian Federation, the ICRC encouraged and enabled local experts to discuss the resolution of missing-persons cases. It trained forensic specialists to manage human remains, in aid of efforts to resolve missing-persons cases. At two ICRC round-tables, government officials discussed the technical aspects of resolving missing-persons cases linked to armed conflicts in the wider region. Plans to sponsor officials' participation in an international workshop on missing people were postponed, as other matters took precedence.

In June, the ICRC concluded an accompaniment programme, begun in 2008 and implemented in various forms since then, that made psychosocial support available to people in Chechnya with relatives missing in connection with past conflicts in the northern Caucasus. From January to June, 371 families received such support during home visits; the local community workers who assisted them were trained and supervised by the ICRC. According to an evaluation conducted by the ICRC, the project addressed families' needs appropriately; family members experienced a significant improvement in their well-being, and many of their needs were addressed through informal local referrals made by the community workers.

The ICRC referred missing-persons cases to a Russian NGO for follow-up; the ICRC gave the NGO's staff the training necessary – for instance, in collecting DNA samples from

missing people's relatives. Psychologists from the NGO drew on the ICRC's financial support to publish a book about working with missing people's families.

People displaced from Ukraine meet their basic needs or start small businesses

A number of particularly vulnerable people who had fled eastern Ukraine for Crimea and south-western Russia received a final round of assistance from the local Red Cross branches and the ICRC. Beginning in early 2018, beneficiaries were informed – through leaflets and social media – of the termination of aid at year's end; the pertinent authorities were also informed. Beneficiaries communicated with the National Societies and the ICRC through hotlines and social-media accounts maintained specifically for them.

Food parcels and household/hygiene items were given to 3,150 households (4,876 people) in Crimea and 1,973 households (2,633 people) in south-western Russia. In addition, 482 households (550 people) in Crimea and 361 households (466 people) in south-western Russia received school kits for their school-going children. Assistance reached fewer people than planned – in Crimea, owing to administrative obstacles; and in south-western Russia, because fewer people than envisaged availed themselves of the aid offered.

In Belarus, 133 households (470 people) displaced from Ukraine started small businesses with equipment provided by the Belarusian Red Cross and the ICRC. Fewer people than envisaged applied for this assistance, despite the efforts of Belarusian Red Cross personnel to make its availability widely known; the provision of aid was also delayed by logistical impediments.

The ICRC trained 19 Belarusian Red Cross personnel to design, monitor, and evaluate economic-assistance projects.

Moldovan military officers learn how to reduce the risk of unplanned explosions

People living or working near ammunition storage facilities in Moldova were under threat of unplanned explosions. The ICRC met with civilian and military authorities and urged them to take steps to address this issue, and with representatives of the international community, to persuade them to provide the funds necessary. It trained ten members of the Moldovan armed forces in the UN's International Ammunition Technical Guidelines, which cover the storage of ammunition.

PEOPLE DEPRIVED OF THEIR FREEDOM

Detainees held far from their homes are visited by their relatives

People held in penal colonies across the Russian Federation, in connection with past conflicts in the northern Caucasus, stayed in touch with their families through visits arranged by the ICRC or through RCMs. A total of 419 detainees received family visits.

Detained migrants receive humanitarian assistance

In Belarus, migrants were being held in detention facilities in all six regions and in the capital, Minsk. Funds from the ICRC enabled the Belarusian Red Cross to visit detained migrants, arrange phone calls to relatives for some of them, and provide 1,952 of them with hygiene items, clothes, shoes and other material assistance.

ACTORS OF INFLUENCE

Influential parties discuss issues of humanitarian concern

The ICRC sought to strengthen understanding of its humanitarian role and foster support for its work – throughout the world, but particularly in Syria and Ukraine – among civilian and military authorities, religious leaders, academics, journalists, and the general public. To this end, it took part in key events organized by authorities and organized, together with local partners, IHL-related events of various kinds at its Moscow Humanitarium and at other venues. These events included a conference on the legal and humanitarian consequences of detaining vulnerable migrants; it was attended by Belarusian and Russian government officials, Russian lawyers and academics, and representatives of the Council of Europe, the UNHCR, and Russian and international NGOs. The ICRC also sponsored government officials, academics and university students to attend regional events on IHL and related subjects.

The ICRC took part in the seventh Moscow Conference on International Security, organized by the Russian defence ministry. Together with the IPA CIS, it organized an international conference in St Petersburg to mark the 150th anniversary of the St Petersburg Declaration. The ICRC's president spoke at both events; he also discussed pressing issues of humanitarian concern with senior officials from various countries and from the CSTO.

National Societies in the region strengthened their ability to promote humanitarian principles, with the ICRC's support. The ICRC provided training in public communication for personnel from the Belarusian Red Cross and the St Petersburg branch of the Russian Red Cross.

Journalists from Belarus and the Russian Federation learnt how to protect themselves during emergencies through a course conducted by a Russian NGO and the ICRC.

National IHL committees continue their work

The ICRC continued to urge national and regional authorities to advance the incorporation of IHL provisions in domestic law. The national IHL committee in Belarus held one meeting; it asked for and was given reference materials on the Arms Trade Treaty, the Convention on Cluster Munitions, and other key IHL treaties. The ICRC maintained contact with the Moldovan national IHL committee, which was being reorganized. It sponsored Moldovan justice ministry officials to attend a regional meeting of national IHL committees in Romania. The ICRC discussed various aspects of IHL implementation, including the drafting of a law on the National Society (see *Red Cross and Red Crescent Movement*), with members of the Russian parliament.

The IPA CIS adopted a set of guidelines, prepared with the ICRC's assistance, for teaching IHL to military personnel. It also drafted recommendations for applying IHL in counter-terrorism operations; it asked for and received the ICRC's observations on these recommendations.

Military officers in the region strengthen their grasp of IHL

The ICRC continued to urge armed forces in the region to incorporate IHL in their doctrine, training and operations. Sponsored by the ICRC, senior officers from the three countries covered attended a workshop in the United Arab Emirates (see *International law and cooperation*), and officers from the three countries and the CSTO attended an IHL course in San Remo, Italy.

The CSTO and the ICRC held their fourth annual high-level staff talks in Geneva, Switzerland; they discussed the humanitarian situation in contexts of common concern, and the signing of an agreement to cooperate in promoting IHL. The ICRC attended a training exercise, held in the Russian Federation, for CSTO peace-support troops from six countries.

RED CROSS AND RED CRESCENT MOVEMENT

The ICRC provided comprehensive support for the region's National Societies to bolster their operational capacities, pursue organizational development, and strengthen their legal bases.

The National Societies reinforced their emergency preparedness in line with the Safer Access Framework. The Belarusian Red Cross assisted several branches of the Russian Red Cross in the northern Caucasus to conduct training exercises with the local authorities in charge of emergency response; the Russian Red Cross personnel showed a marked improvement in providing first aid and psychosocial support. Several Russian Red Cross branches in western Russia trained their volunteers in emergency-preparedness activities and in promoting the Fundamental Principles.

Aided by the ICRC, the Belarusian Red Cross strengthened its procedures for managing its human resources, including volunteers. A local Red Cross branch in Crimea drew on the ICRC for fundraising advice; it was planning to raise funds by offering first-aid training to paying clients.

The ICRC, in close coordination with the International Federation, counselled the Russian Red Cross on lobbying the authorities to adopt a law on the role of the National Society and the protection of the red cross emblem. The Belarusian Red Cross drafted a set of amendments to the State law on the National Society; the ICRC offered advisory support for the process of submitting them to the authorities.

The Belarusian Red Cross, the Red Cross Society of Moldova, and a local Red Cross branch in Crimea held meetings with the ICRC and other Movement partners, to coordinate activities.

MAIN FIGURES AND INDICATORS: PROTECTION

CIVILIANS	Total			
RCMs and other means of family contact		UAMs/SC		
RCMs collected	130			
RCMs distributed	133			
Names published on the ICRC family-links website	1			
Tracing requests, including cases of missing persons		Women	Girls	Boys
People for whom a tracing request was newly registered	180	44	39	49
<i>including people for whom tracing requests were registered by another delegation</i>	12			
Tracing cases closed positively (subject located or fate established)	35			
Tracing cases still being handled at the end of the reporting period (people)	2,966	200	134	209
<i>including people for whom tracing requests were registered by another delegation</i>	39			
Documents				
People to whom travel documents were issued	5			
PEOPLE DEPRIVED OF THEIR FREEDOM				
RCMs and other means of family contact				
RCMs collected	4			
RCMs distributed	12			
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	419			
People to whom a detention attestation was issued	2			

MAIN FIGURES AND INDICATORS: ASSISTANCE

CIVILIANS		Total	Women	Children
Economic security				
Food consumption	Beneficiaries	7,509	3,244	2,761
Income support	Beneficiaries	470	143	225
Living conditions	Beneficiaries	8,525	3,244	3,777
PEOPLE DEPRIVED OF THEIR FREEDOM				
Economic security				
Living conditions	Beneficiaries	1,952	394	45

PARIS (regional)

COVERING: France, Greece, Hungary, Italy (with specialized services for other countries)

Formalized in 2000, the Paris office merged with the Europe regional delegation in 2015. In the countries covered, the ICRC 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 detainees of the US detention 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 2018

- In Greece, Hungary and other European countries, migrants – including asylum seekers and refugees, and the detainees among them – reconnected with relatives through various family-links services offered by Movement components.
- In Greece, the ICRC visited detained migrants and shared its concerns, such as with regard to their access to health care and legal aid, with the authorities. Some 4,900 detained migrants received hygiene and other essential items.
- ICRC training, and technical and/or material support, enabled forensic services, coast guards or other actors in Greece and Italy to improve their ability to manage and identify the remains of migrants who perished in maritime accidents.
- Hundreds of French and Greek military personnel broadened their understanding of IHL at ICRC briefings. French authorities and the ICRC discussed the humanitarian situation in conflict zones and other places of shared concern.
- European government officials and members of civil society strengthened their grasp of IHL and specialized topics during ICRC conferences, and with the help of ICRC publications and other informational materials.

EXPENDITURE IN KCHF

Protection	7,316
Assistance	1,024
Prevention	2,405
Cooperation with National Societies	530
General	107
Total	11,382
<i>Of which: Overheads</i>	<i>694</i>

IMPLEMENTATION RATE

Expenditure/yearly budget	98%
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PERSONNEL

Mobile staff	20
Resident staff (daily workers not included)	45



PROTECTION	Total
CIVILIANS	
Restoring family links	
RCMs collected	1
RCMs distributed	1
Phone calls facilitated between family members	14,829
Tracing cases closed positively (subject located or fate established)	30
PEOPLE DEPRIVED OF THEIR FREEDOM	
ICRC visits	
Places of detention visited	29
Detainees in places of detention visited	13,599
<i>of whom visited and monitored individually</i>	77
Visits carried out	54
Restoring family links	
RCMs collected	1
RCMs distributed	1

CONTEXT

Migrants – including asylum seekers and refugees – continued to cross the Mediterranean Sea to reach Europe; although fewer people took this route than in 2017, the number of deaths at sea was still high. Meanwhile, migration flows from Turkey to Greece – which had abated following an EU–Turkey agreement made in 2016 – shot up again in 2018, as more people crossed the Evros River between the two countries. Tightened travel restrictions in Greece left many migrants stranded in its islands and in the mainland while they waited for their cases to be processed; many stayed in open camps. Migrants entering Hungary from Serbia were kept in a high-security facility at one of two “transit zones”.

Detained migrants in Greece were often held for prolonged periods in inadequate facilities with restricted freedom of movement and limited access to basic services.

Many families continued to search for their relatives who went missing in previous years and were still unaccounted for; among them were the relatives of hundreds of migrants whose remains were recovered in Italy in 2016. Identification of human remains remained difficult because of insufficient data and lack of coordination mechanisms between stakeholders.

Security remained high on European countries’ agenda, in light of attacks and arrests linked to violent extremism on the continent. As a permanent member of the UN Security Council, France played a major role in international affairs. French troops conducted military operations in various countries, notably in Africa and the Middle East, sometimes as members of international coalitions.

ICRC ACTION AND RESULTS

The ICRC’s regional delegation in Paris focused on addressing the protection needs of vulnerable migrants, particularly the detainees among them, and on helping the pertinent authorities to meet these needs. It also promoted support for IHL and humanitarian action, and worked closely with European National Societies and other Movement partners.

The ICRC’s mission in Athens and delegation in Budapest monitored the situation of migrants entering Greece from Turkey, and migrants in Hungary from Serbia. Together with National Societies in Europe and other continents, the ICRC helped vulnerable migrants, including those who had been detained, to restore or maintain contact with relatives. It maintained its support for a photo tracing campaign and other efforts by different National Societies to reunite dispersed families. Forensic services and National Societies in Mediterranean countries drew on ICRC support to strengthen their capacities in managing and identifying the remains of people who had perished at sea. The relevant authorities and actors were urged to improve mechanisms to clarify the fate of missing persons.

The ICRC visited detained migrants: in Greece, at pre-removal centres, and reception and identification centres; and in Hungary, in detention centres under the authority of the

police and “transit zones”. It communicated its findings confidentially to the authorities concerned, to help them improve these migrants’ treatment and living conditions, particularly access to legal aid and health care. The ICRC provided household essentials for migrants detained in Greece. The ICRC also visited people convicted by international tribunals – those on remand in The Hague, Netherlands, and those serving their sentences in other European countries. Findings and recommendations communicated confidentially to the detaining authorities were taken into account by them while they revised or drafted regulations and procedures in detention.

The Paris regional delegation remained a crucial element of the ICRC’s network for humanitarian diplomacy, through which the organization promoted IHL and sought support for its worldwide operations from influential actors in the region. European National Societies, national IHL committees and the ICRC continued to promote IHL and help authorities accede to and/or ratify IHL-related legal instruments and ensure their incorporation in national legislation. Government officials, academics and members of civil society learnt more about IHL-related issues at conferences and other events supported or organized by the ICRC, and through audiovisual and other informational materials that the ICRC disseminated through traditional and social media. The ICRC also maintained its efforts to broaden awareness of IHL among francophones, through its French-language blog and coordination with the Organisation internationale de la Francophonie (OIF).

The ICRC, officials from the foreign, interior and justice ministries – and representatives from the French prime minister’s office – discussed the humanitarian situation in conflict zones and other contexts of shared concern. The French Armed Forces (FAF) and the ICRC continued their dialogue at strategic, operational and tactical levels. The FAF and Greek armed forces drew on ICRC support to organize IHL briefings and training sessions for its officers and cadets.

European National Societies drew on support from the International Federation and the ICRC to strengthen their family-links services and other operational capacities.

CIVILIANS

European National Societies and the ICRC documented the protection concerns of vulnerable migrants throughout the region, such as migrants who had crossed into Greece from Turkey, and into Hungary from Serbia. The ICRC strove – by means of high-level meetings and oral and written representations – to impress upon European authorities the humanitarian consequences of their migration policies; it urged them to provide more effective protection for vulnerable migrants and address their needs (see also *People deprived of their freedom*).

Migrants in Greece and Hungary phone their families

European National Societies working along migration routes strengthened their capacities in restoring family links for vulnerable migrants, such as unaccompanied minors and people detained. The ICRC provided them with various forms of support: financial and material assistance – for instance,

family-links kiosks and digital tracing tools – to reinforce their operations, carry out needs assessments or attend meetings with other National Societies abroad; expert advice to ensure that migrants' personal data were handled in accordance with data-protection standards and other applicable regulations; training to incorporate family-links services in their emergency response and provide psychosocial support for those who need it; and guidance in responding to the family-links and other protection needs of families of people allegedly involved in fighting abroad.

In Greece, thousands of migrants made phone calls to their families through the Hellenic Red Cross and the ICRC; many of them used phone cards distributed by the ICRC. In Hungary, the ICRC provided free wireless internet services for migrants held in "transit zones". Through the Trace the Face campaign – run by 20 European National Societies in coordination with National Societies in Africa, Asia and the Middle East – people had photos of themselves or their relatives posted on the ICRC's family-links website (familylinks.icrc.org) and/or displayed at key locations; this platform became more widely used, thus resulting in 139 people regaining contact with their relatives. The ICRC liaised with the relevant National Society and/or authorities to inform families of missing migrants of developments in the search for their relatives.

Forensic services develop their ability to identify human remains

National Societies and forensic services in Mediterranean countries strove to manage and identify the remains of people who had perished in maritime accidents: the ICRC provided technical and/or material support, and training. First responders, forensic workers and police officers in Greece were given personal protective equipment, DNA kits and other items. Some first responders and forensic pathologists, and about 100 Hellenic Coast Guard officers, were trained to properly handle human remains.

The Italian government's Commissioner for Missing Persons, the Italian Red Cross and the ICRC maintained their efforts to identify the remains of migrants who had died in a shipwreck off the coast of Sicily in 2015. The ICRC and/or the National Society collected biological reference samples from the missing people's families in Mauritania and Senegal, and sent them to a laboratory for DNA profiling. The Italian Red Cross was permitted to examine the local authorities' files on missing migrants; they requested for the ICRC to help in analysing the data. The ICRC supported repairs to the headstones and boundaries of 22 graves in Greece to increase the likelihood of being able to identify the human remains buried there. The ICRC initiated or kept up dialogue with the Maltese and Spanish authorities on identifying human remains recovered by them or transported to their countries.

The ICRC urged the pertinent authorities in Greece to set up a central body to standardize forensic procedures and centralize data to facilitate the identification of human remains. It also urged Italian, Maltese and Spanish authorities to reinforce their mechanisms for clarifying the fate of missing people. It

began to analyse applicable legal frameworks in conjunction with a law school in Athens, and to map actors involved in forensic work (the coast guard, medico-legal institutions, DNA laboratories, etc.), with a view to sharing its findings with the Greek authorities. Two Greek police officers discussed human-remains management at a meeting with the forensic department of an international police organization; the ICRC facilitated their participation in the meeting. An ICRC policy paper on missing migrants and their families was translated into Greek and Italian, and shared with the pertinent authorities; the paper contained useful recommendations for policy-makers.

The ICRC used various media and arranged events to raise awareness, among members of civil society and the general public, of families' right to know their missing relatives' fate.

Authorities are urged to address humanitarian concerns regarding ex-detainees and returnees

The ICRC monitored the situation of people formerly held at the US detention facility at Guantanamo Bay Naval Station in Cuba and resettled in Europe, and the humanitarian impact of counter-terrorism measures on Europeans allegedly involved in fighting abroad – and now back home – and those of their families. It urged the authorities concerned to support the first group's integration in their host countries. Because of tightened security regulations in Europe, and various obstacles in the families' countries of origin, the ICRC could sponsor only one family visit for former Guantanamo Bay detainees resettled abroad.

PEOPLE DEPRIVED OF THEIR FREEDOM Detained migrants in Greece and Hungary cope with their situation

The ICRC visited detained migrants: in Greece, at 15 facilities, including pre-removal centres, and removal and identification centres; and in Hungary, at six facilities and in "transit zones". Particularly vulnerable people, such as children, the elderly and people with health problems, were monitored individually. Findings and recommendations – for instance, for improving detained migrants' treatment and living conditions, and their access to health care and legal aid – were communicated confidentially to both local and central authorities: the ICRC did this through written and oral representations. The Greek health, interior and migration ministries discussed matters related to immigration detention, such as detained migrants' access to health services and respect for medical ethics, at high-level round-tables organized by the ICRC. At ICRC workshops and dissemination sessions, senior Greek police personnel learnt more about good practices and how to tackle issues associated with administrative detention.

Detained migrants in Greece and Hungary reconnected with relatives through family-links services, such as phone cards or free wireless internet services provided by the ICRC (see *Civilians*). Where appropriate, migrants held in Greece were referred to organizations offering legal aid; in Hungary, the ICRC arranged for the translation of detained migrants' legal documents.

The ICRC provided clothing, cleaning materials and other essentials for about 4,900 detained migrants in Greece. The ICRC also donated hygiene kits and other items to the authorities, which were then distributed to some 2,100 newly arrived migrants. Light fixtures and household appliances were provided by the ICRC to people running a pre-removal detention centre in Fylakio, benefiting migrants who were being held there.

ICRC health teams monitored the situation of migrants detained in nine facilities; some of them were referred for further care. The ICRC met with various officials affiliated with the health ministry to discuss implementing a pilot health project for migrants detained at one centre in Fylakio; gloves and masks were donated to the police in that area.

The ICRC visits people remanded or convicted by international tribunals

The ICRC visited people remanded or convicted by international tribunals, to check on their treatment and living conditions. Detainees visited included 15 people held on remand under the authority of the International Criminal Court (ICC) and the Mechanism for International Criminal Tribunals (MICT), and six people convicted by the International Criminal Tribunal for the former Yugoslavia (1993–2017), who were serving their sentences in six different places of detention in other European countries.

The ICRC communicated its findings confidentially to the international tribunals and the authorities in enforcement countries, to help them ensure that their policies were in line with internationally recognized standards for detention; the ICRC also made a number of recommendations, which sought to improve conditions for all the detainees at these facilities. The ICC and the MICT took these recommendations into account while revising or drafting regulations and procedures for managing hunger strikes and enabling detainees to contact their families.

The National Societies in Cyprus, Finland, France, Malta, Norway and Sweden were given technical support for implementing some of their protection-focused programmes for detained migrants; the French Red Cross, Swedish Red Cross and Spanish Red Cross established working groups to identify and promote alternatives to immigration detention. The Swedish Red Cross was given advice on how to respond to the specific needs of detained minors.

ACTORS OF INFLUENCE

The ICRC promotes IHL and humanitarian action

The ICRC had discussions with influential European actors on developments in IHL and other bodies of international law, and on humanitarian issues in the region and beyond – particularly in connection with conflict and migration. It also briefed them on its response to conflicts and issues in other areas of the world, and urged them to support its activities. The ICRC continued to urge the Greek authorities to adopt the legislative measures necessary for the ICRC to fulfil its mandate in conformity with its working procedures. The Principality of Monaco signed an agreement with the ICRC, pledging to support its activities in countries affected by protracted conflicts.

Government officials and members of civil society widen their knowledge of IHL-related issues

European National Societies, national IHL committees and the ICRC continued to promote IHL and help national authorities – such as in France, Germany and Poland – to accede to and/or ratify IHL-related treaties, or to implement laws and directives bearing on humanitarian action. The ICRC organized a regional meeting for national IHL committees in European countries, at which attendees were urged to promote the ratification or implementation of the Arms Trade Treaty. The ICRC began to prepare a study on the implementation of that treaty, by identifying arms-exporting States and analysing their decision-making mechanisms.

Government officials and members of civil society added to their knowledge of specific IHL-related matters at events organized or supported by the ICRC. These events included IHL conferences in: Bucharest, Romania, for authorities and national IHL committees in the countries of central and south-eastern Europe (see *Balkans*); and Lisbon, Portugal, for government officials and academics in lusophone countries. They tackled issues related to IHL implementation, conduct of hostilities, migration, use of weapons, protection of cultural property, and contemporary challenges to IHL. The ICRC continued to provide support for translating the updated ICRC Commentaries on the First and Second Geneva Conventions of 1949, and selected articles from the *International Review of the Red Cross*, into French.

The ICRC organized round-tables and/or conferences in Paris for francophone academics, and in Ljubljana, Slovenia, for academics from central and south-eastern Europe (see *Balkans*). It sponsored students to attend IHL events abroad, such as courses and a moot court competition (see, for example, *Balkans*). It also provided financial and/or technical support for universities and researchers in Greece to produce IHL-related reports and research; it also donated IHL publications to them.

Military cadets and officers strengthen their grasp of IHL

Briefings organized or supported by the ICRC enabled cadets and officers of the Greek and French militaries to broaden their understanding of humanitarian issues, IHL principles and the ICRC's work. These briefings were attended by around 550 cadets and some officers of the FAF – including those bound for conflict zones – 82 legal advisers and 130 senior officers of the Greek armed forces, and 235 cadets and officers from Greek military academies. The ICRC sponsored a senior Greek military official to attend an international workshop on rules governing military operations (see *International Law and Policy*).

The ICRC, officials from the foreign, interior, justice ministries – and representatives from the French prime minister's office – discussed various issues: the humanitarian situation in contexts of shared concern, such as Myanmar, the Sahel region, the Syrian Arab Republic and Yemen; ensuring respect for IHL; the conduct of hostilities; migration; nuclear weapons; detention; and “terrorism”.

The FAF and the ICRC continued their dialogue at strategic, operational and tactical levels, through regular high-level meetings and other means. The topics discussed included, among others, the conduct of hostilities in urban areas; norms of restraint among armed actors; measures for self-protection in violence-affected communities; and attacks against medical personnel and facilities in conflict zones. The ICRC also held meetings with the Italian armed forces involved in operations abroad, with a view to developing an operational dialogue with them.

European media highlight the Movement's activities

The ICRC's public-communication initiatives helped broaden awareness of IHL, the plight of migrants, and other humanitarian issues. Audiovisual and other informational materials prepared by the ICRC reached the general public via events organized by the ICRC; local and international media organizations; and social media.

The delegation's French-language blog continued to educate the general public about IHL and humanitarian issues. The ICRC held numerous high-level meetings between its president and the secretary-general of the OIF, for instance, on strengthening joint efforts to broaden awareness of IHL among francophones.

RED CROSS AND RED CRESCENT MOVEMENT

Movement partners' work together to address humanitarian needs in the region

European National Societies drew on support from the International Federation and the ICRC to respond to the protection needs of vulnerable migrants in Europe, including those detained (see *Civilians* and *People deprived of their freedom*). They endeavoured to improve their family-links services and conduct them in compliance with data-protection laws and regulations. They also maintained their cooperation in IHL promotion and development, and provision of organizational and operational support for other National Societies. The ICRC's partnership with the Italian Red Cross focused on responding to the issue of missing migrants and the needs of their families.

Through regular exchanges and meetings, the ICRC continued to strengthen its cooperation – for instance, in promoting IHL and mobilizing resources – with the French, Italian, Monégasque, Portuguese and Spanish National Societies. The French Red Cross and the ICRC signed a new partnership agreement broadening the scope of their cooperation. The International Federation and the ICRC strove to support the Hellenic Red Cross in strengthening its governance and compliance structure; however, owing to a lack of progress, the International Federation suspended the Hellenic Red Cross from its membership starting January 2019.

Movement components in the region established working groups to discuss how to respond more effectively to migration-related issues, and coordinated their activities for vulnerable people in the region and in conflict-affected countries.

MAIN FIGURES AND INDICATORS: PROTECTION

CIVILIANS	Total			
RCMs and other means of family contact		UAMs/SC		
RCMs collected	1			
RCMs distributed	1			
Phone calls facilitated between family members	14,829			
Tracing requests, including cases of missing persons		Women	Girls	Boys
People for whom a tracing request was newly registered	108	26	26	10
<i>including people for whom tracing requests were registered by another delegation</i>	14			
Tracing cases closed positively (subject located or fate established)	30			
<i>including people for whom tracing requests were registered by another delegation</i>	6			
Tracing cases still being handled at the end of the reporting period (people)	369	76	81	88
<i>including people for whom tracing requests were registered by another delegation</i>	52			
Documents				
People to whom official documents were delivered across borders/front lines	12			
PEOPLE DEPRIVED OF THEIR FREEDOM				
ICRC visits		Women	Minors	
Places of detention visited	29			
Detainees in places of detention visited	13,599	1,448	1,974	
Visits carried out	54			
		Women	Girls	Boys
Detainees visited and monitored individually	77	9	1	26
<i>of whom newly registered</i>	54	8	1	25
RCMs and other means of family contact				
RCMs collected	1			
RCMs distributed	1			

MAIN FIGURES AND INDICATORS: ASSISTANCE

PEOPLE DEPRIVED OF THEIR FREEDOM		Total	Women	Children
Economic security				
Living conditions	Beneficiaries	4,895	307	281
Health				
Places of detention visited by health staff	Structures	9		

TASHKENT (regional)

COVERING: Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan, Uzbekistan

The ICRC has been present in Central Asia since 1992. In Kyrgyzstan, it helps the authorities improve detainees' treatment and living conditions, especially with regard to health-care access. In Tajikistan, it works with the National Society to assist families of persons missing in connection with past conflict and other violence, and to conduct risk education sessions in mine-affected communities. It assists the region's National Societies in building their capacities, particularly in emergency preparedness, restoring family links and promoting IHL. It supports the implementation of IHL and other relevant norms, and fosters understanding of the ICRC's mandate and work.

YEARLY RESULT

Level of achievement of ICRC yearly objectives/plans of action

HIGH

KEY RESULTS/CONSTRAINTS IN 2018

- In Kyrgyzstan, people held in ten police stations and two places of permanent detention had access to primary-health-care services through projects implemented by the authorities and the ICRC.
- Detainees in Kyrgyzstan were screened for TB; those who tested positive were enrolled for treatment. The ICRC worked with prison health staff to provide psychosocial support for TB patients and to encourage treatment adherence.
- Missing people's families in Tajikistan obtained psychosocial care and referrals to appropriate services through an accompaniment programme implemented by the Red Crescent Society of Tajikistan, the ICRC and local NGOs.
- Doctors and other medical personnel in the region strengthened their capacities in emergency trauma care through courses, including train-the-trainer sessions, organized by the ICRC or facilitated by local instructors.
- The authorities and military and security personnel in the region learnt more about the ICRC, IHL and other applicable norms during ICRC seminars and other customized courses, which often included first-aid training.
- Turkmenistan became party to the Hague Convention on Cultural Property and its two Protocols. In Kyrgyzstan, the president signed a law ratifying Additional Protocol III.

EXPENDITURE IN KCHF

Protection	3,091
Assistance	4,493
Prevention	1,903
Cooperation with National Societies	1,064
General	160
Total	10,711
<i>Of which: Overheads</i>	<i>654</i>

IMPLEMENTATION RATE

Expenditure/yearly budget	93%
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PERSONNEL

Mobile staff	20
Resident staff (daily workers not included)	165



PROTECTION	Total
CIVILIANS	
Restoring family links	
RCMs collected	42
RCMs distributed	37
Phone calls facilitated between family members	26
Tracing cases closed positively (subject located or fate established)	25
PEOPLE DEPRIVED OF THEIR FREEDOM	
ICRC visits	
Places of detention visited	39
Detainees in places of detention visited	8,392
<i>of whom visited and monitored individually</i>	244
Visits carried out	59
Restoring family links	
RCMs collected	35
RCMs distributed	32
Phone calls made to families to inform them of the whereabouts of a detained relative	2,186

ASSISTANCE	2018 Targets (up to)	Achieved
WOUNDED AND SICK		
Medical care		
Hospitals supported	Structures	5
		7

CONTEXT

Central Asian countries faced economic and security challenges in varying degrees. Migration and the fight against “terrorism” were among the main issues of concern in the region. The countries covered signed new bilateral or multilateral partnership agreements to strengthen regional security and cooperation in counter-terrorism.

Kyrgyzstan and Uzbekistan resolved some of their border issues. But, in addition to border disputes, other issues – such as competition for natural resources, particularly water – continued to be sources of tension in the region and occasionally, of violence as well.

In Tajikistan and, to a lesser extent, in Kyrgyzstan, families of people missing in connection with past armed conflict and other situations of violence remained without news of their relatives. Communities along Tajikistan’s borders with Afghanistan and Uzbekistan were at risk from mines and explosive remnants of war (ERW).

The fighting in Afghanistan reached areas near the border with Tajikistan.

The five countries maintained their involvement, in varying degrees, with multilateral bodies such as the Collective Security Treaty Organization (CSTO), the Commonwealth of Independent States (CIS), the Eurasian Economic Union, the European Union, NATO and the Shanghai Cooperation Organization (SCO).

ICRC ACTION AND RESULTS

The ICRC continued to work with authorities and other local partners to address the needs of detainees in Kyrgyzstan and of people – throughout the region – affected by migration or past armed conflict and other violence. It also promoted respect for IHL in the countries covered.

In Kyrgyzstan, the ICRC – in accordance with its standard procedures – visited places of detention under the authority of the internal affairs ministry and the State Service for the Execution of Punishments (GSIN). Findings and/or recommendations were communicated confidentially to the authorities concerned. The ICRC strove to secure access to detainees within its purview, particularly those in facilities under the authority of the State Committee for National Security (GKNB). In Uzbekistan, the possibility of conducting standard visits to detainees was discussed with the authorities.

The ICRC continued to work with the Kyrgyz authorities, and give them support, to improve the treatment and living conditions of detainees. ICRC projects carried out with the health and internal affairs ministries, and the GSIN, provided access to primary-health-care services for people held in ten police stations and two places of permanent detention. At the ICRC’s urging, the GSIN approved the implementation of standard procedures for medically screening all new detainees on arrival. ICRC assistance enabled detention facilities and laboratories to improve their TB diagnostic services. Detainees who tested

positive for TB were enrolled for treatment; the ICRC worked with prison health staff to provide psychosocial support for TB patients and to encourage treatment adherence. The pertinent authorities and the ICRC were set to sign a memorandum of understanding on the ICRC’s handover of the TB programme.

Members of families separated by migration, detention or other circumstances maintained contact through the Movement’s family-links services. The ICRC continued to support an accompaniment programme in Tajikistan, with a view to helping missing people’s families obtain psychosocial support and referrals to appropriate service providers. In Kyrgyzstan, the ICRC provided technical support for a working group to draft and, subsequently, implement legislation protecting the rights of missing people and their families. ICRC training and/or material and technical assistance enabled forensic professionals and others in Kyrgyzstan and Tajikistan to strengthen their ability to identify and manage human remains during emergencies.

Material support from the ICRC helped hospitals in Tajikistan treat wounded people, including casualties of the fighting in Afghanistan. The ICRC also conducted first-aid training for community leaders, religious leaders, weapon bearers and others in Kyrgyzstan, Tajikistan and Turkmenistan. Doctors and other medical personnel in the region strengthened their capacities in emergency trauma care through training courses and train-the-trainer sessions, organized by the ICRC or facilitated by local instructors with ICRC support.

The ICRC bolstered its engagement with the authorities, military and security forces personnel and other influential actors in the region; the aim was to broaden acceptance for its work and secure support for IHL and other relevant norms. For instance, it held IHL briefings for Kazakh troops bound for peacekeeping missions abroad. In Kyrgyzstan, the president signed a law ratifying Additional Protocol III. Turkmenistan became party to the Hague Convention on Cultural Property and its two Protocols.

With ICRC support, National Societies in the region enhanced their emergency preparedness and their ability to restore family links and provide first aid and psychosocial care. The Red Crescent Society of Tajikistan continued to conduct risk-education sessions for mine-affected communities.

CIVILIANS

Members of separated families reconnect

In Central Asia, members of families separated by migration, detention or other circumstances restored or maintained contact through Movement family-links services such as RCMs and phone calls. Tracing requests were lodged for 762 people. The ICRC helped repatriate six children from Iraq to Tajikistan.

Staff and/or volunteers of Central Asian National Societies strengthened their ability to provide family-links services, through ICRC training and other events organized by their National Societies and/or the ICRC. The ICRC also sponsored personnel from these National Societies to attend international events, including a round-table on migration and restoring

family links held in Minsk, Belarus. To broaden awareness of its family-links services in the country, the Red Crescent Society of Kyrgyzstan conducted information sessions in four provinces.

Forensic professionals and others in Kyrgyzstan and Tajikistan used ICRC training and/or material and technical assistance to develop their ability to identify and manage human remains during emergencies. With ICRC support, Kyrgyz authorities set up a working group to develop standard procedures for managing human remains, particularly during emergencies. Tajik officials, aided by the ICRC, finished drafting standard procedures for managing human remains.

Owing to administrative constraints faced by the emergency committee in Tajikistan, plans to train psychologists to help first responders manage their stress and develop their ability to give victims of emergencies psychological first aid were postponed to 2019.

Missing people's families are helped to meet their psychosocial and other needs

In Tajikistan, an accompaniment programme implemented by the Red Crescent Society of Tajikistan, the ICRC and local NGOs enabled 642 relatives of missing people – including the families of people alleged to have been involved in fighting abroad – to obtain psychosocial care and referred 945 people to service providers for help in meeting their economic, legal and other needs. The ICRC supplied expert guidance

and training to improve the services provided under this programme. The ICRC also gave missing people's families support for organizing events commemorating their missing relatives, such as ceremonies to mark the International Day of the Disappeared.

Many missing people alleged to have been involved in fighting abroad, and their families, were from the Khatlon and Sughd regions of Tajikistan: the ICRC conducted information sessions for community leaders, religious leaders and local authorities there on the work it was doing to address the issue of missing people. These sessions also sought to raise awareness of the psychological issues faced by missing people's families.

In Kyrgyzstan, the government approved the establishment of an inter-ministerial working group – initiated by the national IHL committee with ICRC support in 2017 – to draft and, subsequently, implement legislation protecting the rights of missing people and their families.

People in mine-affected areas learn safe practices

In Tajikistan, people in mine-affected communities learnt about safe practices at educational sessions and other activities organized by the Tajikistan Red Crescent with ICRC support. ICRC training enabled National Society volunteers to become more capable of conducting mine-risk education sessions. The National Society and the ICRC also participated in coordination meetings and other mine-action events organized by the authorities and/or other actors.

CIVILIANS	Kazakhstan	Kyrgyzstan	Tajikistan	Uzbekistan
RCMs and other means of family contact				
RCMs collected	4		38	
<i>including from unaccompanied minors (UAMs)/separated children (SC)</i>				
RCMs distributed	6		31	
<i>including from UAMs/SC</i>				
Phone calls facilitated between family members		1	25	
Reunifications, transfers and repatriations				
People transferred or repatriated			6	
Tracing requests, including cases of missing persons				
People for whom a tracing request was newly registered	26	11	724	1
<i>of whom women</i>	10	4	42	
<i>of whom minors at the time of disappearance - girls</i>	5	2	37	
<i>of whom minors at the time of disappearance - boys</i>	9		64	
Tracing cases closed positively (subject located or fate established)		6	18	1
Tracing cases still being handled at the end of the reporting period (people)	29	80	1,597	
<i>of whom women</i>	13	9	47	
<i>of whom minors at the time of disappearance - girls</i>	5	4	35	
<i>of whom minors at the time of disappearance - boys</i>	9	4	102	
UAMs/SC, including demobilized child soldiers				
UAMs/SC newly registered by the ICRC/National Society			9	
<i>of whom girls</i>			6	
UAM/SC cases still being handled at the end of the reporting period			9	
<i>of whom girls</i>			6	
Documents				
People to whom official documents were delivered across borders/front lines			1	

PEOPLE DEPRIVED OF THEIR FREEDOM

In Kyrgyzstan, the ICRC visited – in accordance with its standard procedures – places of detention under the authority of the internal affairs ministry and the G SIN, and monitored detainees' treatment and living conditions to ensure that these met internationally recognized standards. Findings and/or recommendations from the visits were discussed confidentially with the authorities. A total of 244 particularly vulnerable inmates, including people serving life sentences and women, were monitored individually. The ICRC strove to secure access to detainees within its purview, particularly those in facilities under the authority of the GKNB.

In Uzbekistan, the possibility of conducting standard visits to detainees was discussed with the authorities. In Kazakhstan, the ICRC engaged the Kazakh Red Crescent Society in dialogue on the possibility of adding a protection component to its activities for migrants in retention centres (see below).

Inmates in Kazakhstan, Kyrgyzstan and Tajikistan restored or maintained contact with their relatives through family-links services such as RCMs. The Kazakh Red Crescent Society, with ICRC assistance, helped migrants in retention centres make phone calls to their families. Detainees in Kyrgyzstan, Tajikistan and Uzbekistan also received visits from relatives, whose transportation and other costs were covered by the ICRC.

The authorities approve the systematic medical screening of new detainees

Kyrgyz authorities continued to draw on ICRC expertise to improve the treatment and living conditions of detainees and the management of detention facilities. For example, guided by the ICRC, the G SIN continued to update the rules and regulations governing the rehabilitation of detainees and drafted a comprehensive human-resources manual. At training sessions organized by the G SIN and the ICRC, prison staff learnt more about internationally recognized standards for the treatment of detainees. The ICRC also lobbied for eligible detainees serving life sentences to be transferred to facilities it renovated in 2017 at Penal Institution (PI) 19.

People held in ten police stations and two places of permanent detention had access to primary-health-care services through projects carried out by the health and internal affairs ministries, the G SIN and the ICRC. Newly arrived inmates underwent medical screening, and those with medical conditions were followed up. With ICRC training and other support, such as donations of medical supplies, medical personnel strengthened their capacities in screening newly arrived detainees and/or diagnosing or treating common ailments. At the ICRC's urging, the G SIN approved the implementation of standard procedures for medically screening all new detainees on arrival. The ICRC also gave the authorities technical guidance for consolidating detainees' medical records and reports. Health and penitentiary authorities and the ICRC met regularly to discuss health-related issues in prisons and means to ensure the sustainability of the health-care activities for detainees. The ICRC and the health ministry organized a workshop, at which doctors and personnel from police stations updated the guidelines for providing health care to detainees.

The G SIN and the ICRC launched a pilot psychosocial programme in PI 8, to prepare detainees to re-enter their communities after their release. The ICRC provided financial support for the hiring of two psychologists.

The ICRC prepares to hand over the TB programme to the authorities

The ICRC continued to help the G SIN to build its TB-management capacities and improve TB treatment for detainees; the ICRC's aim was to lead the G SIN towards self-sufficiency in maintaining TB services. Material and technical support from the ICRC enabled detention facilities and laboratories to improve their TB diagnostic services; more than 10,990 detainees were screened for TB; those who tested positive were enrolled for treatment. At PI 31 and SIZO-1, the ICRC provided food for 191 TB patients, as an incentive for completing their treatment. The ICRC also worked with prison health staff to provide psychosocial support for TB patients and to encourage treatment adherence. Medical staff expanded their TB-management capacities through ICRC training and/or on-site guidance. ICRC-supported maintenance teams oversaw the functioning of equipment and infrastructure at PIs 31 and 2 and SIZO-1. With ICRC support, the staff of PI 31 and SIZO-1 maintained a TB case-management database. The ICRC gave 12 ex-detainees material and other assistance to continue their treatment after their release. It also worked with its partners to develop standard procedures for following up the cases of released TB patients.

The G SIN and the ICRC were set to sign a memorandum of understanding on the ICRC's handover of the TB programme; the memorandum had an addendum containing the handover plan and the implementation budget. Aided by the ICRC, the G SIN finalized a management plan for PI 31.

A total of 7,132 detainees benefited from ICRC-upgraded prison facilities, including water and sewage systems. Prison authorities also maintained or renovated other facilities with the ICRC's financial, technical and material assistance. Renovation work at four places of temporary detention progressed and was scheduled for completion in 2019. The ICRC provided detainees with essential items to help ease their living conditions.

WOUNDED AND SICK

Community leaders, religious leaders, government officials, weapon bearers and others in Kyrgyzstan, Tajikistan and Turkmenistan learnt first aid at training sessions conducted by the pertinent National Societies and the ICRC.

Doctors and other medical personnel in Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan and Uzbekistan strengthened their capacities in emergency trauma care through training courses, including train-the-trainer sessions, organized by the ICRC or facilitated by local instructors with ICRC support. The train-the-trainer sessions were organized with a view to creating a pool of local trainers who could conduct courses on emergency trauma care, independently, in their countries. In line with the goals of the Health Care in Danger initiative, participants in these courses also learnt about the protection due to those seeking or providing health care, and about the necessity of delivering timely and impartial medical assistance.

In Tajikistan, medical equipment and/or supplies from the ICRC enabled seven hospitals, including in areas bordering Afghanistan, to provide adequate and timely care for wounded people – such as casualties of the fighting in Afghanistan. The ICRC also provided medical supplies to a prison in Khujand, for treating the dozens of detainees who were wounded in a riot at the prison.

ACTORS OF INFLUENCE

The ICRC bolstered its engagement with the authorities, military and security forces personnel and other influential actors in the region, with a view to broadening acceptance for its work and securing support for IHL and other relevant norms.

Troops bound for peacekeeping missions are briefed on IHL

The authorities and military and security forces personnel in the five countries covered learnt more about the ICRC, IHL and other applicable norms, and international policing standards through seminars and customized courses, which often included first-aid training, organized by the ICRC. For instance, in Kazakhstan, 40 troops bound for peacekeeping missions abroad attended ICRC briefing sessions on IHL. The ICRC sponsored military officials from Kyrgyzstan, Tajikistan, Turkmenistan and Uzbekistan to attend an IHL workshop for senior officers held in Abu Dhabi, United Arab Emirates (see *International law and policy*).

At a meeting organized by the Uzbek defence ministry, the CIS secretariat and the ICRC, officials from the armed forces of CIS Member States discussed the incorporation of IHL in training for their personnel. Guided by the ICRC, the Uzbek armed forces prepared an IHL manual for military educational institutions.

The ICRC participated in the CSTO's drills for first responders from its Member States, which were held in Almaty, Kazakhstan. At an event organized to discuss the CSTO's interaction with international organizations, the head of the ICRC's Tashkent regional delegation delivered a speech that drew attention to the ICRC's expertise in managing human remains and providing psychosocial support. The ICRC's vice-president accompanied other ICRC representatives to a conference in Uzbekistan on counter-terrorism, which was organized by the Tashkent-based Regional Anti-Terrorist Structure of the SCO. A legal adviser from the ICRC made a presentation at the conference on the legal frameworks applicable to counter-terrorism operations.

Turkmenistan accedes to the Hague Convention on Cultural Property

The ICRC continued to work with national IHL committees, pertinent authorities and academics in the region, with a view to promoting implementation of IHL and related treaties. Representatives of IHL committees in the countries covered discussed issues of common interest and exchanged best practices at a regional meeting organized by the ICRC in Ashgabat, Turkmenistan. In Kyrgyzstan, the president signed a law ratifying Additional Protocol III. Turkmenistan became party to the Hague Convention on Cultural Property and its

two Protocols; the ICRC commissioned and printed a Turkmen translation of the Convention. The ICRC sponsored an academic from a university in Kyrgyzstan to attend a course on IHL and Islam in Tunisia.

Authorities and experts in the region reviewed pertinent domestic laws and analysed their compatibility with IHL-related treaties. For instance, in Turkmenistan, a study examining the extent to which IHL had been incorporated in domestic legislation – carried out by experts in 2017 – was reviewed and updated. Pertinent experts and the ICRC discussed translating the study into Turkmen and publishing it. In Uzbekistan, a local expert conducted a study comparing domestic legislation and the Hague Convention on Cultural Property; the study was submitted to the authorities.

In Tajikistan, the ICRC continued to urge the authorities to advance legislation concerning missing people and their families; and in Kyrgyzstan, the ICRC provided technical support for a working group on missing people (see *Civilians*).

Discussions on formalizing the ICRC's legal status in Kazakhstan progressed and a headquarters agreement was signed.

Religious leaders and community leaders learn more about the Movement's work

Religious leaders and community leaders, and members of civil society, in the countries covered learnt about the Movement's work at information sessions, which were often accompanied by first-aid training, and at other events organized by the ICRC and the pertinent National Societies.

In Kyrgyzstan, members of the media used news releases and articles from the ICRC to report on humanitarian issues and the ICRC's activities. The ICRC sponsored personnel from the Red Crescent Society of Tajikistan to attend a summer course to enhance their skills in public communication.

RED CROSS AND RED CRESCENT MOVEMENT

Various forms of ICRC support enabled National Societies in the countries covered to enhance their emergency preparedness and their ability to restore family links and provide first aid and psychosocial care. The National Societies in Kyrgyzstan and Tajikistan continued to strengthen their security management in line with the Safer Access Framework.

National Societies in the countries covered sought to consolidate their legal bases with guidance from the ICRC. The Kazakh Red Crescent Society – with ICRC support – drew up a roadmap for the adoption of a law clarifying its legal status. In Kyrgyzstan, the president approved a law setting out the legal bases for the Red Crescent of Kyrgyzstan's activities. The National Societies also continued, with ICRC support, to promote the Movement's work and/or IHL via public communication.

The ICRC participated in a conference of European and Central Asian National Societies that was held in Almaty.

MAIN FIGURES AND INDICATORS: PROTECTION

CIVILIANS		Total			
RCMs and other means of family contact			UAMs/SC		
RCMs collected		42			
RCMs distributed		37			
Phone calls facilitated between family members		26			
Reunifications, transfers and repatriations					
People transferred or repatriated		6			
Tracing requests, including cases of missing persons			Women	Girls	Boys
People for whom a tracing request was newly registered		762	56	44	73
Tracing cases closed positively (subject located or fate established)		25			
Tracing cases still being handled at the end of the reporting period (people)		1,706	69	44	115
Unaccompanied minors (UAMs)/separated children (SC), including demobilized child soldiers			Girls		Demobilized children
UAMs/SC newly registered by the ICRC/National Society		9	6		
UAM/SC cases still being handled by the ICRC/National Society at the end of the reporting period		9	6		
Documents					
People to whom official documents were delivered across borders/front lines		1			
PEOPLE DEPRIVED OF THEIR FREEDOM					
ICRC visits			Women	Minors	
Places of detention visited		39			
Detainees in places of detention visited		8,392	524	56	
Visits carried out		59			
			Women	Girls	Boys
Detainees visited and monitored individually		244	14		
	<i>of whom newly registered</i>	28	6		
RCMs and other means of family contact					
RCMs collected		35			
RCMs distributed		32			
Phone calls made to families to inform them of the whereabouts of a detained relative		2,186			
Detainees visited by their relatives with ICRC/National Society support		507			

MAIN FIGURES AND INDICATORS: ASSISTANCE

PEOPLE DEPRIVED OF THEIR FREEDOM		Total	Women	Children
Economic security				
Living conditions	Beneficiaries	2,218	173	70
Water and habitat				
Water and habitat activities	Beneficiaries	7,132	125	
Health				
Places of detention visited by health staff	Structures	28		
Health facilities supported in places of detention visited by health staff	Structures	9		
WOUNDED AND SICK				
Hospitals				
Hospitals supported	Structures	7		
Services at hospitals not monitored directly by ICRC staff				
Weapon-wound admissions (surgical and non-surgical admissions)		13		
First aid				
First-aid training				
	Sessions	57		
	Participants (aggregated monthly data)	1,009		

UKRAINE

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.

YEARLY RESULT

Level of achievement of ICRC yearly objectives/plans of action

HIGH

KEY RESULTS/CONSTRAINTS IN 2018

- In discussions with the parties to the conflict, the ICRC emphasized their obligation under IHL to protect civilians and civilian property and ensure access to basic services.
- Civilians living near the line of contact met their most urgent needs, and had better access to livelihood opportunities and health care, with help from the Ukrainian Red Cross Society and the ICRC.
- People with missing relatives received psychosocial and economic support after the ICRC updated its assessment of their needs. Local actors enhanced their ability to help resolve missing-persons cases through ICRC training.
- The ICRC visited detainees in areas controlled by the Ukrainian government to check on their treatment and living conditions. It remained without access to people in custody in areas not controlled by the Ukrainian government.
- The Ukrainian parliament adopted laws concerning missing people and weapon contamination; the ICRC had contributed to the drafting of both laws.
- The Ukrainian Red Cross strengthened its ability to respond to the needs of conflict-affected people, with ICRC support; and coordinated its activities with those of Movement partners' in Ukraine.

EXPENDITURE IN KCHF

Protection	8,192
Assistance	46,028
Prevention	3,383
Cooperation with National Societies	2,428
General	389
Total	60,419
<i>Of which: Overheads</i>	<i>3,606</i>

IMPLEMENTATION RATE

Expenditure/yearly budget	92%
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PERSONNEL

Mobile staff	92
Resident staff (daily workers not included)	430



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.

PROTECTION	Total
CIVILIANS	
Restoring family links	
RCMs collected	18
RCMs distributed	4
Phone calls facilitated between family members	2
Tracing cases closed positively (subject located or fate established)	59
PEOPLE DEPRIVED OF THEIR FREEDOM	
ICRC visits	
Places of detention visited	50
Detainees in places of detention visited	27,004
<i>of whom visited and monitored individually</i>	373
Visits carried out	100
Restoring family links	
RCMs collected	25
RCMs distributed	10
Phone calls made to families to inform them of the whereabouts of a detained relative	226

ASSISTANCE	2018 Targets (up to)	Achieved
CIVILIANS		
Economic security		
Food consumption	Beneficiaries	62,400 / 201,175
Food production	Beneficiaries	19,527 / 44,273
Income support	Beneficiaries	10,239 / 13,879
Living conditions	Beneficiaries	102,820 / 395,155
Water and habitat		
Water and habitat activities	Beneficiaries	1,374,774 / 1,534,659
Health		
Health centres supported	Structures	15 / 58
WOUNDED AND SICK		
Medical care		
Hospitals supported	Structures	30 / 28
Physical rehabilitation		
Projects supported	Projects	2 / 7
People benefiting from ICRC-supported projects	Aggregated monthly data	480
Water and habitat		
Water and habitat activities	Beds	1,000 / 4,249

CONTEXT

Armed conflict continued in the Donetsk and Luhansk regions of eastern Ukraine. The Trilateral Contact Group on Ukraine – made up of representatives from Ukraine, the Russian Federation, and the Organization for Security and Co-operation in Europe, and established to resolve the conflict by diplomatic means – continued its discussions in Minsk, Belarus.

A trade blockade of areas not controlled by the Ukrainian government remained in force.

Communities along the line of contact – which separated areas controlled by the Ukrainian government from those not under its control – continued to be affected by the hostilities, and by mines and explosive remnants of war (ERW). Critical infrastructure, including water-supply networks, sometimes came under fire, resulting in regular interruptions in the delivery of basic services to tens of thousands of people. The conflict disrupted economic activity to such an extent that hundreds of thousands of people were unable to provide for themselves.

Passage across the line of contact remained restricted: people could use only five crossing points. Nearly a million civilians crossed the line of contact every month, often queuing for hours in harsh weather conditions.

Hundreds of people were still reported missing in connection with the conflict.

Civilians wounded in the hostilities, people suffering from chronic illnesses, and those living close to the line of contact were not always able to obtain suitable medical care, as many health facilities had been damaged and were short on supplies and qualified staff; insecurity and the trade blockade exacerbated the situation.

People were detained in connection with the conflict, on both sides of the line of contact.

ICRC ACTION AND RESULTS

The ICRC continued to address the needs of people affected by the armed conflict in eastern Ukraine, focusing on communities near the line of contact. In its dialogue with them, it reminded parties to the conflict of their obligation under IHL to protect civilians and to ensure their access to basic services. Communities were assisted to develop and implement measures for protecting themselves and dealing with stress from the effects of the fighting. Community workers were given psychosocial support, and training to provide such support for others.

The ICRC maintained its support for multidisciplinary efforts to address the issue of missing persons. It sought to enhance coordination among local actors involved in resolving missing-persons cases and assisting the families concerned. Advanced training for forensic experts was sponsored; morgues, the police, and teams recovering human remains received equipment and supplies. The ICRC updated its assessment of the needs of missing people's families, and trained local psychologists to give these families the support they needed.

The Ukrainian Red Cross Society and the ICRC continued to give livelihood assistance to people on both sides of the line of contact, while still addressing the need for emergency relief, which remained immense. Conflict-affected people received food, household and hygiene items, and cash or vouchers; civilians crossing the line of contact benefited from improved conditions at crossing points. Donations of agricultural equipment or livestock helped households grow food. Various National Society/ICRC initiatives enabled vulnerable people – including the families of detainees, and of people who were wounded or killed in the hostilities, or had gone missing – to preserve or increase their income.

As in past years, homes damaged in the fighting were repaired or rebuilt with ICRC assistance, and regional water companies were assisted to maintain the water supply for hundreds of thousands of people.

Health facilities along the line of contact continued to receive comprehensive support. Primary-health-care centres were given material assistance, including drugs, for treating chronic illnesses. Hospitals treating wounded people received surgical supplies, and additional materials for use in emergencies. Diabetics in areas not controlled by the Ukrainian government were given insulin; the ICRC also covered the cost of blood glucose tests for particularly vulnerable patients. The ICRC transferred anti-TB drugs across the line of contact, in coordination with the pertinent parties. Infrastructural repairs or upgrades were carried out at various facilities.

The ICRC's access to physical rehabilitation centres in areas not controlled by the Ukrainian government remained limited. Several projects received some support – for producing or repairing assistive devices and for hosting events promoting social inclusion of disabled people.

People detained in facilities under the authorities' supervision received ICRC visits; the ICRC discussed its findings and recommendations confidentially with the officials concerned. Detainees made use of the ICRC's family-links services, and benefited from initiatives to improve their living conditions and access to health care.

The ICRC remained without access to people being held in areas not controlled by the Ukrainian government.

The Ukrainian parliament adopted laws concerning missing people and weapon contamination; the ICRC had contributed to the drafting of both laws. The ICRC continued to provide expert counsel for the national IHL committee.

IHL teaching for armed forces and security forces personnel, in areas controlled by the Ukrainian government, continued. The Ukrainian military reissued its IHL manual after reviewing it, with the ICRC's assistance. The ICRC made reference materials on IHL available to local armed forces in areas not controlled by the Ukrainian government.

Aided by the ICRC, the Ukrainian Red Cross continued to expand its operational capacities and pursue organizational development. It coordinated its activities with Movement partners in Ukraine.

CIVILIANS

Dialogue with parties to the conflict focuses on protection for civilians during hostilities

During its regular bilateral discussions with the parties to the conflict, the ICRC emphasized their obligation under IHL to protect civilians and civilian property and ensure access to basic services.

At ICRC workshops, people from communities along the line of contact discussed measures for protecting themselves and managing stress from the effects of the hostilities. The ICRC helped them implement these measures; for instance, in three communities, it helped to make repairs at community centres, donated sports equipment and organized holiday activities for schoolchildren. Some 340 community workers received psychosocial support, and training to provide such support to others; 35 people were trained to provide psychosocial support for victims of violence.

The Ukrainian Red Cross, aided by the ICRC, taught 3,386 people about measures to avoid the danger from mines and ERW. Emergency responders received ICRC training to manage blast injuries. The ICRC helped local teams to mark areas contaminated with mines and ERW. Efforts to address the threat posed by hazardous chemicals stored near the line of contact, however, made little progress.

Efforts to address the issue of missing people continue

People seeking relatives separated from them by conflict or other circumstances lodged tracing requests with the Ukrainian Red Cross and the ICRC; 59 people were located.

The ICRC emphasized the necessity of resolving missing-persons cases, and assisting the families concerned, in its bilateral discussions with the parties to the conflict and in three regional round-tables for government officials. It put together a working group to facilitate coordination among government agencies and other actors addressing the issue. Government personnel attended ICRC seminars on IHL provisions concerning missing people and their families.

The Ukrainian parliament adopted a law, drafted with the ICRC's aid, to address the issue of missing people. The law provided for the creation of a national coordination mechanism for tackling the issue and a central registry of missing-persons cases, and the provision of financial aid to the families concerned.

The ICRC's delegation in Ukraine hosted an international conference to discuss an integrated approach to the issue; participants, including government representatives, from 14 countries were present. People involved in the search for missing people in Ukraine – including government ministers, parliamentarians, judges, police officers and forensic professionals – also attended.

The ICRC sought to respond to the needs of missing people's families. However, it could begin to provide psychosocial support for the families only after it had updated its assessment of families' needs – last done in 2016 – and trained local psychologists; consequently, fewer families than planned were assisted. The ICRC presented a new report on families' needs to the authorities, other humanitarian agencies, and the families themselves.

By year's end, 63 families received psychosocial support from the ICRC, and six psychologists completed their training. The ICRC also arranged a meeting at which missing people's families from Ukraine and Georgia proper shared their experiences and comforted one another.

Missing people's families also received monthly income assistance (see below).

With ICRC support, local actors on both sides of the line of contact developed their ability to manage human remains in connection with the search for missing persons. Some 280 people – including forensic professionals and law enforcement officials – attended ICRC workshops; 22 forensic experts attended advanced courses abroad. Teams recovering human remains, the police in the cities of Donetsk and Luhansk/Lugansk, and 54 morgues on both sides of the line of contact received equipment and supplies.

Conflict-affected people meet their most pressing needs

People on both sides of the line of contact met their immediate needs with the help of the Ukrainian Red Cross and the ICRC. Plans for assistance were adjusted when needs were found to have changed or increased, or when implementing some activities proved to be difficult. For instance, more people than planned benefited from the provision of food and household/hygiene items, as there were more people living in public institutions than had been estimated, and more people used crossing points than had been foreseen.

The ICRC helped ensure that 201,175 people had adequate food. They included some 120,000 people waiting to cross the line of contact, who benefited from the provision of hot or cold drinks at rest areas run by the Ukrainian Red Cross; 78,539 people who received monthly food rations; 1,923 people who received cash; and 713 people living in public institutions – such as medical and psychiatric facilities, orphanages, and homes for the elderly – for whom the ICRC provided food in bulk and set up greenhouses.

Some 395,100 people received one or more forms of support for improving their living conditions. For example, at crossing points along the line of contact, the ICRC supplied material assistance for providing heating at rest areas and keeping them clean; this benefited roughly 257,000 people. Hygiene kits, fuel and other household items were supplied to some 93,400 people. Public institutions (nearly 30,000 beneficiaries) and individual households (some 2,900 beneficiaries) were provided with heating devices. Schools along the line of contact received equipment for their kitchens and emergency shelters,

benefiting some 9,500 people, and nearly 2,100 people whose homes had been damaged in the fighting received cash, vouchers or material assistance.

Conflict-affected people were also assisted in food-production activities. Provision of agricultural supplies and equipment – including greenhouses, solar panels and beehives – benefited 29,599 people (14,356 households). Another 14,674 people (6,626 households) received livestock and animal feed.

Various forms of support enabled some 13,800 people to preserve or increase their income. School kits for children were provided to 1,078 households (4,502 people); agricultural equipment or livestock, to 509 households (652 people); and cash grants for small businesses, to 169 households (253 people). The ICRC funded bus transport services for isolated communities and provided material assistance for postal services, benefiting 7,382 people. It also helped members of households whose breadwinners had been wounded or killed in the fighting: 161 people received food; 56 people received household/hygiene items; and 78 people received cash every month, or a one-time sum to cover funeral expenses. Missing people's families (435 people; 185 households) received monthly income assistance. The families of people currently detained in connection with the conflict, or newly released, also received cash; a total of 340 people benefited. The ICRC gave 19 people (16 households) financial assistance to rejoin their families.

In the Donetsk and Luhansk regions, on both sides of the line of contact, people were under constant threat of losing access to water and other utilities, as vital infrastructure fell into disrepair or was damaged owing to the hostilities. Regional water companies, which served people both in areas under the control of the Ukrainian government and in those not under its control, struggled with administrative and financial difficulties linked to the conflict, particularly the inability to collect payments. The ICRC provided the companies with water-treatment chemicals and equipment to maintain or repair infrastructure; sometimes it assisted in making repairs. All these efforts helped preserve or restore access to water for some 950,000 people. The ICRC proposed its services as a neutral intermediary to the parties; for example, it offered to arrange a financial and technical audit of the water company in Donetsk, to determine the sustainability of its operations. It continued to urge the parties to the conflict to create "protected zones" around essential civilian infrastructure close to the line of contact.

The ICRC supported infrastructure work at various public facilities. At 77 schools (15,001 beneficiaries) throughout eastern Ukraine, repairs were made, or materials were installed to protect students and personnel from the fighting. The renovation of 16 morgues improved working conditions for 175 forensic specialists. A total of 553,625 people benefited from the installation of water-supply and sanitation facilities at all five crossing points along the line of contact.

People whose homes had been damaged in the fighting also received help. Material assistance was given to 12,838 people for making provisional or more long-lasting repairs. The ICRC made repairs to the homes of 3,134 people, and completely rebuilt the homes of 61 others.

Primary-health-care centres and their satellite facilities along the line of contact – 58 centres in all – received equipment, furniture, and drugs for treating chronic illnesses. The ICRC covered the costs of a yearly test of average blood glucose levels for 1,756 diabetics in areas not controlled by the Ukrainian government, and sponsored refresher training for 165 health workers. The ICRC transferred anti-TB drugs across the line of contact three times, in coordination with the pertinent parties.

ICRC training helped Ukrainian Red Cross personnel to become more effective in providing emergency relief, livelihood assistance and family-links services (see above) for conflict-affected people.

PEOPLE DEPRIVED OF THEIR FREEDOM **Detainees on both sides of the line of contact stay in touch with their families**

The ICRC visited detainees in 50 facilities under government supervision, including one overseen by the security services; 373 detainees were followed up individually. Findings and recommendations were discussed confidentially with the officials concerned. A formal agreement with the authorities on prison visits remained pending.

The ICRC continued to seek access to people being held in areas not controlled by the Ukrainian government.

In coordination with the parties concerned, the ICRC relayed parcels or letters – from their families across the line of contact – to detainees both in areas controlled by the Ukrainian government and in those not under its control. Several people received financial assistance to visit their detained relatives.

People held in connection with the conflict have better living conditions

The ICRC helped the authorities improve living conditions at ten prisons collectively holding 11,005 people; nine of these were holding people in connection with the conflict. It installed a ventilation system at one prison, renovated kitchens at three, and repaired roofs at four others.

Refresher courses were organized for 60 health workers from these ten prisons, and a workshop on medical documentation for 40 officials. Pharmacies at two of the prisons, and the clinical laboratory at a third prison, were renovated; the laboratory was also fully equipped. Infirmaries at the three prisons also received medical equipment and supplies; some material assistance was provided to the seven other prisons through the authorities.

Hygiene items and other essentials – including clothes, blankets and insulated food containers – were donated to 16 prisons (13,914 detainees).

Senior prison officials from two regions attended ICRC training in prison management. The ICRC conducted seminars for prison personnel, on internationally recognized standards for detention, at a training room that it had built.

WOUNDED AND SICK

People with injuries or chronic illnesses have better access to care

The ICRC sought to improve access to treatment for people wounded in the hostilities, and those suffering from chronic illnesses. It made confidential representations to the pertinent parties about allegations that health-care delivery had been disrupted by violence.

The Ukrainian Red Cross, with ICRC support, trained some 800 people – including police officers, emergency responders and community members – in first aid, and organized a train-the-trainer workshop for 44 people.

Surgical supplies were provided to 28 hospitals; 9 hospitals also received equipment, and 13 others were given additional materials for use in emergencies. Health facilities in areas not controlled by the Ukrainian government received insulin for 11,300 diabetics, and blood-bank supplies. The ICRC trained 39 doctors from various hospitals in trauma management; after re-assessing training needs, it cancelled a seminar in war surgery.

Forty-five wounded people received one-off cash assistance.

The ICRC supported infrastructural repairs or upgrades at 37 health facilities (4,249 beds) along the line of contact: for instance, 14 facilities were provided with water tanks and 1 hospital blood bank with a generator; 8 facilities underwent extensive renovation.

The ICRC's access to physical rehabilitation centres in areas not controlled by the Ukrainian government remained limited; however, it provided some support for seven projects in Donetsk. For example, the centre in Donetsk received supplies and equipment for producing assistive devices, and an organization of disabled people repaired 60 wheelchairs after receiving spare parts. The ICRC helped this organization, and a sports centre, to host events to mark the International Day of Persons with Disabilities. The ICRC covered transportation costs for members of the organization, enabling them to travel to the physical rehabilitation centre, medical facilities and sports events.

ACTORS OF INFLUENCE

Issues of humanitarian concern are discussed with influential parties

The ICRC sought to broaden awareness of its humanitarian activities among communities near the line of contact. In Sieverodonetsk, for example, a network of 150 pharmacies displayed posters telling relatives of missing people how to reach the ICRC. Informational videos describing the ICRC's work, and providing hotline numbers, were shown at one crossing point along the line of contact. Stickers with key messages were pasted on packages of food or household/hygiene items distributed to people (see *Civilians*).

Conflict-affected people communicated their needs to the ICRC through hotlines, text messages and social-media channels. The ICRC brought their concerns to the attention of influential parties – including political and religious leaders, members of civil society, and journalists – through bilateral discussions and public events.

Armed forces and security forces personnel in areas controlled by the Ukrainian government attended ICRC courses in legal norms and international standards applicable to their duties. The ICRC provided reference materials, including a new instructional video, to enhance their training. The military reissued its IHL manual after reviewing it, with the ICRC's assistance.

In September, the Ukrainian armed forces and the ICRC hosted a conference on the protection of civilians and civilian infrastructure during armed conflict in urban areas. It was attended by military officers from five other countries.

Local armed forces in areas not controlled by the Ukrainian government received reference materials on IHL.

Ukraine adopts laws on missing people and on mines and ERW

The Ukrainian parliament adopted laws concerning missing people (see *Civilians*) and weapon contamination; the ICRC had contributed to the drafting of both laws. The ICRC provided expert counsel for the national IHL committee, and sponsored four committee members to visit their counterparts in Germany and discuss good practices.

Diplomats, parliamentary staff and other government personnel attended ICRC seminars on IHL. The national prosecutors' academy and the ICRC signed an agreement on IHL training. University students participated in IHL competitions, with ICRC support. The translation into Ukrainian of a reference on IHL was in progress.

The Ukrainian Red Cross received expert guidance to promote respect for the emblems protected under IHL and to conduct dissemination sessions on humanitarian principles.

RED CROSS AND RED CRESCENT MOVEMENT

The Ukrainian Red Cross continued to strengthen its operational capacities and pursue organizational development. Aided by the ICRC and other Movement partners, it sought to improve its fundraising ability and its procedures for ensuring transparency and accountability. It also hired new staff, recruited more volunteers and developed guidelines on volunteer management and development.

The ICRC trained National Society personnel in the Safer Access Framework: this included a workshop in operational security and risk management for the Sloviansk branch. The National Society continued to incorporate the framework in its policies and procedures.

Movement components in Ukraine coordinated their activities through regular meetings. The National Society, the International Federation and the ICRC signed an agreement setting up a Movement coordination mechanism for emergencies.

With the ICRC's assistance, the National Society established a committee to review its legal base.

MAIN FIGURES AND INDICATORS: PROTECTION

CIVILIANS		Total			
RCMs and other means of family contact			UAMs/SC		
RCMs collected		18			
RCMs distributed		4			
Phone calls facilitated between family members		2			
Tracing requests, including cases of missing persons			Women	Girls	Boys
People for whom a tracing request was newly registered		145	22		
<i>including people for whom tracing requests were registered by another delegation</i>		4			
Tracing cases closed positively (subject located or fate established)		59			
<i>including people for whom tracing requests were registered by another delegation</i>		7			
Tracing cases still being handled at the end of the reporting period (people)		740	40	1	6
<i>including people for whom tracing requests were registered by another delegation</i>		49			
Documents					
People to whom travel documents were issued		13			
People to whom official documents were delivered across borders/front lines		13			
PEOPLE DEPRIVED OF THEIR FREEDOM					
ICRC visits			Women	Minors	
Places of detention visited		50			
Detainees in places of detention visited		27,004	1,068	114	
Visits carried out		100			
			Women	Girls	Boys
Detainees visited and monitored individually		373	22		1
<i>of whom newly registered</i>		184	12		1
RCMs and other means of family contact					
RCMs collected		25			
RCMs distributed		10			
Phone calls made to families to inform them of the whereabouts of a detained relative		226			
Detainees visited by their relatives with ICRC/National Society support		3			
People to whom a detention attestation was issued		1			

MAIN FIGURES AND INDICATORS: ASSISTANCE

CIVILIANS		Total	Women	Children
Economic security				
Food consumption	Beneficiaries	201,175	84,592	36,624
	<i>of whom IDPs</i>	102,302	41,198	19,943
Food production	Beneficiaries	44,273	20,231	7,287
	<i>of whom IDPs</i>	2,402	1,104	339
Income support	Beneficiaries	13,879	4,247	5,740
	<i>of whom IDPs</i>	780	356	79
Living conditions	Beneficiaries	395,155	160,590	85,126
	<i>of whom IDPs</i>	164,930	67,354	31,841
Water and habitat				
Water and habitat activities	Beneficiaries	1,534,659	537,171	460,450
Health				
Health centres supported	Structures	58		
Average catchment population		294,556		
Consultations		847,748		
	<i>of which curative</i>	847,748	313,209	160,438
Referrals to a second level of care	Patients	18,493		
	<i>of whom gynaecological/obstetric cases</i>	1,676		
PEOPLE DEPRIVED OF THEIR FREEDOM				
Economic security				
Living conditions	Beneficiaries	13,914	842	90
Water and habitat				
Water and habitat activities	Beneficiaries	11,005	1,101	
Health				
Places of detention visited by health staff	Structures	9		
Health facilities supported in places of detention visited by health staff	Structures	3		
WOUNDED AND SICK				
Hospitals				
Hospitals supported	Structures	28		
Services at hospitals not monitored directly by ICRC staff				
Surgical admissions (weapon-wound and non-weapon-wound admissions)		1,694		
Weapon-wound admissions (surgical and non-surgical admissions)		9		
Weapon-wound surgeries performed		9		
First aid				
First-aid training				
	Sessions	65		
	Participants (aggregated monthly data)	867		
Water and habitat				
Water and habitat activities	Beds	4,249		
Physical rehabilitation				
Projects supported	Projects	7		