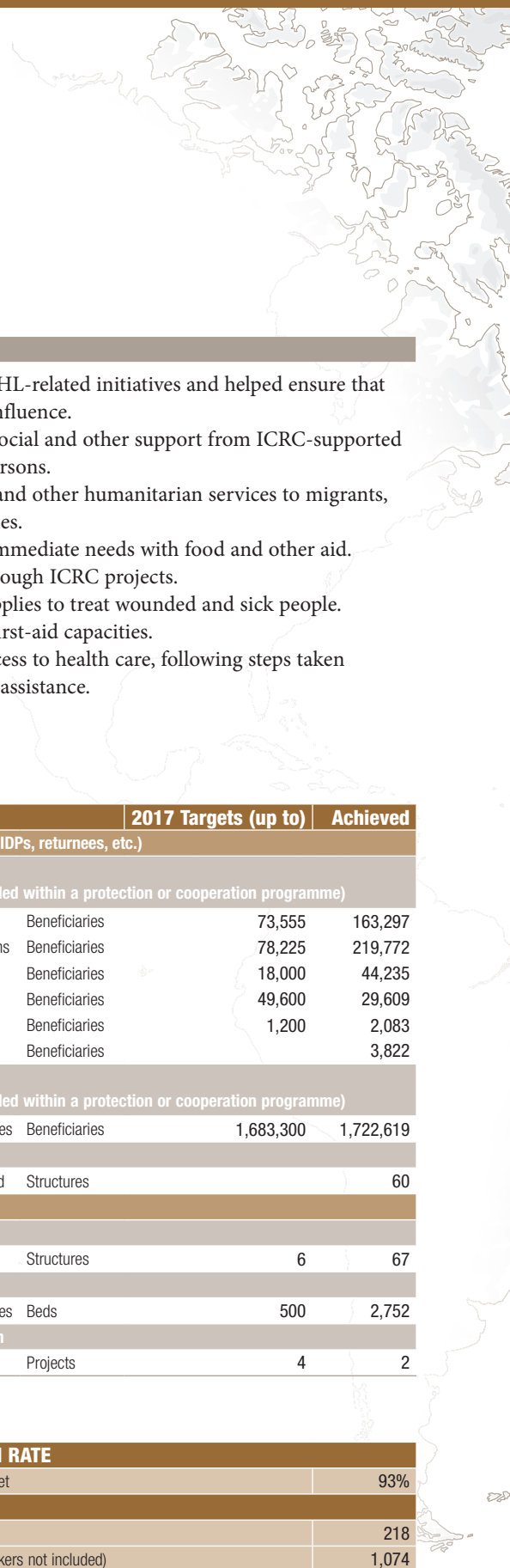


EUROPE AND CENTRAL ASIA



KEY RESULTS/CONSTRAINTS IN 2017

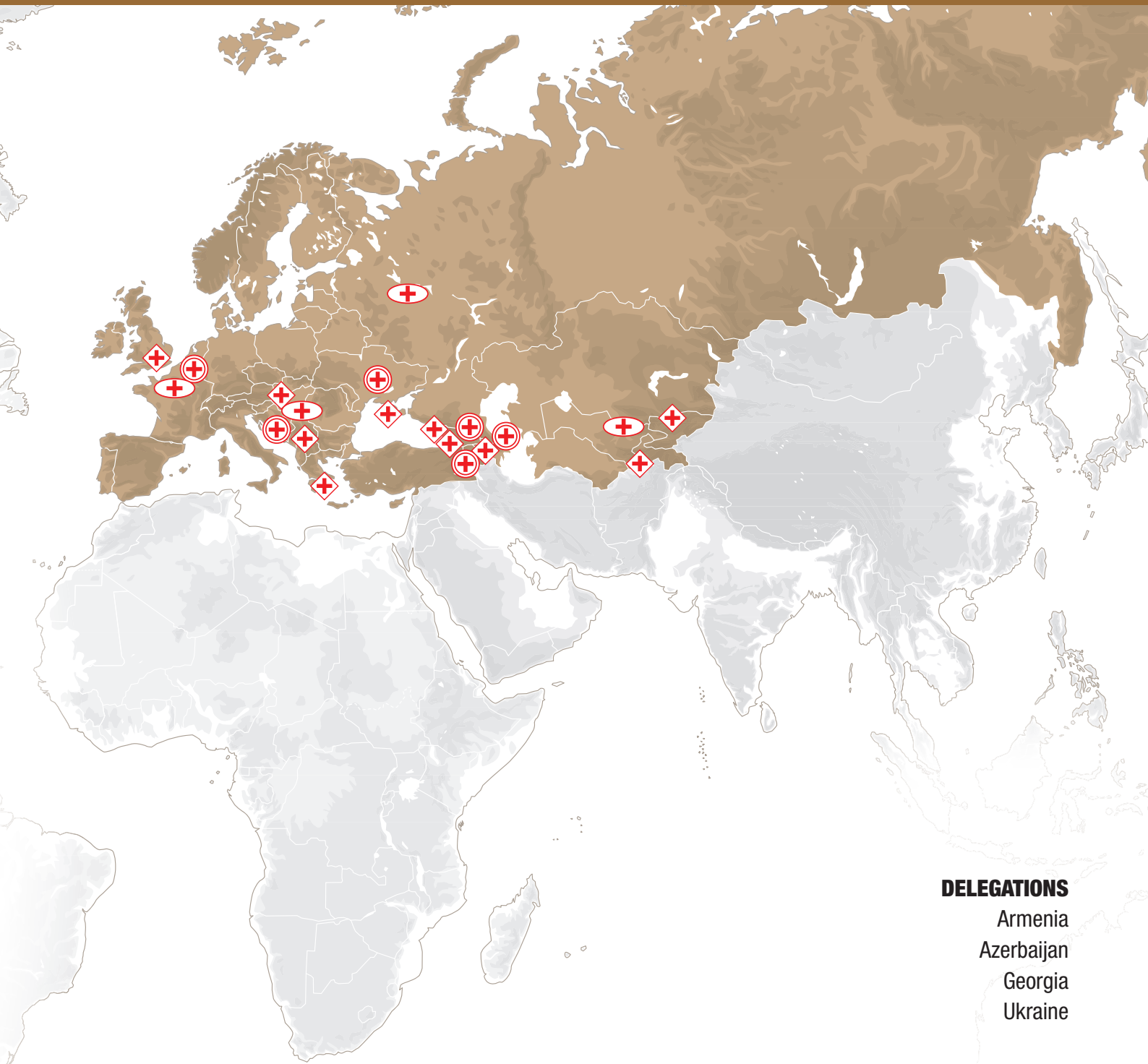
- ▶ ICRC dialogue with State authorities and international entities fostered support for IHL-related initiatives and helped ensure that humanitarian considerations were taken into account in their respective spheres of influence.
- ▶ Families of persons missing in relation to past or ongoing conflicts obtained psychosocial and other support from ICRC-supported local service providers. The region's authorities worked to resolve cases of missing persons.
- ▶ With ICRC support, National Societies bolstered their ability to deliver family-links and other humanitarian services to migrants, particularly those staying in or passing through Greece, Hungary and Balkan countries.
- ▶ People affected by the Ukraine crisis and the Nagorno-Karabakh conflict met their immediate needs with food and other aid. Some 1.65 million people in Ukraine had access to water and other basic services through ICRC projects.
- ▶ Hospitals and other facilities in eastern Ukraine received medical equipment and supplies to treat wounded and sick people. With ICRC-facilitated training, emergency responders in the region bolstered their first-aid capacities.
- ▶ Detainees benefitted from improved treatment and living conditions, particularly access to health care, following steps taken by the authorities based on the ICRC's recommendations, and in some cases with its assistance.

PROTECTION	Total
CIVILIANS (residents, IDPs, returnees, etc.)	
Restoring family links	
RCMs collected	403
RCMs distributed	329
Phone calls facilitated between family members	16,419
Tracing cases closed positively (subject located or fate established)	643
People reunited with their families	10
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)	
ICRC visits	
Places of detention visited	216
Detainees in places of detention visited	88,565
<i>of whom visited and monitored individually</i>	1,517
Visits carried out	505
Restoring family links	
RCMs collected	154
RCMs distributed	154
Phone calls made to families to inform them of the whereabouts of a detained relative	423

EXPENDITURE IN KCHF	
Protection	30,401
Assistance	65,222
Prevention	19,042
Cooperation with National Societies	9,277
General	970
Total	124,913
<i>Of which: Overheads</i>	<i>7,600</i>

ASSISTANCE	2017 Targets (up to)	Achieved
CIVILIANS (residents, IDPs, returnees, etc.)		
Economic security (in some cases provided within a protection or cooperation programme)		
Food commodities	Beneficiaries	73,555 / 163,297
Essential household items	Beneficiaries	78,225 / 219,772
Productive inputs	Beneficiaries	18,000 / 44,235
Cash	Beneficiaries	49,600 / 29,609
Vouchers	Beneficiaries	1,200 / 2,083
Services and training	Beneficiaries	3,822
Water and habitat (in some cases provided within a protection or cooperation programme)		
Water and habitat activities	Beneficiaries	1,683,300 / 1,722,619
Health		
Health centres supported	Structures	60
WOUNDED AND SICK		
Hospitals		
Hospitals supported	Structures	6 / 67
Water and habitat		
Water and habitat activities	Beds	500 / 2,752
Physical rehabilitation		
Projects supported	Projects	4 / 2

IMPLEMENTATION RATE	
Expenditure/yearly budget	93%
PERSONNEL	
Mobile staff	218
Resident staff (daily workers not included)	1,074



DELEGATIONS

- Armenia
- Azerbaijan
- Georgia
- Ukraine

REGIONAL DELEGATIONS

- Balkans
- Moscow
- Paris
- Tashkent

- Brussels
- London

 ICRC delegation
  ICRC regional delegation
  ICRC mission



Ukraine, Donetsk area. At an ICRC briefing, hospital staff learn more about safe practices in areas contaminated with mines and explosive remnants of war.

HUMANITARIAN NEEDS AND RESPONSES

In 2017, the ICRC pursued its humanitarian diplomacy efforts in Europe and Central Asia, to secure wider support for IHL and for neutral, impartial and independent humanitarian action. It also continued to address the consequences of past and ongoing armed conflicts and other situations of violence in the region, as well as the needs arising from the continuing influx of migrants, including asylum seekers and refugees, in Europe.

Through dialogue with key actors and participation in national, regional and global forums, the ICRC raised humanitarian concerns and sought support for IHL, the ICRC's mandate, and Movement activities worldwide. The ICRC mission in London (United Kingdom of Great Britain and Northern Ireland, hereafter United Kingdom) and delegations in Brussels (Belgium), Moscow (Russian Federation) and Paris (France) spearheaded efforts to engage government officials, parliamentarians, the European Union (EU), NATO, the Commonwealth of Independent States (CIS), and the Collective Security Treaty Organization (CSTO) in dialogue on matters of humanitarian concern, such as the armed conflicts in the Lake Chad and Sahel regions, in the Middle East and in Ukraine, the plight of migrants, cases of missing persons, and the goals of the Health Care in Danger project. Interaction with these stakeholders enhanced coordination with them and helped ensure that humanitarian considerations and IHL were reflected in their respective spheres of influence (see also below). For example, the recently adopted EU directive on counter-terrorism stressed respect for IHL; the ICRC had engaged with the pertinent EU institutions on this matter, stressing the need to uphold IHL.

Cases of persons missing in relation to past or ongoing conflict remained a paramount humanitarian challenge, particularly in

Kyrgyzstan, Tajikistan, Ukraine, the northern and southern Caucasus and the Balkans, with hundreds of thousands of cases unresolved. The ICRC worked with the authorities concerned to resolve these cases, urging them to provide information on missing persons and potential gravesites, and adopt the legal frameworks necessary to clarify the fate of missing persons. It served as a neutral intermediary in various instances. It continued to chair or participate in coordination mechanisms, for instance, that between Abkhaz and Georgian participants working to ascertain the fate of people missing in connection with the 1992–1993 conflict, and that between Georgian, Russian and South Ossetian participants, in relation to the conflicts in the 1990s and 2008. It facilitated the exchange of information between stakeholders in the Nagorno-Karabakh conflict, and consolidated an updated list of missing persons for common reference. In the northern Caucasus, the ICRC referred missing-persons cases to a local NGO working on the same issue. To facilitate future identification of human remains, the ICRC helped bolster local forensic capacities, by providing materials, infrastructural upgrades and/or training in human remains management. All such efforts helped resolve over 600 cases of missing persons across the region. In line with an agreement between Argentina and the United Kingdom, the ICRC exhumed the remains of 122 Argentine soldiers who had perished during the 1982 conflict between the above-mentioned countries, and identified 88 of them; the results were handed over to the authorities of both countries.

Families coped with the suffering caused by the uncertainty surrounding the fate of their missing relatives through psychological, legal and/or administrative assistance from ICRC-supported local service providers. In Tajikistan, more families stood to benefit from an ICRC-supported accompaniment programme following

the expansion of its geographical coverage. In Ukraine, the ICRC presented to the authorities the results of a needs assessment it had carried out on the families concerned; the deputy prime minister issued an executive order requiring several ministries to establish a system for assisting these families, for which they requested the ICRC's support.

As the civilian population faced risks arising from the Ukraine crisis and the Nagorno-Karabakh conflict, the ICRC continued to monitor the situation of the communities affected, and confidentially made representations to the parties concerned about the humanitarian consequences in both situations. It reminded them of IHL provisions on the conduct of hostilities, particularly the obligation to protect civilians and ensure their access to essential services. For instance, in Azerbaijan, the ICRC's intercession with the pertinent authorities enabled communities to safely conduct activities, such as farming, near front-line areas. In Ukraine, the ICRC continued to lobby the parties concerned for demilitarized "safety zones" to protect critical civilian infrastructure.

With the National Societies concerned, the ICRC helped violence-affected people cope with safety risks stemming from their proximity to front lines and weapon-contaminated areas. In Armenia and Azerbaijan, walls were reinforced or built in front of houses and schools exposed to military positions; emergency shelters were upgraded and equipped. In Ukraine, the windows of more than 100 schools were fitted with anti-blast film to protect children from injury in the event of shelling. ICRC-trained teachers provided psychosocial support to children and adolescents. At mine-risk education sessions, people learnt more about safe practices in weapon-contaminated areas.

People affected by the Ukraine crisis met their immediate needs with the help of food, household essentials and/or cash assistance provided by the National Society and the ICRC on a monthly or one-off basis. The beneficiaries included: civilians living near the front line; people waiting to pass through front-line crossing points; those housed at IDP centres, schools and orphanages; and people who fled eastern Ukraine for Belarus, Crimea and south-western Russia. In Ukraine, over 1.65 million people on both sides of the front line gained or maintained access to essential services thanks to ICRC repairs or upgrades to water, sanitation, shelter and health facilities. Other ICRC projects helped improve access to water – for drinking, household use and/or irrigation – for front-line communities in Armenia and in Azerbaijan. Vulnerable households pursued livelihood activities with cash grants, productive inputs and/or business training provided by the ICRC. Beneficiaries included people affected by the Nagorno-Karabakh conflict and the Ukraine crisis, including those who had fled to Belarus, and the families of mine victims and/or missing persons in Armenia and Azerbaijan.

The ICRC worked with or supported National Societies in providing life-saving care for wounded and sick people. First-aid training and/or material support enhanced the capacities of emergency responders – as in front-line communities in Armenia, Azerbaijan and Ukraine, and in hard-to-reach areas in Kyrgyzstan and Tajikistan. The ICRC helped ensure that wounded or sick people had access to appropriate medical treatment. It provided surgical equipment and other medical supplies to hospitals in remote and border areas of Tajikistan to help boost their capacities to treat the wounded, including casualties of the fighting in Afghanistan. In Ukraine, similar support was given to hospitals and health centres on both sides of the front line, including in

non-government-controlled areas, where the ICRC was the only humanitarian organization providing assistance for health care. Doctors, including surgeons, and other medical staff strengthened their skills through ICRC-facilitated training.

Working with the National Societies of, primarily, the countries covered by the Balkans and Paris regional delegations, the ICRC monitored the situation and addressed the protection-related concerns of migrants, particularly those staying in or passing through Greece, Hungary and Balkan countries. In Greece, the health and interior ministries and the ICRC discussed the situation of detained migrants, and possible solutions to issues concerning, for instance, their access to health care. With ICRC technical, financial and/or material assistance, National Societies across the region helped thousands of migrants to reconnect with their relatives. In Mediterranean countries, National Societies and forensic services drew on ICRC support to boost their capacities to manage and identify the remains of people who had perished at sea, with a view to informing their families of their fate.

Elsewhere in the region, members of families separated by the Ukraine crisis and the Nagorno-Karabakh conflict, by the demarcation of administrative boundaries in Abkhazia, Georgia proper and South Ossetia, or by other circumstances, reconnected through family-links services offered by the National Societies and/or the ICRC. Acting as a neutral intermediary, and in coordination with the pertinent authorities, the ICRC facilitated the reunion of separated family members, the return of people's remains to their families and the transfer of official documents across boundary lines.

In accordance with its standard procedures, the ICRC visited detainees, including those being held in relation to armed conflict or other violence, people remanded by the UN Mechanism for International Criminal Tribunals and the International Criminal Court in The Hague, Netherlands, and those serving sentences handed down by international tribunals. After it had secured the authorities' consent to do so, the ICRC began visiting inmates at all eight high-security prisons and one women's prison, in England and Wales. During visits, delegates monitored detainees' treatment and living conditions and/or helped them maintain contact with their relatives. Afterwards, the ICRC confidentially shared with the authorities concerned its findings regarding detainees' treatment and living conditions, including respect for judicial guarantees. The ICRC pursued its dialogue with the *de facto* authorities in Abkhazia on securing access to people held there, and with the Ukrainian authorities on formalizing its access to all detainees within its purview. Acting as a neutral intermediary, it participated in the release and transfer of people who had been held by the parties to the conflict in Ukraine.

Penitentiary authorities and/or staff drew on ICRC support to improve detainees' treatment and living conditions. In Kyrgyzstan, the health and penitentiary authorities continued to tackle TB among detainees. In Northern Ireland, the health authorities and the ICRC organized a health-care workshop for prison officials and staff. ICRC infrastructure projects helped improve living conditions for detainees in, for instance, Azerbaijan and Kyrgyzstan. Detainees in Ukraine benefited from ICRC-provided food and other items.

The ICRC continued to support the efforts of national authorities in the region to incorporate IHL provisions in domestic legislation. It provided technical assistance for the work of national IHL

committees, for instance, in Belarus, the Republic of Moldova and Ukraine. With the ICRC's help, Bosnia-Herzegovina and Bulgaria took steps to establish national IHL committees. The Kyrgyz authorities incorporated ICRC recommendations concerning war crimes in the country's revised penal code, and the Kyrgyz parliament adopted legislation on the National Society's legal status.

The ICRC backed the efforts of armed forces – either operating domestically or bound for deployment in conflict-affected areas overseas – 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/or operations. It pursued high-level dialogue on operational, legal and policy issues with the defence authorities – for instance, in France and the United Kingdom – and with the CSTO and NATO. It provided technical input for NATO's efforts to implement its policy for the protection of civilians and contributed to a review of NATO's doctrine on civil-military cooperation. The Interparliamentary Assembly of the CIS and the ICRC drafted a set of model regulations, based on IHL, for the armed forces of CIS Member States.

Throughout the region, the ICRC spread awareness of humanitarian concerns and fostered wider support for IHL and humanitarian action through public communication and other initiatives for national authorities and other civil society members. At the Sixth Moscow Conference on International Security, organized by the Russian defence ministry, the ICRC vice-president made a presentation on the humanitarian impact of counter-terrorism measures in the Middle East. At an international expert meeting in the Czech Republic, government officials, NGOs, academics and other professionals discussed the protection of people seeking and delivering medical services during conflict and other emergencies.

With ICRC support, National Societies enhanced their operational capacities to respond to humanitarian needs and/or reinforced their organizational capacities. Several European National Societies furthered their cooperation with the ICRC through partnerships involving activities for vulnerable people in the region or elsewhere.

PROTECTION MAIN FIGURES AND INDICATORS

EUROPE AND CENTRAL ASIA														
	CIVILIANS													
	RCMIs collected	RCMIs distributed	Phone calls facilitated between family members	Names published on the ICRC family-links website	People reunited with their families	People transferred or repatriated	Human remains transferred or repatriated	Tracing cases closed positively (subject located or fate established)	People to whom travel documents were issued	Places of detention visited	Detainees in places of detention visited	of whom women	of whom minors	Visits carried out
Armenia	1		385				2			9	2,402	151	4	21
Azerbaijan	117	90	429					144	3	29	15,780	187	57	88
Georgia	191	176			10	764	13	64		11	6,023	272	20	29
Ukraine	23	5	3					139	2	38	22,835	1,382	138	97
Balkans (regional)			3	8,456				165		18	10,164	154	10	21
Moscow (regional)	51	41						18	9					
Paris (regional)	3		13,576					17	1	48	17,710	2,218	2,976	124
Tashkent (regional)	17	17	2,023					96	8	52	9,295	508	72	105
London										11	4,356	53		20
Total	403	329	16,419	8,456	10	764	15	643	23	216	88,565	4,925	3,277	505

PEOPLE DEPRIVED OF THEIR FREEDOM

Detainees visited and monitored individually	<i>of whom women</i>	<i>of whom girls</i>	<i>of whom boys</i>	Detainees newly registered	<i>of whom women</i>	<i>of whom girls</i>	<i>of whom boys</i>	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	
22	2			13	1			7	2	12	1	1	Armenia
188	6			77	6			59	100	19	16	5	Azerbaijan
40	5			19	2			49	28	1	3	4	Georgia
621	45		3	244	18		3	20	11	334	7	1	Ukraine
79				22							2	82	Balkans (regional)
								2	5		416	6	Moscow (regional)
62	1	3	8	32	1	3	8	6	1	4			Paris (regional)
366	24		4	96	13		1	11	6	53	473		Tashkent (regional)
139	12			89	12				1				London
1,517	95	3	15	592	53	3	12	154	154	423	918	99	Total

ASSISTANCE MAIN FIGURES AND INDICATORS

EUROPE AND CENTRAL ASIA									
	CIVILIANS								
	CIVILIANS - BENEFICIARIES							HEALTH CENTRES	
	Food commodities	Essential household items	Productive inputs	Cash	Vouchers	Services and training	Water and habitat activities	Health centres supported	Average catchment population
Armenia		2,506		585		5	2,354		
Azerbaijan	60	1	4,494	2,440			70,265		
Georgia	574	579	29	16		18			
Ukraine	140,741	191,439	39,712	26,567	63	3,785	1,650,000	60	198,822
Moscow (regional)	21,922	25,172			2,020				
Paris (regional)						14			
Tashkent (regional)		75		1					
Total	163,297	219,772	44,235	29,609	2,083	3,822	1,722,619	60	198,822
<i>of whom women</i>	68,905	89,596	20,021	12,483	1,264	1,878	682,798		
<i>of whom children</i>	34,109	53,092	7,618	5,625	4	382	522,801		
<i>of whom IDPs</i>	40,505	44,082	933	6,345	18	436	155		

HEALTH CENTRES		PEOPLE DEPRIVED OF THEIR FREEDOM		WOUNDED AND SICK				
				FIRST AID		HOSPITALS	PHYSICAL REHABILITATION	
Consultations	Immunizations (patients)	Essential household items	Water and habitat activities	Sessions	Participants (sum of monthly data)	Hospitals supported	Projects supported	
		341						Armenia
		685		54	505			Azerbaijan
		70						Georgia
254,945	660	13,896	5,700	78	1,165	67	2	Ukraine
								Moscow (regional)
		8,476						Paris (regional)
		4,816	4,470					Tashkent (regional)
254,945	660	28,284	10,170	132	1,670	67	2	Total
		3,010	321					<i>of whom women</i>
		679						<i>of whom children</i>
								<i>of whom IDPs</i>

ARMENIA



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

KEY RESULTS/CONSTRAINTS IN 2017

- ▶ Through confidential representations, workshops and bilateral meetings, the ICRC reminded the sides to the conflict of IHL provisions on the conduct of hostilities, particularly the obligation to protect civilians.
- ▶ Border communities reduced their exposure to risk through structural modifications to houses or public buildings, and improved their economic prospects and access to water, with Armenian Red Cross Society and/or ICRC support.
- ▶ More than 200 emergency rescuers from ten border villages were trained in first aid and given the requisite supplies, based on an agreement between the Ministry of Emergency Situations, the National Society and the ICRC.
- ▶ Troops deployed near the international border, departing peacekeepers, military officers and instructors, and civilian protection teams learnt more about IHL and the ICRC through training and information sessions.
- ▶ Data preservation and support for missing people's families continued as planned. An exhibition marking the ICRC's 25 years of humanitarian work in the region also broadened awareness of the plight of these families.
- ▶ Students gained practical knowledge of IHL through summer courses, a conference for young researchers, and a moot court competition, all organized by the ICRC in partnership with universities in Armenia.

EXPENDITURE IN KCHF	
Protection	773
Assistance	1,313
Prevention	501
Cooperation with National Societies	658
General	73
Total	3,318
<i>Of which: Overheads</i>	<i>202</i>
IMPLEMENTATION RATE	
Expenditure/yearly budget	98%
PERSONNEL	
Mobile staff	9
Resident staff (daily workers not included)	43

The ICRC has been working in Armenia since 1992 in relation to the Nagorno-Karabakh armed conflict. It focuses on addressing the issue of missing persons and visiting 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 and training and into academic curricula. The ICRC works in partnership with the Armenian Red Cross Society and aims to help strengthen its capacities.

YEARLY RESULT

Level of achievement of ICRC yearly objectives and plans of action

HIGH

PROTECTION	Total
CIVILIANS (residents, IDPs, returnees, etc.)	
Restoring family links	
RCMs collected	1
Phone calls facilitated between family members	385
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)	
ICRC visits	
Places of detention visited	9
Detainees in places of detention visited	2,402
<i>of whom visited and monitored individually</i>	22
Visits carried out	21
Restoring family links	
RCMs collected	7
RCMs distributed	2
Phone calls made to families to inform them of the whereabouts of a detained relative	12

ASSISTANCE	2017 Targets (up to)	Achieved
CIVILIANS (residents, IDPs, returnees, etc.)		
Economic security (in some cases provided within a protection or cooperation programme)		
Essential household items Beneficiaries		2,506
Cash Beneficiaries	5,200	585
Services and training Beneficiaries		5
Water and habitat (in some cases provided within a protection or cooperation programme)		
Water and habitat activities Beneficiaries	4,000	2,354

CONTEXT

Tensions remained high between the sides to the Nagorno-Karabakh conflict: exchanges of fire, skirmishes and deaths were reported near the international border between Armenia and Azerbaijan and the Line of Contact.

Civilians in border villages, particularly in the Tavush region, continued to be at risk from military activity and the presence of mines and explosive remnants of war (ERW); these also restricted their movement, access to basic services and livelihood activities.

The Minsk Group of the Organization for Security and Co-operation in Europe (OSCE) sought, as before, to advance the implementation of agreements reached by the sides in 2016, but its efforts yielded no concrete results.

The OSCE announced the closure of its office in Yerevan, following unsuccessful efforts to reach an agreement regarding its activities and budget.

More than 4,500 people remained unaccounted for in connection with the Nagorno-Karabakh conflict in the 1990s.

ICRC ACTION AND RESULTS

The ICRC continued working to alleviate the humanitarian consequences of the Nagorno-Karabakh conflict. It monitored the situation of civilians living near the international border between Armenia and Azerbaijan, and assisted those affected by the ongoing tensions. Through dialogue, and by submitting representations whenever necessary, it reminded the sides to the conflict of their obligation under IHL to protect civilians and civilian objects.

In February and December, at the request of the authorities, the ICRC acted as a neutral intermediary to facilitate the transfer of soldiers' remains across the international border between Armenia and Azerbaijan.

Following consultations with communities in the Tavush region, and in cooperation with the Armenian Red Cross, the ICRC implemented a range of projects to reduce border communities' exposure to risks arising from the conflict, and to improve their living conditions and economic security. For example, with ICRC support, people reinforced the walls of their houses as protection against stray gunfire; in schools and other public buildings, basements designated as 'safer rooms' – in which community members could take refuge in case hostilities escalated – were reinforced. Following upgrades to essential infrastructure, border communities had better access to water for drinking and irrigation. Vulnerable households, including those engaged in farming near the border, received ICRC support for pursuing other livelihood activities.

To supplement the safety measures taken by border communities, the Armenian Red Cross, with ICRC support, provided emergency teams of the Ministry of Emergency Situations with first-aid training and materials. It also carried out sessions on basic first aid and on the risks posed by mines and ERW for schoolchildren in ten villages. Surgeons from civilian and military hospitals enhanced their knowledge of war surgery at an ICRC seminar.

The ICRC continued to work with the authorities, particularly the Armenian State Commission on Prisoners of War, Hostages and

Missing Persons (CEPOD), to clarify the fate of people missing in connection with the conflict in the 1990s. Collection of biological reference samples from missing people's relatives went on as planned, as did the review of ante-mortem data; the samples and data were for use in a future identification process. During a study tour in Cyprus, CEPOD representatives observed best practices in exhuming and identifying human remains for humanitarian purposes. Missing people's relatives were given psychosocial support via counselling, commemorative events or referrals to appropriate service providers; some of the most vulnerable households received cash for launching income-generating activities or for covering their most pressing needs.

The ICRC provided technical advice to the Armenian Centre for Humanitarian Demining and Expertise (CHDE), to support the development of a national strategy to address the humanitarian consequences of weapon contamination. With ICRC support, families of mine/ERW victims launched small businesses to support themselves, or improved their living conditions through home repairs.

During visits carried out in accordance with its standard procedures, the ICRC checked on detainees' treatment and living conditions. With ICRC support, foreign detainees contacted their relatives abroad; detainees in two prisons received some material assistance.

Humanitarian issues arising from the Nagorno-Karabakh conflict, and the ICRC's work for the people affected, remained at the centre of discussions with the authorities, the military, the international community, the media and civil society. The defence ministry and the ICRC renewed an agreement on IHL training and promotion among Armenian troops, whose knowledge of IHL grew during workshops, seminars or information sessions. Students and researchers took part in IHL events organized by the ICRC in partnership with universities in Armenia.

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

CIVILIANS

Dialogue with the sides emphasizes their obligations under IHL

As the civilian population continued to face risks arising from military activity (see *Context*), the ICRC – through field visits and direct contact with authorities and community leaders – monitored the humanitarian situation of the communities affected and conformity with IHL by the sides to the conflict. Through written and oral representations, the ICRC shared its findings confidentially with the sides concerned, and reminded them of IHL provisions on the conduct of hostilities, particularly the obligation to protect civilians. It also reminded them to take precautions to ensure civilians' safety ahead of cultural events or seasonal activities tied to farming.

In February and December, at the request of the authorities, the ICRC acted as a neutral intermediary to facilitate the transfer of soldiers' remains across the international border between Armenia and Azerbaijan.

Front-line communities have more protection against threats to their safety

ICRC projects in the Tavush region, implemented after consultations with the communities involved, helped members of border communities cope with chronic insecurity and its effects on their well-being and livelihoods. ‘Passive protective measures’ – such as walling up windows or reinforcing the sides of houses or schools facing military positions, and fortifying basements or rooms in public buildings that could serve as safer spaces – benefited roughly 800 people in seven border villages. Blankets and emergency supplies were donated by the ICRC, to the benefit of roughly 2,500 people. With support from the German Red Cross and the ICRC, the Armenian Red Cross also carried out five of these projects in four villages. The ICRC assessed other public facilities, with a view to undertaking similar projects in 2018.

The Danish Red Cross and the ICRC carried out an assessment of the psychosocial needs in border communities; the results were to serve as a basis for a future ICRC response.

Based on an agreement between the Ministry of Emergency Situations, the Armenian Red Cross and the ICRC, 205 emergency rescuers from ten border villages received first-aid training and materials. The Armenian Red Cross also conducted training in first aid and safe practices, and information sessions on the dangers posed by mines/ERW, for over 500 students and 60 teachers living there. In nine villages not covered by the rescue teams of the Ministry of Emergency Situations, the Armenian Red Cross, with support from the German Red Cross and the ICRC, conducted first-aid training for 74 volunteers, such as nurses, teachers and community leaders. In parallel, the ICRC boosted local capacities in weapon-wound surgery through a seminar for more than 20 surgeons from civilian and military hospitals.

Vulnerable households explore alternative sources of income

Following a pilot project in 2016 and a joint assessment carried out with National Society volunteers, the ICRC expanded its economic assistance to vulnerable households in border villages where farming exposed civilians to risk, and gave them support for pursuing other livelihood activities. A total of 58 such households (259 people) participated in microeconomic initiatives such as beekeeping, raising dairy cattle, or starting a small retail business; 19 households (56 people) who were unable to undertake income-generating activities owing to physical disability or other vulnerabilities received cash to meet their most pressing needs.

Where water was scarce owing to poorly maintained and/or dilapidated infrastructure, the ICRC installed essential apparatus and laid or repaired pipelines, which increased the available supply and facilitated its flow to villages. This improved access to water for drinking and irrigation for about 1,550 residents in two border villages. A similar project was in progress in another village.

Victims of mines/ERW launch small businesses to support themselves

Using ICRC cash grants, 27 households of mine/ERW victims (137 people) started income-generating activities such as dress-making, providing transport services, cattle breeding and jewellery-making; 12 households (61 people) improved their living conditions through home repairs financed by the ICRC and carried out jointly with an Armenian housing NGO.

The ICRC continued to provide technical advice – for developing a national strategy to address weapon contamination and its consequences – to the CHDE, which assumed responsibility for running the Information Management System for Mine Action database in 2016. Analysis of information on the needs of mine/ERW victims and their families, collected and entered into the database, was ongoing. A regional workshop for CHDE staff members was rescheduled for 2018.

Information on missing people continues to be analysed and preserved

More than 4,500 people remained unaccounted for in connection with the Nagorno-Karabakh conflict in the 1990s. The ICRC submitted an updated list of missing persons to the sides in 2015, encouraging them to use it as a source of reference. It submitted analytical reports on incidents of disappearance to the authorities concerned, with a view to facilitating verification of information, including on the location of burial sites. The ICRC continued to interview sources and, when possible, assessed unmarked burial sites.

The ICRC urged the authorities to establish, for humanitarian purposes, procedures for clarifying the fate of missing people in the region. It sponsored a study tour in Cyprus for CEPOD representatives, enabling them to observe best practices in humanitarian forensics.

To facilitate future identification of exhumed remains, the relevant authorities and the ICRC continued collecting buccal swabs from missing people’s relatives, who received psychological support during the process. Third-party laboratory testing confirmed the samples’ viability. The ICRC continued to review and hand over ante-mortem data to the CEPOD, which entered them into a centralized ante/post-mortem database. It donated a new computer for the database, and sponsored the database operator’s training abroad.

Families of missing people address their needs, with community support

Families coped with the uncertainty surrounding the fate of their missing relatives, and its socio-economic repercussions, with the help of a comprehensive support programme run by the ICRC with the National Society and other partners. Around 45 relatives of missing people discussed their needs and learnt of services that could help them, during information sessions facilitated by local leaders, experts and NGOs. Some were referred to the appropriate channels for psychosocial, medical and/or legal assistance, and for help in obtaining social benefits. Vulnerable families received 34 follow-up home visits.

The ICRC provided families of missing people with cash assistance: three households (12 people) started income-generating activities; four households (16 people) paid the interest on their loans; and 12 particularly vulnerable households (19 individuals) were able to address some of their most pressing needs. Home repairs financed by the ICRC improved living conditions for six households (25 people); repairs for four others were ongoing.

Families commemorated their missing relatives at 11 events (see also *Actors of influence*) organized with the involvement of the community; these events helped the families process their grief, and broadened public awareness of the difficulties they faced.

The ICRC briefed 23 people with missing relatives on its activities in connection with missing people; 12 people contributed to a memory book honouring their missing relatives.

PEOPLE DEPRIVED OF THEIR FREEDOM

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

In two prisons, 27 foreign detainees used ICRC-provided phone cards to contact relatives. One foreign detainee received help in finding accommodations after his release; another returned to his home country after being referred to IOM and obtaining travel documents. The ICRC helped a father come to Armenia to visit his detained son. A project enabling foreign detainees to maintain contact with their families through video calls was developed with the justice ministry and set for implementation in 2018. Its focus having shifted towards this project, the ICRC did not undertake infrastructural repairs or conduct vocational training in prisons.

Small-scale material assistance – for example, exercise bikes and hygiene parcels – helped ease detainees' situation in two prisons.

ACTORS OF INFLUENCE

Local media draw attention to the plight of people affected by the conflict

Using ICRC interviews, factsheets and news releases, media outlets helped to broaden public awareness and understanding of humanitarian needs linked to the conflict and of the ICRC's mandate. News editors learnt more about the ICRC during a briefing. Ten journalists enhanced their knowledge of the Movement, and of the protection afforded by IHL to journalists while covering armed conflict, at a workshop conducted jointly with a local media training and development centre. The ICRC's activities in the Tavush region were covered by the media, after journalists visited the area.

An exhibition marking the ICRC's 25 years of humanitarian work in the region drew attention to the plight of missing people's families. Government officials, diplomats, missing people's families and members of the local media attended the event, which was followed up with a social media campaign.

The Armenian Red Cross raised awareness of the Movement's activities and humanitarian principles through social media and during first-aid training sessions (see *Civilians*).

Military personnel and civilian protection teams learn more about IHL

The defence ministry, having renewed an agreement with the ICRC on IHL training and promotion, supported the ICRC's direct engagement, on the subject of IHL incorporation, with the heads of the departments of the general staff. A military officer learnt more about incorporating IHL in military planning and decision-making at a course in San Remo, Italy. Having attended a military exercise organized by the Collective Security Treaty Organization (CSTO), as an observer, the ICRC held discussions with CSTO commanders on the application of IHL provisions in multinational military operations. Train-the-trainer workshops helped 15 command officers from border units and 10 military instructors to develop their ability to teach IHL. During seminars, staff

members of the Human Rights Defender's office and the Military Investigative Department furthered their knowledge of IHL and the ICRC's activities and role as a neutral intermediary; these topics were also discussed during information sessions for troops deployed near the international border and for peacekeeping contingents bound for missions abroad. Military officers received pamphlets, in the Armenian language, on IHL.

Civilian protection teams consisting of Tavush community members, and headquarters staff from the Ministry of Emergency Situations learnt more about IHL and the ICRC's activities during workshops.

The authorities receive technical support for incorporating IHL in domestic laws and policies

The ICRC supported the authorities' efforts to incorporate IHL in domestic laws and policies, by making its expertise in the subject available to them. It submitted a comprehensive assessment of the draft criminal code, with proposals for aligning criminal law with IHL, to the working group revising the criminal code.

Officials from the defence, foreign and justice ministries, and from the Military Investigative Department, attended a regional seminar on IHL implementation in Belarus (see *Moscow*).

Students strengthen their grasp of IHL

The ICRC renewed an agreement with the Russian-Armenian University to conduct IHL-promotion activities jointly, and drafted similar agreements with two other universities. In October, researchers from more than ten countries participated in the annual youth conference on IHL in Yerevan. At a follow-up event, scholars and government officials discussed how the effectiveness of IHL was perceived in various quarters.

Students learnt more about international law at a summer IHL course organized with the American University of Armenia, and at a new summer course on public international law organized with the Russian-Armenian University and the UNHCR office in Armenia. Teams from leading universities and military academies gained practical knowledge of IHL through an annual moot court competition.

RED CROSS AND RED CRESCENT MOVEMENT

To enhance the Movement's overall capacities in emergency preparedness and response in Armenia, the ICRC, together with the International Federation, the Armenian Red Cross Society and six other National Societies, drafted a Movement-wide contingency plan for dealing with conflict-related humanitarian emergencies affecting border communities and the rest of the country.

The Armenian Red Cross and the ICRC held simulation exercises to fine-tune their response to emergencies; these also helped the National Society to incorporate the Safer Access Framework in its activities. To strengthen the National Society's emergency response capacities, the ICRC provided financial and technical support for establishing a disaster response team in the Tavush region, and covered insurance costs for 100 volunteers at the National Society branches most exposed to the effects of the conflict.

The Armenian Red Cross, the Danish Red Cross and the ICRC continued their joint project to develop the organizational capacities of the Armenian Red Cross's regional branch in Tavush; for example, they provided seed funding for volunteer initiatives,

and organized training activities and meetings for exchanging best practices. This project was expanded to cover two other branches in the Gegharkunik and Syunik regions.

The Armenian Red Cross received ICRC material and technical support for expanding its capacities in family-links services and awareness-raising, and for formalizing its legal status. Its volunteers took part in socio-economic assessments of households in the Tavush region and conducted first-aid training (see *Civilians*).

MAIN FIGURES AND INDICATORS: PROTECTION		Total			
CIVILIANS (residents, IDPs, returnees, etc.)					
RCMs and other means of family contact			UAMs/SC		
RCMs collected		1			
Phone calls facilitated between family members		385			
Reunifications, transfers and repatriations					
Human remains transferred or repatriated		2			
Tracing requests, including cases of missing persons			Women	Girls	Boys
Tracing cases still being handled at the end of the reporting period (people)		407	24		5
<i>including people for whom tracing requests were registered by another delegation</i>		3			
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)					
ICRC visits			Women	Minors	
Places of detention visited		9			
Detainees in places of detention visited		2,402	151	4	
Visits carried out		21			
			Women	Girls	Boys
Detainees visited and monitored individually		22	2		
<i>of whom newly registered</i>		13	1		
RCMs and other means of family contact					
RCMs collected		7			
RCMs distributed		2			
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		1			

MAIN FIGURES AND INDICATORS: ASSISTANCE		Total	Women	Children
CIVILIANS (residents, IDPs, returnees, etc.)				
Economic security (in some cases provided within a protection or cooperation programme)				
Essential household items	Beneficiaries	2,506	627	1,252
Cash	Beneficiaries	585	228	174
	<i>of whom IDPs</i>	14	6	5
Services and training	Beneficiaries	5	1	
Water and habitat (in some cases provided within a protection or cooperation programme)				
Water and habitat activities	Beneficiaries	2,354	942	471
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)				
Economic security (in some cases provided within a protection programme)				
Essential household items	Beneficiaries	341	43	
Health				
Places of detention visited by health staff	Structures	3		

AZERBAIJAN



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

KEY RESULTS/CONSTRAINTS IN 2017

- ▶ Through confidential representations, workshops and bilateral meetings, the ICRC reminded the sides to the conflict of IHL provisions on the conduct of hostilities, particularly the obligation to protect civilians.
- ▶ Members of front-line communities met some of their urgent needs, launched income-generating activities and improved their safety and living conditions, with support from the ICRC and the Red Crescent Society of Azerbaijan.
- ▶ People became more capable of dealing with the consequences of the conflict through psychosocial-support activities and training in safe practices and first aid. Teachers were trained in counselling and stress management.
- ▶ Training was stepped up for new first-aiders and first-aid instructors in order to reinforce emergency preparedness. Medical professionals advanced their skills in war surgery and emergency-room trauma care through ICRC courses.
- ▶ The ICRC visited detainees, including those held in relation to the conflict, to monitor their treatment and living conditions and to enable them to maintain contact with their families.
- ▶ Cadets, command officers and other military personnel learnt more about the IHL provisions applicable to their duties during ICRC workshops and briefings. Thirty-five Azerbaijani military officers were certified as IHL trainers.

EXPENDITURE IN KCHF

Protection	2,847
Assistance	5,477
Prevention	809
Cooperation with National Societies	560
General	75
Total	9,769
<i>Of which: Overheads</i>	<i>596</i>

IMPLEMENTATION RATE

Expenditure/yearly budget	92%
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PERSONNEL

Mobile staff	20
Resident staff (daily workers not included)	113

The ICRC has been working in Azerbaijan since 1992 in relation to the Nagorno-Karabakh armed conflict. It focuses on addressing the issue of missing persons and visiting 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 the Red Crescent Society of Azerbaijan and aims to help strengthen its capacities.

YEARLY RESULT

Level of achievement of ICRC yearly objectives and plans of action

HIGH

PROTECTION	Total
CIVILIANS (residents, IDPs, returnees, etc.)	
Restoring family links	
RCMs collected	117
RCMs distributed	90
Phone calls facilitated between family members	429
Tracing cases closed positively (subject located or fate established)	144
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)	
ICRC visits	
Places of detention visited	29
Detainees in places of detention visited	15,780
<i>of whom visited and monitored individually</i>	188
Visits carried out	88
Restoring family links	
RCMs collected	59
RCMs distributed	100
Phone calls made to families to inform them of the whereabouts of a detained relative	19

ASSISTANCE	2017 Targets (up to)	Achieved
CIVILIANS (residents, IDPs, returnees, etc.)		
Economic security (in some cases provided within a protection or cooperation programme)		
Food commodities	Beneficiaries 10,000	60
Essential household items	Beneficiaries 4,800	1
Productive inputs	Beneficiaries 3,925	4,494
Cash	Beneficiaries	2,440
Water and habitat (in some cases provided within a protection or cooperation programme)		
Water and habitat activities	Beneficiaries 64,300	70,265
WOUNDED AND SICK		
Physical rehabilitation		
Projects supported ¹	Projects	2

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

CONTEXT

Tensions remained high between the sides to the Nagorno-Karabakh conflict; exchanges of fire, skirmishes and deaths were reported near the international border between Azerbaijan and Armenia and the Line of Contact.

Civilians in front-line villages continued to be at risk from military activity and the presence of mines and explosive remnants of war (ERW); these also restricted their movement, access to basic services and livelihood activities.

Some communities continued to feel the impact of the intensified fighting in April 2016. A number of families returned to a front-line village following the reconstruction of their houses. In Nagorno-Karabakh, the population of the village of Talish remained displaced and were living precariously.

The Minsk Group of the Organization for Security and Co-operation in Europe (OSCE) sought, as before, to advance the implementation of agreements reached by the sides in 2016, but its efforts yielded no concrete results.

More than 4,500 people remained unaccounted for in connection with the Nagorno-Karabakh conflict in the 1990s.

ICRC ACTION AND RESULTS

The ICRC continued working to alleviate the humanitarian consequences of the Nagorno-Karabakh conflict. It monitored the situation of civilians living near the international border between Azerbaijan and Armenia and the Line of Contact, and assisted those affected by the ongoing tensions and the escalation of fighting in April 2016. Through dialogue, and by submitting representations whenever necessary, it reminded the sides to the conflict of their obligation under IHL to protect civilians and civilian objects.

The ICRC acted as a neutral intermediary to facilitate the retrieval of the remains of soldiers killed on the Line of Contact, and the transfer of soldiers' remains across the international border between Azerbaijan and Armenia.

Following consultations with front-line communities, the ICRC implemented a range of projects to reduce their exposure to risks arising from the conflict, and to improve their living conditions and economic security. In five front-line villages, for example, school basements were reinforced, so that they could shelter community members in case hostilities intensified again. With ICRC support, vulnerable households – including people affected by mines/ERW, missing people's families and people from Talish displaced in Nagorno-Karabakh – became more economically self-sufficient by launching livelihood activities or participating in cash-for-work projects. Elderly people living alone in Nagorno-Karabakh, and others with specific vulnerabilities, received cash for covering their immediate needs.

To boost emergency preparedness, the ICRC stepped up its training activities for emergency responders, and equipped them to provide first aid and treat wounded people. Medical personnel strengthened their capacities in emergency-room trauma care and war surgery through ICRC courses. The Red Crescent Society of Azerbaijan and the ICRC conducted first-aid training for members of front-line communities. Twelve people received training in conducting small-scale clearance of explosive ordnance in civilian areas of Nagorno-Karabakh.

The ICRC continued to work with the authorities, particularly the Commissions on Prisoners of War, Hostages and Missing Persons (CEPODs), to clarify the fate of people missing in connection with the conflict in the 1990s. Collection of biological reference samples from missing people's relatives went on as planned, as did the review of ante-mortem data; the samples and data were for use in a future identification process. During a study tour in Cyprus, CEPOD representatives from the sides observed best practices in exhuming and identifying human remains for humanitarian purposes. Missing people's relatives were given psychosocial support via counselling, commemorative events or referrals to appropriate service providers.

Detainees, including those held in relation to the conflict, were visited by the ICRC in accordance with its standard procedures. Delegates monitored their treatment and living conditions, and helped them maintain contact with their relatives. Some detainees received hygiene kits and other forms of material assistance.

Humanitarian issues arising from the Nagorno-Karabakh conflict, and the ICRC's work for the people affected, remained at the centre of discussions with the authorities, the media and others. Military personnel learnt more about IHL considerations in military operations at ICRC briefings, workshops and seminars. IHL events fostered academic interest and expertise in the subject.

With ICRC support, the Azerbaijani Red Crescent strengthened its capacity to respond to emergencies and assist conflict-affected communities. Movement components coordinated their activities related to emergency preparedness and response.

People in Azerbaijan who had lost contact with their relatives in Iraq and the Syrian Arab Republic (hereafter Syria), owing to the conflicts in those countries, requested the ICRC's help in locating them. Video calls facilitated by the ICRC enabled unaccompanied children in those countries to reconnect with their families in Azerbaijan.

CIVILIANS

Dialogue with the sides emphasizes their obligations under IHL

As the civilian population continued to face risks arising from military activity (see *Context*), the ICRC – through field visits and direct contact with authorities and community leaders – monitored the humanitarian situation of the communities affected and conformity with IHL by the sides to the conflict. Through written and oral representations, the ICRC shared its findings confidentially with the sides concerned, and reminded them of IHL provisions on the conduct of hostilities, particularly the obligation to protect civilians. The ICRC's intercession with the pertinent authorities enabled communities to safely conduct seasonal farming activities and make repairs to water facilities near front-line areas.

In February, following an agreement between the sides and in coordination with the OSCE, the ICRC acted as a neutral intermediary to facilitate the retrieval of the remains of soldiers killed on the Line of Contact. It also facilitated, in February and December, the transfer of soldiers' remains across the international border between Azerbaijan and Armenia.

In Nagorno-Karabakh, the ICRC conducted a seminar for the *de facto* authorities on IHL principles and managing human remains. It renovated the autopsy room of the morgue in Stepanakert/Khankendi, and trained emergency teams in human remains management.

People separated by the conflict maintained contact through family-links services. Members of ethnic minority groups received support for clarifying their legal status and applying for identification documents; the ICRC funded the funeral of one beneficiary.

Front-line communities have more protection against threats to their safety

ICRC projects, implemented after consultations with the communities involved, helped members of front-line communities cope with chronic insecurity and its effects on their well-being and livelihoods. 'Passive protective measures' – such as constructing walls in front of houses, schools or playgrounds exposed to military positions, and reinforcing school basements or rooms that could serve as safer spaces and providing them with emergency supplies – benefited roughly 1,700 people in four front-line villages. The ICRC also constructed an emergency shelter to serve as a model for those who wished to build one. Teachers, students and parents learnt first aid during training sessions conducted by the Azerbaijani Red Crescent and the ICRC (see *Wounded and sick*). They also attended information sessions on the dangers posed by mines/ERW and safe practices.

Community members, particularly those affected by the escalation of fighting in April 2016, benefited from psychosocial support. Some 50 teachers were trained in counselling and stress management; they organized psychosocial-support activities for 240 children and adolescents. Recreational events for students in two communities, organized by the Azerbaijani Red Crescent and the ICRC, promoted safe practices during evacuations.

In Nagorno-Karabakh, the *de facto* authorities and the ICRC discussed contingency measures for protecting civilians; the ICRC maintained an emergency stock of food and other essentials in its warehouse. With ICRC support, 12 people received training in conducting small-scale clearance of explosive ordnance in civilian areas; anti-blast film for windows was installed at public buildings. Nurses and teachers learnt how to recognize symptoms of conflict-related trauma among children, and make referrals for psychological support, at an information session. The ICRC, together with an NGO, organized a concert for children of displaced people.

The Azerbaijani Red Crescent and the ICRC worked with the Azerbaijan National Agency for Mine Action to collect information about mine/ERW victims and about their families' needs; the ICRC shared its recommendations for meeting these needs with the authorities concerned.

Vulnerable people meet their immediate needs and pursue livelihood activities

Distribution of seed and other supplies enabled more than 1,088 households (4,352 people) to engage in food production activities that benefited their communities. They included 408 households (1,632 people) who started a potato seed multiplication project, and 24 households (96 people) who received winter fodder for their livestock.

In total, 860 people (around 215 households) augmented their incomes by participating in cash-for-work projects; 145 households (627 people), including families of mine victims, received cash – and some of them, skills training as well – for starting small businesses. A total of 120 particularly vulnerable people – including one former conflict-related detainee and relatives of mine victims, received cash for buying household essentials.

In cooperation with the *de facto* authorities, the ICRC repaired the houses of 14 families of mine victims (64 people) in Nagorno-Karabakh. Monthly allowances helped alleviate the living conditions of 286 elderly people living alone.

Civilians from the village of Talish remained displaced in Nagorno-Karabakh, following the escalation of fighting in April 2016. With ICRC-provided cash or material support, 22 households (97 people) started collective livelihood projects such as beekeeping and pig or cattle farming, and 37 households (142 people) cultivated vegetable gardens; 237 people (68 households) received cash to meet their basic needs.

Communities have broader access to water and electricity

In total, 4,485 people in five front-line villages gained more access to water, for irrigation and household use, after the ICRC repaired boreholes and installed water tanks, pipes and other equipment. Twenty water technicians received maintenance training; 2,385 community members, including 108 children, learnt more about water conservation and good hygiene practices, through information sessions conducted with the Azerbaijani Red Crescent. In two villages, 794 people benefited from electrical supply networks installed by the ICRC.

People in Stepanakert/Khankendi had a more reliable supply of water after the ICRC installed new water pumps and donated a generator for a water-treatment plant.

Information on missing people continues to be analysed and preserved

More than 4,500 people remained unaccounted for in connection with the Nagorno-Karabakh conflict in the 1990s. The ICRC submitted an updated list of missing persons to the sides in 2015, encouraging them to use it as a source of reference. The Azerbaijani CEPOD contacted the ICRC regarding the inclusion of additional cases.

The ICRC submitted analytical reports on incidents of disappearance to the CEPODs, with a view to facilitating verification of information, including on the location of burial sites. Together with the Azerbaijani CEPOD, the ICRC visited a cemetery with unmarked graves presumed to contain Azerbaijani servicemen, and began analysing information provided by the CEPOD on 196 similar burial sites. The ICRC also continued to interview sources and, when possible, assessed unmarked burial sites in Nagorno-Karabakh.

The ICRC urged the authorities to establish, for humanitarian purposes, procedures for clarifying the fate of missing people in the region. It sponsored a study tour in Cyprus for CEPOD representatives from the sides, enabling them to observe best practices in humanitarian forensics. In Baku, CEPOD representatives attended information sessions conducted by ICRC forensic experts.

To facilitate future identification of exhumed remains, the relevant authorities and the ICRC continued collecting buccal swabs from missing people's relatives, who received psychological support from ICRC-trained counsellors during the process. Third-party laboratory testing confirmed the samples' viability; an ICRC geneticist also provided support for ensuring quality control. The ICRC continued to review and hand over ante-mortem data to the CEPODs, which entered them into their ante/post-mortem databases. Database operators from the CEPODs, sponsored by the ICRC, attended training abroad.

Families of missing people receive psychosocial support

Families coped with the uncertainty surrounding the fate of their missing relatives, and its socio-economic repercussions, with the help of a comprehensive support programme run by the ICRC until March. Peer counsellors formerly trained by the ICRC formed a support network and continued to help the families. More than 1,100 relatives of missing persons drew psychological support from commemorative events, peer-group sessions or individual home visits; some 340 people were referred to the appropriate channels for medical and/or legal assistance.

Missing people's families in Nagorno-Karabakh received support from ICRC-trained psychologists; around 30 people were referred to the appropriate channels for further assistance. The ICRC organized an exhibition, and supported the construction of a commemorative park, to raise awareness of their plight.

People restore contact with relatives in Iraq and Syria

The ICRC opened tracing requests for families in Azerbaijan who wanted help in contacting their relatives in Iraq and Syria. Unaccompanied children in those countries reconnected with their families in Azerbaijan through video calls facilitated by the ICRC. The support they would need, in the event of their repatriation, was a subject of discussion between the Azerbaijani authorities and the ICRC.

PEOPLE DEPRIVED OF THEIR FREEDOM

In accordance with its standard procedures, the ICRC visited detainees, including those held in relation to the conflict, to monitor their treatment and living conditions. Findings from these visits, and recommendations whenever necessary, were communicated confidentially to the detaining authorities.

Foreign detainees informed their embassies, or UNHCR, of their circumstances and contacted their families through RCMs or phone calls facilitated by the ICRC. Detainees held in relation to the conflict also used ICRC family-links services. More than 600 detainees, including those with specific vulnerabilities, received hygiene items or other material assistance.

The Ministry of Justice and the ICRC explored possibilities for cooperation in bringing prison management, including the provision of health care for detainees, in line with internationally recognized standards. At two ICRC workshops, prison psychiatrists learnt more about mental-health care for detainees; with ICRC support, penitentiary officials went on a study tour abroad.

The ICRC renovated a kitchen and constructed a waiting room and toilets for visitors at the main detention facility in Nagorno-Karabakh; a generator donated by the ICRC was awaiting installation.

PEOPLE DEPRIVED OF THEIR FREEDOM	Related to the Nagorno-Karabakh conflict	Not related to the Nagorno-Karabakh conflict
ICRC visits		
Places of detention visited	2	27
Detainees in places of detention visited	5	15,775
	<i>of whom women</i>	187
	<i>of whom minors</i>	57
Visits carried out	29	59
Detainees visited and monitored individually	5	183
	<i>of whom women</i>	6
Detainees newly registered	2	75
	<i>of whom women</i>	6
Restoring family links		
RCMs collected	48	11
RCMs distributed	91	9
Phone calls made to families to inform them of the whereabouts of a detained relative	2	17
Detainees visited by their relatives with ICRC/National Society support		16
People to whom a detention attestation was issued	3	2

WOUNDED AND SICK

First responders prepare for potential influxes of wounded people

Training conducted or supported by the ICRC aimed to increase the likelihood of wounded people receiving timely and appropriate care. Twenty-six National Society volunteers from front-line branches, 15 military paramedics and 15 rescuers from the Ministry of Emergency Situations were trained in first aid; 34 of them became first-aid trainers. In Nagorno-Karabakh, seven first-aid instructors were certified. In addition, medical professionals enhanced their skills through a course in emergency-room trauma care; seven military and civilian surgeons attended a seminar on war surgery.

During training sessions carried out by the Azerbaijani Red Crescent and the ICRC, 180 civilians from nine front-line villages learnt first aid and were given the requisite supplies. Emergency responders on both sides of the Line of Contact also received supplies for treating wounded people.

Between March and December, the ICRC gave the physical rehabilitation sector in Nagorno-Karabakh various forms of support. It provided supplies and equipment, including a generator, and on-site training to the rehabilitation centre in Stepanakert/Khankendi. ICRC-sponsored training enabled wheelchair technicians and clubfoot specialists to improve their skills. Wheelchair users in one hospital benefited from the installation of a ramp.

After conducting an assessment, the ICRC ceased its physical rehabilitation activities at year's end.

ACTORS OF INFLUENCE

Stakeholders increase their understanding of IHL and ICRC activities

The ICRC visited front-line communities to understand their needs and to explain its activities to them. National Society volunteers, and officials from the Azerbaijani CEPOD, the Ministry of Emergency Situations and other bodies, learnt more about IHL

principles and the ICRC's activities, including those linked to missing people and the prevention of disappearances, at information sessions. Lectures for future judges at the Justice Academy focused on IHL and its application to modern armed conflicts; one judge learnt more about IHL implementation at a regional seminar (see *Moscow*). Ten journalists were briefed on the importance of protecting conflict victims from public curiosity during an IHL seminar. Officials from Nagorno-Karabakh's *de facto* Ombudsman's office strengthened their grasp of IHL and of the ICRC's activities to promote compliance with IHL.

Using ICRC interviews, factsheets and news releases, media outlets helped to broaden public awareness of the ICRC's mandate. Workshops in Baku and Nagorno-Karabakh enabled journalists to gain a fuller understanding of the ICRC's work and of the humanitarian considerations linked to reporting on conflict-affected people. In Nagorno-Karabakh, the workshop was followed by interviews with people who had received ICRC assistance. An exhibition marking the International Day of the Disappeared drew people's attention to the plight of missing people's families.

Armed forces personnel familiarize themselves with IHL considerations in military operations

Cooperation between the defence ministry and the ICRC, in promoting IHL among military personnel, continued. At ICRC seminars, workshops and briefings, military cadets, peacekeeping troops and senior defence ministry officials learnt more about the IHL provisions that they had to take into account while carrying out their duties. More than 1,200 military personnel enhanced their understanding of IHL principles during information sessions supplemented with ICRC-produced handbooks on codes of conduct for combatants. Thirty-five Azerbaijani military officers had been certified as IHL trainers and were set to provide further instruction in IHL to troops. At a round-table, the heads of the military's operational departments and the ICRC discussed how to ensure respect for IHL during security operations and similar issues. The ICRC discussed its activities for detainees, at a briefing for military personnel participating in a NATO evaluation exercise.

Information sessions conducted by the ICRC in Nagorno-Karabakh enabled more than 1,500 military personnel and 100 students in military schools to gain a firmer grasp of basic IHL principles; 25 military personnel with command responsibilities learnt more about IHL considerations in planning and conducting military operations.

Members of the Internal Troops, the State Border Service of Azerbaijan and police officers, including directors of places of temporary detention, increased their practical knowledge of international policing standards at ICRC workshops and briefings.

Students strengthen their grasp of IHL

Students of law, journalism and international relations broadened their knowledge of IHL by attending ICRC guest lectures, for example, those held during evening classes organized with the ADA University. Three lecturers from universities in Baku and Nagorno-Karabakh developed their ability to teach IHL through a seminar abroad. Law students and IHL researchers from Nagorno-Karabakh attended summer courses and other IHL events in Armenia. A law student was given an internship at the ICRC delegation in Baku, as part of the ICRC's efforts to promote research in IHL.

RED CROSS AND RED CRESCENT MOVEMENT

The Red Crescent Society of Azerbaijan continued to receive ICRC support for strengthening its operational capacities. Together with teams from the ICRC, the National Society surveyed the needs of conflict-affected households, including those of mine/ERW victims, and monitored the results of ICRC support. It expanded its first-aid capacities (see *Wounded and sick*); twenty-four of its emergency responders received training in operational communication, family-links services, emergency relief, counselling, and mine-victim assistance. The Azerbaijani Red Crescent was provided with donation boxes to aid its fundraising efforts; a member of its headquarters staff attended a training session on fundraising organized by the British Red Cross.

With ICRC support, the Azerbaijani Red Crescent drafted a contingency plan for conflict situations and carried out a simulation exercise, with a view to improving response and coordination during emergencies.

Movement components held meetings in Baku and Barda to coordinate activities in connection with emergency preparedness and response, and to support the Azerbaijani Red Crescent in developing partnerships with other actors.

MAIN FIGURES AND INDICATORS: PROTECTION		Total			
CIVILIANS (residents, IDPs, returnees, etc.)					
RCMs and other means of family contact			UAMs/SC		
RCMs collected		117			
RCMs distributed		90			
Phone calls facilitated between family members		429			
Tracing requests, including cases of missing persons			Women	Girls	Boys
People for whom a tracing request was newly registered		478	125	146	140
Tracing cases closed positively (subject located or fate established)		144			
Tracing cases still being handled at the end of the reporting period (people)		4,482	397	126	157
Documents					
People to whom travel documents were issued		3			
Official documents delivered across borders/front lines		8			
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)					
ICRC visits			Women	Minors	
Places of detention visited		29			
Detainees in places of detention visited		15,780	187	57	
Visits carried out		88			
			Women	Girls	Boys
Detainees visited and monitored individually		188	6		
	<i>of whom newly registered</i>	77	6		
RCMs and other means of family contact					
RCMs collected		59			
RCMs distributed		100			
Phone calls made to families to inform them of the whereabouts of a detained relative		19			
Detainees visited by their relatives with ICRC/National Society support		16			
People to whom a detention attestation was issued		5			

MAIN FIGURES AND INDICATORS: ASSISTANCE		Total	Women	Children
CIVILIANS (residents, IDPs, returnees, etc.)				
Economic security (in some cases provided within a protection or cooperation programme)				
Food commodities	Beneficiaries	60	30	
	<i>of whom IDPs</i>	18	9	
Essential household items	Beneficiaries	1	1	
Productive inputs	Beneficiaries	4,494	2,037	454
	<i>of whom IDPs</i>	142	50	56
Cash	Beneficiaries	2,440	792	303
	<i>of whom IDPs</i>	509	203	185
Water and habitat (in some cases provided within a protection or cooperation programme)				
Water and habitat activities	Beneficiaries	70,265	21,856	27,330
	<i>of whom IDPs</i>	155	62	46
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)				
Economic security (in some cases provided within a protection programme)				
Essential household items	Beneficiaries	685	16	1
Cash	Beneficiaries	205	1	
Health				
Places of detention visited by health staff	Structures	11		
WOUNDED AND SICK				
First aid				
First-aid training				
	Sessions	54		
	Participants (sum of monthly data)	505		
Physical rehabilitation				
Projects supported ¹	Projects			

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

GEORGIA



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KEY RESULTS/CONSTRAINTS IN 2017

- ▶ The remains of 26 people missing in connection with the 1992–1993 armed conflict were identified and returned to the families concerned.
- ▶ With ICRC assistance, local partners developed their ability to provide psychosocial support to relatives of the missing and broaden public awareness of their plight.
- ▶ The ICRC visited detainees in Georgia proper and South Ossetia. With the ICRC’s help, people being held in Abkhazia, Georgia proper and South Ossetia stayed in touch with their families across administrative boundary lines.
- ▶ The Georgian military, aided by the ICRC, continued to incorporate IHL in its doctrine, training and sanctions systems. Officers of the *de facto* Abkhaz military learnt more about IHL through an ICRC workshop.
- ▶ With technical and financial support from the ICRC and other Movement partners, the Georgia Red Cross Society strengthened its ability to deliver humanitarian services to people affected by emergencies.

EXPENDITURE IN KCHF

Protection	2,305
Assistance	3,811
Prevention	880
Cooperation with National Societies	297
General	75
Total	7,368
<i>Of which: Overheads</i>	<i>450</i>

IMPLEMENTATION RATE

Expenditure/yearly budget	90%
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PERSONNEL

Mobile staff	14
Resident staff (daily workers not included)	125

The ICRC has been present in Georgia proper, Abkhazia and 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, works to protect and assist vulnerable groups in conflict-affected regions, and visits detainees. 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 and plans of action **HIGH**

PROTECTION	Total
CIVILIANS (residents, IDPs, returnees, etc.)	
Restoring family links	
RCMs collected	191
RCMs distributed	176
Tracing cases closed positively (subject located or fate established)	64
People reunited with their families	10
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)	
ICRC visits	
Places of detention visited	11
Detainees in places of detention visited	6,023
<i>of whom visited and monitored individually</i>	40
Visits carried out	29
Restoring family links	
RCMs collected	49
RCMs distributed	28
Phone calls made to families to inform them of the whereabouts of a detained relative	1

ASSISTANCE

	2017 Targets (up to)	Achieved	
CIVILIANS (residents, IDPs, returnees, etc.)			
Economic security (in some cases provided within a protection or cooperation programme)			
Food commodities	Beneficiaries	455	574
Essential household items	Beneficiaries	125	579
Productive inputs	Beneficiaries	125	29
Cash	Beneficiaries	125	16
Services and training	Beneficiaries		18

CONTEXT

The Geneva International Discussions – involving representatives of Abkhazia, Georgia proper, the Russian Federation and South Ossetia – continued: the European Union (EU), the Organization for Security and Co-operation in Europe (OSCE) and the UN served as mediators. Meetings of the Incident Prevention and Response Mechanism, facilitated jointly by the EU Monitoring Mission and the OSCE, enabled bilateral talks between Abkhazia and Georgia proper, and between Georgia proper and South Ossetia, on humanitarian and security-related matters.

Some 2,400 people remained unaccounted for in connection with past armed conflicts; new cases were still being reported.

The demarcation of administrative boundaries between Abkhazia and Georgia proper, and between Georgia proper and South Ossetia, continued to restrict the movement of people, disrupt livelihoods and hinder communication among families.

People were being held in Abkhazia, Georgia proper and South Ossetia on security-related charges or in connection with past conflicts.

In South Ossetia, local health services, and social services for vulnerable people, have improved.

ICRC ACTION AND RESULTS

The ICRC continued to assist people coping with the effects of past conflicts. During discussions with Georgian authorities and the *de facto* Abkhaz and South Ossetian authorities, the ICRC reminded them of their obligation to facilitate access to basic services. As before, the ICRC was the only international organization doing humanitarian work in South Ossetia.

In coordination with the pertinent authorities, the ICRC served as a neutral intermediary in reuniting separated families, handing over human remains to the families concerned, and transferring official documents across administrative boundary lines. The ICRC continued to help people cross the administrative boundary line between Georgia and South Ossetia to obtain medical treatment; this was less necessary in 2017 than in previous years, because local health services had improved. At year's end, the ICRC closed its office in Gori, retaining only a few personnel to facilitate people's passage across the administrative boundary line.

The ICRC maintained its support for efforts to resolve missing-persons cases associated with past conflicts. It continued to chair the Abkhaz–Georgian coordination mechanism dealing with the issue of persons missing in connection with the 1992–1993 conflict, and the Georgian–Russian–South Ossetian equivalent for persons missing in connection with the conflicts in the 1990s and 2008. The ICRC continued to urge the Georgian and the *de facto* Abkhaz and South Ossetian authorities to set up or strengthen local mechanisms to resolve missing-persons cases.

The work of the two coordination mechanisms yielded information on some 50 possible gravesites; roughly 150 sets of human remains were recovered and analysed. The remains of 26 people who had gone missing during the 1992–1993 conflict were identified and handed over to the families concerned.

Missing people's families obtained psychosocial and other support from local NGOs and from associations that these families had

themselves formed – which continued to receive ICRC technical and financial assistance. In Georgia proper, an ICRC-supported academic working group, formed in 2016, organized forums to broaden people's awareness of the 'ambiguous loss' – pain exacerbated by lack of closure or clarity – experienced by missing persons' relatives.

The ICRC continued to provide food and other essentials to destitute people in Abkhazia and South Ossetia. The *de facto* South Ossetian authorities, with ICRC support, reinforced social services for vulnerable people.

Conflict-affected households in Abkhazia and Georgia proper, who had previously increased their income through ICRC-supported livelihood projects, benefited from a last phase of ICRC monitoring to ensure that there was no falling off in this regard. The ICRC ended its livelihood-support activities in Georgia at year's end.

The ICRC visited detainees in Georgia proper and South Ossetia in accordance with its standard procedures. It pursued discussions with the *de facto* Abkhaz authorities on access to people held in Abkhazia. Detainees in Abkhazia, Georgia proper and South Ossetia benefited from ICRC family-links services.

ICRC events, and media coverage of the ICRC's work, helped broaden awareness of issues of humanitarian concern – particularly in connection with missing persons – among the authorities, other influential parties and the general public.

The ICRC continued to support the incorporation of IHL in Georgian legislation. The Georgian armed forces continued to incorporate IHL in their doctrine, training and sanctions system, and to conduct IHL training for their troops. In Abkhazia, officers of the *de facto* military attended an ICRC workshop on IHL.

Together with other Movement components, the ICRC continued to give the Georgia Red Cross Society technical and financial assistance for pursuing organizational development and reinforcing its operational capacities.

CIVILIANS

Efforts to resolve cases of missing persons continue

Representatives of the Abkhaz–Georgian coordination mechanism dealing with the issue of people missing in connection with the 1992–1993 conflict, and its forensic working group, met twice and went on an ICRC-organized study tour of Cyprus. Representatives of the Georgian–Russian–South Ossetian equivalent for people missing in connection with the conflicts in the 1990s and 2008, which also dealt with other consequences of those conflicts, held one meeting.

The ICRC continued to chair both coordination mechanisms. Their work yielded information on the location of some 50 possible gravesites. ICRC forensic experts assessed the sites; some of their findings were still being processed. Exhumations took place at several sites in Georgia proper and South Ossetia, with technical and financial assistance from the ICRC. Several forensic specialists in Abkhazia and Georgia proper strengthened their capacities through ICRC training.

More than 150 sets of human remains were recovered and analysed. The remains of 26 people who had gone missing in connection with the 1992–1993 conflict were identified and handed over to the families concerned, enabling them to arrange reburials with dignity.

Collection of ante-mortem data and DNA samples, from missing persons' relatives, continued; in South Ossetia, DNA samples were collected by the ICRC-trained staff of a local medical college. With the ICRC's support, all DNA samples were sent to internationally accredited laboratories for testing.

The ICRC continued to register and manage missing-persons cases related to past conflicts. It pursued discussions with the parties concerned about creating local mechanisms for dealing with the issue of missing people in Abkhazia, Georgia proper and South Ossetia, or reinforcing existing mechanisms; in Georgia proper, the establishment of a legal framework to address the issue (see *Actors of influence*) was also discussed.

Missing persons' families receive psychosocial support

The ICRC continued to give associations of missing persons' families technical and financial assistance for providing support for people like them, and for broadening public awareness of their plight; local NGOs doing such work were given similar assistance.

In Georgia proper, an ICRC-supported academic working group – formed to help increase public awareness of the issue of missing persons and promote research into the psychosocial needs of the families affected – conducted four dissemination sessions for students, and one workshop for an association of social workers, on the 'ambiguous loss' experienced by missing persons' relatives. At a round-table organized by the ICRC, its NGO partners drafted a document – based on their experiences – to guide advocacy for missing persons' families. Fifty-three families received psychosocial support – from these NGO partners or family associations – during emotionally difficult events, such as the identification and handover of their relatives' remains and the subsequent reburial ceremonies.

ICRC workshops in Abkhazia helped NGO partners and one family association to develop their ability to provide psychosocial support. At an information session in South Ossetia, 17 people learnt more about the process of recovering and identifying their relatives' remains.

Some 750 families in Abkhazia, Georgia proper and South Ossetia marked the International Day of the Disappeared with commemorative events.

People obtain medical care and reunite with their families across administrative boundary lines

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

A total of 182 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; this was less necessary in 2017 than in previous years, because local health services had improved. The ICRC provided 25 disabled people in South Ossetia with prostheses, wheelchairs or walking aids.

With the ICRC's help, 10 people were reunited with their families living across boundary lines. The ICRC transferred the remains of 13 people across the administrative boundary and facilitated the

handover of nine other sets of remains to the families concerned. RCMs and official documents were also relayed across the administrative boundaries. The ICRC strove to facilitate people's access across administrative boundaries to their relatives' graves, but no progress was made in this regard.

The ICRC arranged a family visit for a former internee at the US internment facility at Guantanamo Bay Naval Station in Cuba, who had resettled in Georgia.

The ICRC continued to give the Georgian Red Cross technical and financial support to provide family-links services for people separated from their relatives by migration, disasters or other circumstances unrelated to violence. In November, the ICRC held a round-table on humanitarian issues related to migration; participants included representatives from the Georgian government, the IOM, UNHCR and other international organizations, and the Georgian Red Cross.

Vulnerable people meet their basic needs

In South Ossetia, some 570 destitute people (211 households) received household and hygiene essentials; around 550 of them were provided with food parcels that enabled them to eat at least three meals a day, and 114 of the households were given firewood for the winter. Among those who received food and household essentials were 18 elderly, largely house-bound people who were living alone. They received further assistance through daily or weekly home visits: water was collected for them, their houses were cleaned and their clothes washed, and some of them were accompanied to local health facilities, as needed. Nine households (16 people) with access to markets received cash for buying food. Children at an orphanage in Tskhinvali/Tskhinval benefited from an ICRC donation of hygiene items.

In the Kodori Gorge in Abkhazia, 16 vulnerable people were given food rations.

Conflict-affected households in Abkhazia and Georgia proper, who had previously increased their income through ICRC-supported livelihood projects, benefited from ICRC monitoring to ensure that there was no falling off in this regard. The ICRC ended its livelihood-support activities in Georgia at year's end.

Social workers in South Ossetia develop their capacities

With ICRC support, the *de facto* authorities in South Ossetia continued to strengthen social services for vulnerable people. They discussed the challenges they faced, and strategies for dealing with them, at two ICRC round-tables. Six officials, sponsored by the ICRC, went on a study tour to a city in Krasnodar Krai in the Russian Federation. Social workers in Tskhinvali/Tskhinval attended an ICRC training course on managing stress and preventing burnout.

At the *de facto* authorities' request, the ICRC provided computers and printers for the social-welfare offices in all five districts of South Ossetia, benefiting more than 20 personnel. The ICRC also donated various medicines and a medical refrigerator. Kitchen equipment from the ICRC helped the *de facto* authorities run a canteen that served free food at a home for elderly people.

Eleven people – including several elderly people benefiting from home visits (see above) – obtained official documents and social benefits with the ICRC's assistance.

PEOPLE DEPRIVED OF THEIR FREEDOM

Detainees receive ICRC visits and stay in touch with their families

Detainees at nine facilities in Georgia proper and two, including one place of pre-trial detention, in South Ossetia received ICRC visits conducted in accordance with the organization's standard procedures. Forty detainees were followed up individually. After these visits, the ICRC communicated its findings and, where necessary, its recommendations for improving detainees' living conditions, confidentially to the authorities concerned. The ICRC carried out an ad hoc visit to a place of temporary detention in South Ossetia. It pursued dialogue with the *de facto* authorities in Abkhazia regarding its access to people detained there.

With the ICRC's assistance, eleven foreign detainees in Georgia proper, including asylum seekers and stateless persons, notified their embassies or consulates and/or UNHCR of their detention. The authorities were reminded through written representations of the necessity of upholding the principle of *non-refoulement*.

Detainees in Abkhazia, Georgia proper and South Ossetia stayed in touch with their families through RCs. Acting as a neutral intermediary, the ICRC facilitated family visits or parcel deliveries across administrative boundaries for several detainees in Georgia proper and South Ossetia. ICRC efforts over the past several years contributed to an amendment of Georgian law, in March, that allowed all detainees, including those being held under high security, to benefit from longer family visits. The new legislation was fully implemented later in the year.

Seventy detainees at two places of detention in South Ossetia received hygiene items, bedding and books from the ICRC.

ACTORS OF INFLUENCE

Georgian media draw attention to the issue of missing persons

The Georgian authorities, the *de facto* Abkhaz and South Ossetian authorities, other influential parties and the general public learnt more about issues of humanitarian concern, and about the ICRC's mandate and activities. They were enabled to do so through events organized by the ICRC and media coverage of its activities, including interviews given by its representatives and beneficiaries. The Georgian media drew attention to the issue of missing people – particularly by covering the transfer from Sukhumi/Sokhum to Tbilisi of the remains of 26 people who had been missing in connection with the 1992–1993 conflict (see *Civilians*).

During discussions with Georgian authorities, including parliamentarians, the ICRC promoted further incorporation of IHL in domestic legislation and the creation of a legal framework to address the needs of missing people's families. The ICRC completed a study on the state of IHL implementation in Georgia proper and presented it to the authorities. The national IHL committee set up working groups to look into the study's recommendations.

In its dialogue with the *de facto* authorities in South Ossetia, the ICRC emphasized their obligations under IHL, customary law and other applicable norms, and its role as a neutral intermediary.

The ICRC continued to promote the inclusion of IHL in university curricula in Georgia proper and South Ossetia. Georgia hosted the 2017 Jean-Pictet Competition on IHL. Georgian university professors and law students, sponsored by the ICRC, attended regional and international academic forums; a South Ossetian law professor attended the Martens Readings International Conference in St Petersburg in the Russian Federation (see *Moscow*). In Georgia proper, law graduates who had won the national moot court competition in IHL – organized jointly by the justice ministry and the ICRC – joined the justice ministry as employees or interns, enlarging the pool of government workers familiar with IHL. History and law students at an Abkhaz university learnt about IHL through an ICRC seminar, and were given reference materials on IHL.

Military officers and peacekeeping troops learn more about IHL

With technical assistance from the ICRC, the Georgian armed forces continued to incorporate IHL in their doctrine, training and sanctions system. They also continued to train their troops in IHL and to review their field manuals for compliance with IHL. Together with the ICRC, an internal monitoring group, formed in 2016, evaluated the quality of the IHL training for troops. In all, some 430 military personnel received IHL training during the year. The ICRC organized two train-the-trainer workshops, which enabled 47 military instructors to become more proficient in teaching IHL. Peace-support troops bound for missions in Afghanistan attended an ICRC predeployment briefing.

In Abkhazia, 10 officers of the *de facto* military strengthened their grasp of IHL through an ICRC workshop.

RED CROSS AND RED CRESCENT MOVEMENT

The Georgian Red Cross continued to pursue organizational development and to strengthen its operational capacities, with technical and financial assistance from Movement partners. It bolstered its emergency preparedness, in line with the Safer Access Framework through various initiatives, including a partnership agreement with the Danish Red Cross and the ICRC. Community members in nine regions of Georgia proper, and in Tbilisi, received National Society training in first aid. At an ICRC-funded forum in December, representatives from the National Society's headquarters and from 34 branches discussed disaster management and other related topics.

The National Society worked to develop its fundraising capabilities, in coordination with the International Federation and with support from the Swiss Red Cross and the ICRC. The ICRC gave National Society staff expert advice for raising the Movement's public profile.

The Georgian parliament amended a law on the National Society and the use of the emblem, after several years of ICRC-assisted advocacy by the National Society.

MAIN FIGURES AND INDICATORS: PROTECTION		Total			
CIVILIANS (residents, IDPs, returnees, etc.)					
RCMs and other means of family contact			UAMs/SC		
RCMs collected		191			
RCMs distributed		176			
Reunifications, transfers and repatriations					
People reunited with their families		10			
People transferred or repatriated		764			
Human remains transferred or repatriated		13			
Tracing requests, including cases of missing persons			Women	Girls	Boys
People for whom a tracing request was newly registered		106	12		4
Tracing cases closed positively (subject located or fate established)		64			
Tracing cases still being handled at the end of the reporting period (people)		2,449	390	34	22
<i>including people for whom tracing requests were registered by another delegation</i>		2			
Documents					
Official documents delivered across borders/front lines		16			
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)					
ICRC visits			Women	Minors	
Places of detention visited		11			
Detainees in places of detention visited		6,023	272	20	
Visits carried out		29			
			Women	Girls	Boys
Detainees visited and monitored individually		40	5		
<i>of whom newly registered</i>		19	2		
RCMs and other means of family contact					
RCMs collected		49			
RCMs distributed		28			
Phone calls made to families to inform them of the whereabouts of a detained relative		1			
Detainees visited by their relatives with ICRC/National Society support		3			
People to whom a detention attestation was issued		4			

MAIN FIGURES AND INDICATORS: ASSISTANCE		Total	Women	Children
CIVILIANS (residents, IDPs, returnees, etc.)				
Economic security (in some cases provided within a protection or cooperation programme)				
Food commodities	Beneficiaries	574	175	293
	<i>of whom IDPs</i>	1		
Essential household items	Beneficiaries	579	180	295
	<i>of whom IDPs</i>	1		
Productive inputs	Beneficiaries	29	12	
Cash	Beneficiaries	16	7	5
Services and training	Beneficiaries	18	17	
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)				
Economic security (in some cases provided within a protection programme)				
Essential household items	Beneficiaries	70		

UKRAINE



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KEY RESULTS/CONSTRAINTS IN 2017

- ▶ The parties to the conflict and the ICRC had regular bilateral discussions on the protection of civilians during the conduct of hostilities. Little progress was made towards creating demilitarized 'safety zones' for key infrastructure.
- ▶ With help from the Ukrainian Red Cross Society and the ICRC, conflict-affected people obtained food and other necessities, had access to essential utilities, rebuilt their homes and/or reinforced their livelihood activities.
- ▶ Missing persons' families received financial and psychosocial support through an ICRC programme. The authorities took steps to set up a system for providing the families with comprehensive assistance.
- ▶ People who were wounded or chronically ill were treated at front-line hospitals receiving supplies from the ICRC. Disabled people in non-government-controlled areas obtained rehabilitative care at two ICRC-supported centres.
- ▶ People detained by the government received ICRC visits, and some material and medical assistance. Detainees on both sides of the front line exchanged parcels and letters with their relatives through an ICRC service.
- ▶ With technical and financial assistance from the ICRC and other Movement partners, the Ukrainian Red Cross strengthened its ability to deliver humanitarian aid to conflict-affected people.

EXPENDITURE IN KCHF

Protection	6,199
Assistance	40,638
Prevention	3,369
Cooperation with National Societies	2,582
General	275
Total	53,063
<i>Of which: Overheads</i>	<i>3,215</i>

IMPLEMENTATION RATE

Expenditure/yearly budget	88%
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PERSONNEL

Mobile staff	95
Resident staff (daily workers not included)	374

Since 2014, the ICRC has expanded its presence in Ukraine to help protect and assist conflict-affected people in the eastern part of the country. It responds to emergency and early-recovery needs, notably by providing relief, facilitating access to medical care and other essential services, and restoring family links. It 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 and plans of action **HIGH**

PROTECTION	Total
CIVILIANS (residents, IDPs, returnees, etc.)	
Restoring family links	
RCMs collected	23
RCMs distributed	5
Phone calls facilitated between family members	3
Tracing cases closed positively (subject located or fate established)	142
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)	
ICRC visits	
Places of detention visited	38
Detainees in places of detention visited	22,835
<i>of whom visited and monitored individually</i>	621
Visits carried out	97
Restoring family links	
RCMs collected	20
RCMs distributed	11
Phone calls made to families to inform them of the whereabouts of a detained relative	334

ASSISTANCE	2017 Targets (up to)	Achieved
CIVILIANS (residents, IDPs, returnees, etc.)		
Economic security (in some cases provided within a protection or cooperation programme)		
Food commodities	Beneficiaries 44,000	140,741
Essential household items	Beneficiaries 54,000	191,439
Productive inputs	Beneficiaries 13,200	39,712
Cash	Beneficiaries 38,250	26,567
Vouchers	Beneficiaries	63
Services and training	Beneficiaries	3,785
Water and habitat (in some cases provided within a protection or cooperation programme)		
Water and habitat activities	Beneficiaries 1,615,000	1,650,000
Health		
Health centres supported	Structures	60
WOUNDED AND SICK		
Hospitals		
Hospitals supported	Structures	6 67
Water and habitat		
Water and habitat activities	Beds	500 2,752
Physical rehabilitation¹		
Projects supported	Projects	2 2

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

CONTEXT

The armed conflict in the Donetsk and Lugansk/Luhansk regions of eastern Ukraine intensified early in the year and again in December, resulting in reportedly more civilian casualties than 2016, and further damaging critical infrastructure such as water systems and power lines. The discussions of the Trilateral Contact Group on Ukraine – made up of representatives from the Russian Federation, Ukraine and the Organization for Security and Co-operation in Europe – continued in Minsk, Belarus, but failed so far to resolve the conflict.

Partly because of a trade blockade imposed by the Ukrainian government, economic relations across the front line – which separated government-controlled areas from non-government-controlled areas – were virtually non-existent. Unemployment increased, as production in key industries plummeted.

People in front-line communities were at risk from gunfire, shelling, mines and explosive remnants of war (ERW). Also at risk were the tens of thousands of civilians who crossed the front line daily to visit relatives or obtain official documents, or for other purposes, such as the bimonthly verification process for obtaining government pensions. As in the past, the front line could only be crossed at five places; civilians, many of whom were elderly, sometimes queued at these crossing points for hours.

People were detained in connection with the conflict by all the parties involved.

ICRC ACTION AND RESULTS

The ICRC continued to address the humanitarian needs of people affected by the armed conflict in Ukraine, focusing on communities near the front line. It engaged in discussions with the parties to the conflict, to remind them of their obligations under IHL to protect people who were not or were no longer taking part in the fighting and to ensure these people's access to basic services. It gathered information on the situation of civilians, including allegations of violations of IHL, and made confidential representations to the pertinent parties at all levels. The ICRC lobbied even more vigorously than before for demilitarized 'safety zones' to protect critical infrastructure; however, little progress was made in this regard.

The Ukrainian Red Cross Society and the ICRC continued to help front-line communities protect themselves. People learnt safer practices related to mine/ERW-contaminated areas through National Society and ICRC training sessions. Local teams marked mine-affected areas or carried out weapon-clearance activities with ICRC assistance.

The National Society and the ICRC helped people living near the front line to obtain food and other necessities, gain access to essential utilities, and rebuild their homes. Vulnerable households reinforced their livelihoods with supplies or cash from the ICRC.

The ICRC continued to provide financial and psychosocial support to missing persons' families, and help for resolving more missing-persons cases by strengthening local forensic capacities. The authorities took steps to set up a system for assisting missing persons' families and to establish a centre for forensic identification.

The ICRC maintained its support for health services on both sides of the front line. Health centres and hospitals were given medicines

and other supplies to treat wounded or chronically ill people. In non-government-controlled areas, where the ICRC was the only humanitarian organization providing assistance for health care, blood banks and haemodialysis centres were given the necessary supplies; disabled people obtained physical rehabilitation services at two ICRC-supported centres. Conflict-affected people received psychosocial support from ICRC-trained community members.

The ICRC engaged the authorities in discussions on formalizing its access to all detainees within its purview. At the same time, the ICRC continued to visit detainees, including those being held in connection with the conflict, to check on their treatment and living conditions. Afterwards, it communicated its feedback and recommendations, if any, confidentially to the authorities. It made an ad hoc visit to 34 people being held by the armed opposition in the Donetsk region.

The ICRC began a monthly service enabling detainees to exchange parcels and letters with their relatives on the other side of the front line. It served as a neutral intermediary in the simultaneous release and transfer of some 300 people who had been held in connection with the conflict. People being held at detention facilities under government supervision received some material and medical assistance.

The ICRC engaged the authorities and other parties concerned in dialogue, with a view to broadening support for its mandate and activities. The national IHL committee, reconvened with ICRC support, met in December. Military officers learnt more about IHL through ICRC seminars. The military, the National Guard and the police were given reference materials on the international rules and standards applicable to their work.

Media reports and the ICRC's public-communication activities helped people become more familiar with humanitarian issues and how the ICRC was tackling them. Academics and think-tanks discussed these issues in ICRC-organized forums.

Aided by the ICRC, the National Society continued to carry out internal reforms and develop its operational capacities.

CIVILIANS

Parties to the conflict discuss how to protect civilians during hostilities

The ICRC continued to gather information on the situation of civilians, including allegations of violations of IHL, and to make confidential representations to the parties concerned, at all levels – for instance, during two round-tables with defence ministry officials. During its regular bilateral discussions with the parties to the conflict, it emphasized their obligation under IHL to protect people who were not or were no longer taking part in the fighting, and to ensure these people's access to basic services. It raised matters such as the shelling of critical infrastructure, the humanitarian consequences of restricting people's movement, the necessity of protecting children and ensuring their access to education, and the use of explosive devices activated by proximity to people or vehicles.

The ICRC lobbied even more vigorously than before for demilitarized 'safety zones' to protect water-supply systems and other critical infrastructure; for instance, the ICRC's president brought up this subject during his meetings with the authorities when he visited Ukraine in March. However, little progress was made in this regard.

The ICRC offered the parties to the conflict assistance in enabling people in non-government-controlled areas to obtain social services, pensions and official documents.

Members of front-line communities, helped by the Ukrainian Red Cross and the ICRC, strove to protect themselves from the fighting. For instance, more than 100 front-line schools and kindergartens implemented risk-reduction measures, such as fitting classroom windows with anti-blast film to protect children from injury in the event of shelling, and developing evacuation procedures for emergencies.

The National Society and the ICRC worked with the authorities and community members to mitigate the risk from mines and ERW. They installed signs, distributed booklets and broadcast recorded messages warning people about these weapons. Local teams marked mine-affected areas with ICRC-supplied materials; weapon-clearance personnel were trained and equipped by the ICRC. Some 10,600 people in front-line communities, including schoolchildren, learnt safe practices in mine/ERW-contaminated areas through National Society and ICRC training.

The ICRC and the local authorities coordinated their plans for dealing with the threat posed by hazardous chemicals in storage facilities near the front line.

Conflict-affected people meet their basic needs and step up livelihood activities

Some 1.65 million people on both sides of the front line had access to essential utilities after the ICRC rebuilt a major pumping station in the Donetsk region, donated water-treatment chemicals to a water company serving the Lugansk/Luhansk region, and provided other materials for operating and maintaining water and electricity networks. ICRC repairs or upgrades to public infrastructure – including waiting shelters and latrines at front-line crossing points, health and forensic facilities, schools, kindergartens and a footbridge – benefited around 955,000 people. About 31,900 people used construction materials from the ICRC to repair their houses; the ICRC repaired – or fully rebuilt – some people's houses.

Sixty front-line health centres received regular supplies of medicines for treating common chronic illnesses. ICRC-trained community members – including health-care workers, social workers, schoolteachers and National Society volunteers – provided psychosocial support for conflict-affected people.

Conflict-affected people in the Donetsk and Lugansk/Luhansk regions – including people living near the front line, the families of people wounded or killed in the fighting, and people housed at institutions, such as schools, orphanages, IDP centres and medical facilities – benefited from various forms of emergency relief delivered by the Ukrainian Red Cross and the ICRC.

Some 140,700 people were provided with food; among them were households who were supplied with food parcels every month, people at institutions who received bulk donations of food, and people waiting to pass through front-line crossing points, who were given biscuits and hot beverages.

Around 191,400 people benefited from the provision of household and hygiene essentials, including firewood or coal for the winter, and supplies for the maintenance of front-line crossing points.

Monthly or one-off cash assistance enabled some 24,700 people to buy basic supplies and/or pay for their wintertime heating costs.

People on both sides of the front line reinforced their livelihoods with support from the National Society and the ICRC. Some 5,200 households (13,900 people) received chickens, fodder, greenhouses, fertilizer, tools and/or other materials. Around 13,200 households (25,800 people) in non-government-controlled areas were given vegetable seed. Some 580 households (1,300 people) bought livestock, repaired greenhouses or pursued other income-earning activities with ICRC cash grants.

Transportation services funded by the ICRC opened up access to jobs, markets and/or banks for some 600 households (2,000 people) every month. About 1,700 people benefited from ICRC training in agronomy or raising livestock.

In government-controlled areas, the families of current or former detainees received ICRC cash assistance on a monthly basis. Similar aid was given to detainees' relatives in non-government-controlled areas – only for three months, however, as authorization for further assistance could not be secured. A total of 209 people benefited from this assistance.

ICRC training helped National Society personnel to develop their ability to carry out economic-assistance activities.

The authorities take steps to assist missing persons' families

People in search of missing relatives lodged tracing requests with the Ukrainian Red Cross and the ICRC; 142 people were located in 2017. The ICRC covered transportation costs for 17 people who crossed the front line or travelled abroad to join their families.

Under an ICRC accompaniment programme for missing persons' families, launched in 2016, 206 people in both government- and non-government-controlled areas benefited from cash assistance, and 29 families received psychosocial support. The ICRC carried out an assessment of the needs of missing persons' families, and presented the results to the authorities.

The deputy prime minister issued an executive order to several ministries to set up a system for providing psychosocial, legal and financial assistance to missing persons' families, and to create a centre for forensic identification, for which they requested the ICRC's support. They held several meetings with families to apprise them of developments in the search for their missing relatives. A draft law on the issue of missing persons, prepared with the ICRC's help, was reviewed by the parliamentary committee on human rights.

The parties to the conflict did not accept an ICRC proposal to create a multilateral coordination mechanism for addressing the issue of missing persons.

The ICRC assisted local agencies to manage the remains of people killed in the conflict. Some 570 people – including forensic experts, law enforcement authorities and military personnel – attended ICRC training or information sessions on various aspects of forensic science. Sponsored by the ICRC, 26 people attended training abroad. The ICRC carried out repairs or upgrades at three forensic facilities; it also donated equipment to 27 forensic facilities and to teams recovering human remains. It served as a neutral intermediary in the collection – and subsequent transfer across the front line – of forensic data and DNA samples.

The authorities organized three conferences, attended by the ICRC, on strengthening coordination in identifying human remains.

In its discussions with the armed forces, the ICRC stressed the importance of preventing the disappearance of people during armed conflict and other situations of violence, and of managing human remains in line with IHL.

PEOPLE DEPRIVED OF THEIR FREEDOM

Detainees get in touch with relatives across the front line

The ICRC engaged the authorities in discussions on formalizing its access to all detainees within its purview. An amendment to a domestic law on pre-trial detention, which would allow the ICRC to visit people being held in all detention facilities under government supervision, was reviewed by the parliament, but no final decision was taken. In the meantime, the ICRC visited detainees, including those being held in connection with the conflict, at 37 detention facilities under government supervision; 587 people were followed up individually. After its visits, the ICRC communicated its findings – and, where necessary, its recommendations for improving detainees’ treatment and living conditions – confidentially to the authorities.

The ICRC made an ad hoc visit to 34 people in the Donetsk region, who were being held in connection with the conflict by the armed opposition.

Through a monthly ICRC service that began in the second half of 2017, detainees in both government- and non-government-controlled areas exchanged parcels and letters with their relatives on the other side of the front line.

The ICRC served as a neutral intermediary in the simultaneous release and transfer of people who had been held in connection with the conflict; 223 people were transferred to non-government-controlled areas, and 73 to government-controlled areas. Both groups of people transferred received food, clothes, bedding and medical assistance from the ICRC.

People being held at detention facilities under government supervision were given various forms of ICRC assistance. More than 13,800 detainees, including people in pre-trial detention, were provided with clothes, hygiene items and/or household appliances. The ICRC repaired bathrooms at two prisons and renovated two prison pharmacies, benefiting some 5,700 detainees in all. It provided support for enhancing detainees’ access to health care. For example, the infirmary at a pre-trial detention facility in Kyiv was provided with medicines and equipment, and its staff given regular technical advice. Six detainees bought eyeglasses with cash assistance from the ICRC.

Twenty prison doctors updated their knowledge of cardiovascular diseases through a training course conducted by a Ukrainian university and the ICRC.

With ICRC support, the authorities reinforced their capacities in prison management. The parliamentary committee on penitentiary reform drew on the ICRC’s expertise to do its work. Justice ministry officials, regional penitentiary authorities and prosecutors attended ICRC training sessions.

Owing to a decrease in needs, the Ukrainian Red Cross scaled down its family-links services for detained migrants.

WOUNDED AND SICK

The ICRC made confidential representations to the pertinent parties about allegations of violence hindering the delivery of health care.

People in front-line communities, including police officers, were trained in first aid by the Ukrainian Red Cross, with ICRC support. The ICRC supplied first-aid kits to schools in the Donetsk region. ICRC train-the-trainer sessions enabled military personnel to develop their ability to teach first aid.

Hospitals on both sides of the front line treated wounded or chronically ill people with medicines, vaccines and other supplies from the ICRC. The ICRC made repairs at several health facilities – with some 2,700 beds in all – enabling them to function more effectively. The ICRC provided supplies regularly to blood banks and haemodialysis centres in non-government-controlled areas of the Donetsk and Lugansk/Luhansk regions. Some 15,000 diabetes patients benefited from ICRC-supplied insulin. ICRC cash assistance enabled 93 people to pay for their medical treatment. Plans for a course for local doctors fell through, owing to lack of authorization.

Two physical rehabilitation centres – one in the Donetsk region and another in the Lugansk/Luhansk region – were given material support for improving their services. Some 6,000 assistive devices and 200 wheelchairs were donated. The ICRC also supported organizations working for the social inclusion of disabled people. It provided equipment for physical rehabilitation to a day-care facility for disabled children in the Donetsk region, and to two organizations of disabled people.

ACTORS OF INFLUENCE

The ICRC engaged in dialogue with the authorities and other parties concerned, with a view to broadening support for its mandate and work. Discussions with parliamentarians – regarding draft laws on humanitarian issues, such as the provision of aid to people in non-government-controlled areas and their access to pensions – continued. In coordination with the Ukrainian parliament, the ICRC drafted an IHL handbook for parliamentarians and launched an IHL course for them and their staff.

A draft policy on arrests made in connection with the conflict, prepared with the ICRC’s help, was submitted to the defence ministry for review. The ICRC gave the Ukrainian Red Cross’s legal adviser expert advice for addressing cases of misuse of the red cross emblem.

The ICRC continued to lobby for Ukraine to ratify IHL-related instruments, particularly the Arms Trade Treaty and the Convention on Cluster Munitions. The national IHL committee, which had last met in 2015, was reconvened in 2017 under the government ministry dealing with the concerns of civilians in non-government-controlled areas; the ICRC gave the ministry technical assistance and pertinent reference materials. The committee met in December.

Government representatives, sponsored by the ICRC, attended IHL-related events abroad, including a regional seminar on IHL implementation (see *Moscow*) and a conference on the issue of protecting patients and medical services (see *Paris*).

Beneficiaries communicate directly with the ICRC

People learnt about issues of humanitarian concern through media reports, public statements by the authorities and other influential

parties, and the ICRC's social media accounts and other public-communication activities. ICRC photo or art exhibits in four cities drew attention to the plight of missing persons' families. Conflict-affected people conveyed their needs to the ICRC through telephone hotlines and social media.

Academics and think-tanks took part in ICRC-organized discussions, for instance, during events marking the twentieth anniversary of the Anti-Personnel Mine Ban Convention. University students participated in moot court competitions, with ICRC support.

Military officers reinforce their knowledge of IHL

Military personnel, including commanders, civilian-and-military liaison officers and legal advisers, learnt more about IHL and its applicability to their operations through ICRC seminars. IHL study centres were set up in the Donetsk region and in Kyiv; a university in the Lugansk/Luhansk region received IHL publications. Reference materials from the ICRC, including pocket-sized guides and an instructional video, helped enhance the armed forces' training.

The military and the defence ministry agreed to work with the ICRC to incorporate IHL more fully in military operational procedures. The defence ministry issued a revised version of its IHL manual for the armed forces; the ICRC contributed to the changes in this later edition.

The National Guard and the police were given guidebooks on international human rights law and humanitarian principles. The interior ministry and the ICRC discussed the incorporation of international policing standards in training for law enforcement personnel.

RED CROSS AND RED CRESCENT MOVEMENT

Under new leadership, and with technical and financial assistance from Movement partners, the Ukrainian Red Cross continued to implement internal reforms and strengthen its operational capacities, in line with the recommendations of a 2016 audit. It worked to improve its staff management procedures, implement an electronic accounting system and incorporate the Safer Access Framework into its operations. It organized various activities to broaden public awareness of the Movement's work and the Fundamental Principles.

With ICRC assistance, the Ukrainian Red Cross branches in non-government-controlled areas in the Donetsk and Lugansk/Luhansk regions continued to provide humanitarian aid to conflict-affected people.

Movement components operating in Ukraine worked together more closely to provide technical and financial assistance for the Ukrainian Red Cross. Regular meetings helped them prevent duplication of effort.

MAIN FIGURES AND INDICATORS: PROTECTION		Total			
CIVILIANS (residents, IDPs, returnees, etc.)					
RCMs and other means of family contact			UAMs/SC		
RCMs collected		23			
RCMs distributed		5			
Phone calls facilitated between family members		3			
Tracing requests, including cases of missing persons			Women	Girls	Boys
People for whom a tracing request was newly registered		209	34	2	4
	<i>including people for whom tracing requests were registered by another delegation</i>	6			
Tracing cases closed positively (subject located or fate established)		142			
	<i>including people for whom tracing requests were registered by another delegation</i>	3			
Tracing cases still being handled at the end of the reporting period (people)		671	30		6
	<i>including people for whom tracing requests were registered by another delegation</i>	49			
Documents					
People to whom travel documents were issued		2			
Official documents delivered across borders/front lines		2			
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)					
ICRC visits			Women	Minors	
Places of detention visited		38			
Detainees in places of detention visited		22,835	1,382	138	
Visits carried out		97			
			Women	Girls	Boys
Detainees visited and monitored individually		621	45		3
	<i>of whom newly registered</i>	244	18		3
RCMs and other means of family contact					
RCMs collected		20			
RCMs distributed		11			
Phone calls made to families to inform them of the whereabouts of a detained relative		334			
Detainees visited by their relatives with ICRC/National Society support		7			
People to whom a detention attestation was issued		1			

MAIN FIGURES AND INDICATORS: ASSISTANCE		Total	Women	Children
CIVILIANS (residents, IDPs, returnees, etc.)				
Economic security (in some cases provided within a protection or cooperation programme)				
Food commodities	Beneficiaries	140,741	59,710	25,558
	<i>of whom IDPs</i>	40,486	16,360	7,995
Essential household items	Beneficiaries	191,439	79,774	40,013
	<i>of whom IDPs</i>	44,081	17,935	8,708
Productive inputs	Beneficiaries	39,712	17,972	7,164
	<i>of whom IDPs</i>	791	344	148
Cash	Beneficiaries	26,567	11,455	5,143
	<i>of whom IDPs</i>	5,822	2,437	1,311
Vouchers	Beneficiaries	63	32	4
	<i>of whom IDPs</i>	18	9	1
Services and training	Beneficiaries	3,785	1,859	371
	<i>of whom IDPs</i>	436	216	25
Water and habitat (in some cases provided within a protection or cooperation programme)				
Water and habitat activities	Beneficiaries	1,650,000	660,000	495,000
Health				
Health centres supported	Structures	60		
Average catchment population		198,822		
Consultations		254,945		
	<i>of which curative</i>	254,936	60,176	67,302
	<i>of which antenatal</i>	9		
Immunizations	Patients	660		
	<i>of whom children aged 5 or under who were vaccinated against polio</i>	161		
Referrals to a second level of care	Patients	6,119		
	<i>of whom gynaecological/obstetric cases</i>	406		
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)				
Economic security (in some cases provided within a protection programme)				
Essential household items	Beneficiaries	13,896	1,791	260
Cash	Beneficiaries	6		
Water and habitat (in some cases provided within a protection or cooperation programme)				
Water and habitat activities	Beneficiaries	5,700		
Health				
Places of detention visited by health staff	Structures	10		
Health facilities supported in places of detention visited by health staff	Structures	8		
WOUNDED AND SICK				
Hospitals				
Hospitals supported	Structures	67		
Services at hospitals not monitored directly by ICRC staff				
Surgical admissions (weapon-wound and non-weapon-wound admissions)		836		
Weapon-wound admissions (surgical and non-surgical admissions)		15		
Weapon-wound surgeries performed		6		
First aid				
First-aid training				
	Sessions	78		
	Participants (sum of monthly data)	1,165		
Water and habitat				
Water and habitat activities	Beds	2,752		
Physical rehabilitation¹				
Projects supported	Projects	2		

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

BALKANS (regional)

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

*UN Security Council Resolution 1244



ICRC/AR_2017
 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.

KEY RESULTS/CONSTRAINTS IN 2017

- ▶ A total of 185 cases of people missing in relation to past conflicts in the region were resolved (149 in Bosnia and Herzegovina, 25 in Croatia and 11 in Kosovo); 10,345 cases were still being dealt with at year's end.
- ▶ Over 5,000 relatives of missing people obtained psychosocial, legal and/or administrative support from family associations, and/or pertinent National Societies and Red Cross structures, receiving ICRC assistance.
- ▶ Migrants in the Balkan countries, including asylum seekers and refugees, restored or maintained contact with their relatives, through family-links services from National Societies in the region and the ICRC.
- ▶ In Bosnia and Herzegovina, the former Yugoslav Republic of Macedonia, Kosovo and Serbia, 79 people detained for security-related reasons received ICRC visits to monitor their treatment and living conditions.
- ▶ Staff from ten National Societies and Red Cross structures in the region learnt how to develop protection activities and include them in programmes for migrants at an ICRC workshop in Belgrade, Serbia.

EXPENDITURE IN KCHF

Protection	4,013
Assistance	277
Prevention	714
Cooperation with National Societies	619
General	114
Total	5,737
<i>Of which: Overheads</i>	<i>350</i>

IMPLEMENTATION RATE

Expenditure/yearly budget	102%
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PERSONNEL

Mobile staff	11
Resident staff (daily workers not included)	50

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. It visits detainees and works with the authorities and civil society throughout the region 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 or maintain contact.

YEARLY RESULT

Level of achievement of ICRC yearly objectives and plans of action

HIGH

PROTECTION	Total
CIVILIANS (residents, IDPs, returnees, etc.)	
Restoring family links	
Phone calls facilitated between family members	3
Tracing cases closed positively (subject located or fate established) ¹	165
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)	
ICRC visits	
Places of detention visited	18
Detainees in places of detention visited	10,164
<i>of whom visited and monitored individually</i>	79
Visits carried out	21

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

Balkan countries continued to deal with issues related to past conflicts, particularly the thousands of unresolved missing-persons cases. War-crimes proceedings – in Bosnia and Herzegovina (hereafter Bosnia-Herzegovina), Croatia, Kosovo, Montenegro and Serbia – moved ahead. The International Criminal Tribunal for the former Yugoslavia concluded its work at the end of 2017.

The number of migrants from conflict-affected countries passing through the region dropped significantly, owing to the more restrictive border policies adopted by the countries covered. Unlawful border crossings by migrants within the region, notably in Bosnia-Herzegovina, increased.

The countries in the Balkans were at different stages in their pursuit of membership of the European Union. Montenegro joined NATO in June 2017.

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

ICRC ACTION AND RESULTS

The ICRC continued to support the efforts of authorities in the region to clarify the fate of people missing in connection with past conflicts. However, progress remained sluggish for reasons such as the dearth of new information. The ICRC therefore drafted a five-year plan aimed at speeding up the discovery, recovery and identification of human remains in relation to the search for missing people.

In 2017, 185 cases of people missing in relation to past conflicts in the region were resolved (149 in Bosnia-Herzegovina, 25 in Croatia and 11 in Kosovo). At year's end, 10,345 cases – in Bosnia-Herzegovina, Croatia and Kosovo – were still being dealt with.

The ICRC analysed documents from national and international archives to obtain information that might help resolve missing-persons cases. For instance, its analysis of information related to the conflict in Bosnia-Herzegovina contributed to the discovery of a gravesite and the exhumation of the remains of 137 people. The ICRC, in its capacity as a neutral intermediary, also continued to chair the Working Group on Missing Persons in relation to the past conflict in Kosovo.

Over 5,000 relatives of missing people – in Bosnia-Herzegovina, Croatia, Kosovo and Serbia – obtained psychosocial, legal and/or administrative support; this was provided by associations of missing-people's families, and/or pertinent National Societies and Red Cross structures, all of which received ICRC financial and technical assistance. These local partners also provided missing people's families with psychosocial support and, when necessary, first aid during psychologically distressing events – for instance, during the identification of remains or at reburial ceremonies.

National Societies in the region, with ICRC support, helped thousands of migrants, including refugees and asylum seekers, restore or maintain contact with their relatives, rejoin their families and/or avoid family separation; all this was done through the Movement's family-links services. An ICRC-supported regional information centre helped the National Societies coordinate their work.

The ICRC continued to monitor the situation and address the protection-related needs of migrants in the countries covered; it also supported its Movement partners' efforts to assist them. To this end, the pertinent National Societies and the ICRC visited migrant centres, and/or other locations through which migrants pass, in Bulgaria, Croatia, the former Yugoslav Republic of Macedonia, Romania and Serbia. The ICRC interviewed migrants in Serbia, with a view to: reaching a fuller understanding of the nature of their journey; and using this information to discuss migrants' humanitarian concerns with the pertinent authorities.

In Bosnia-Herzegovina, thousands of people living in weapon-contaminated areas learnt how to protect themselves from mines/ERW – through educational activities organized by the Red Cross Society of Bosnia and Herzegovina with ICRC funding.

The ICRC visited detainees, in accordance with its standard procedures, at places of detention in Bosnia-Herzegovina, the former Yugoslav Republic of Macedonia, Kosovo and Serbia; 79 people detained on security-related charges were monitored individually. Following these visits, the ICRC communicated its findings – and where necessary, recommendations – confidentially to the pertinent authorities, to help them improve detainees' living conditions.

The ICRC sought various forms of engagement with the national authorities and other key parties, with a view to: encouraging the domestic implementation of IHL-related instruments; raising awareness of humanitarian concerns; and building support for its work. Aided by the ICRC, Bosnia-Herzegovina and Bulgaria took steps to establish national IHL committees. Public communication and events produced and organized by the ICRC broadened awareness of humanitarian issues in the region, particularly in relation to migrants, landmines, and missing people and the plight of their families.

National Societies and Red Cross structures in the region developed their capacities in delivering humanitarian services and promoting IHL, with various forms of ICRC assistance.

CIVILIANS

Efforts to clarify the fate of persons missing in relation to past conflicts continued. However, progress remained sluggish for reasons such as the dearth of new information. The ICRC therefore drafted a five-year plan aimed at speeding up the discovery, recovery and identification of human remains in relation to the search for missing people. It presented this plan to the authorities in Bosnia-Herzegovina, Kosovo and Serbia, and to pertinent international organizations or bodies, with a view to showing them what could be done to accelerate the resolution of missing-persons cases.

Local efforts to resolve missing-persons cases continue *Bosnia and Herzegovina conflict 1992–1995*

Over the course of the year, 149 cases of persons missing in connection with the conflict in Bosnia-Herzegovina were resolved. At the end of December, 6,641 cases were still being dealt with. ICRC financial support enabled seven people to travel to identify their relatives' remains and, in some cases, to arrange the burial of these remains.

The ICRC analysed documents from international sources to obtain information that might help resolve missing-persons cases, and shared such information with the Missing Persons Institute (MPI) of Bosnia-Herzegovina. This contributed to the discovery of a gravesite and the exhumation of the remains of 137 people. As part of its plan to speed up the resolution of missing persons' cases in the region, the ICRC assessed forensic services in Bosnia-Herzegovina to identify areas for improvement.

The Red Cross Society of Bosnia and Herzegovina assumed more responsibility for following up cases and maintaining contact with missing people's families. By the end of December, it had taken over follow-up for 2,017 cases from the ICRC. The ICRC trained 12 National Society staff members in the use of Family Links Answers, a case-management system.

Kosovo conflict 1999

In 2017, 11 cases of persons missing in relation to the conflict in Kosovo were resolved, and five new cases registered. At the end of December, 1,654 cases in connection with the conflict were being dealt with.

The ICRC, in its capacity as a neutral intermediary, continued to chair the Working Group on Missing Persons in relation to the past conflict in Kosovo. Within the framework of this Working Group, the pertinent authorities concluded the excavation of one site in Serbia, without finding any remains. Six sites were assessed in Kosovo; no remains were found at two, but exhumations at the other four resulted in the recovery of seven sets of human remains and numerous body parts. The Working Group held two meetings in 2017; its Sub-Working Group on Forensic Issues met once; the analysis team met five times to follow up specific missing-persons cases.

The ICRC provided the Government Commission on Missing Persons and the Institute of Forensic Medicine with technical support for developing a central register of missing persons.

The ICRC continued to analyse documents obtained from national and international archives. Using information from these documents, it prepared and submitted reports to the European Union Rule of Law Mission in Kosovo. With the help of these reports, a gravesite containing at least three sets of human remains was discovered in Kosovo.

Financial, material and technical support from the ICRC helped the tracing services of two Red Cross structures in Kosovo to develop their capacities. The ICRC conducted a workshop on the management of human remains for Red Cross first responders. Local forensic staff expanded their capacities with ICRC assistance; the ICRC lobbied for their certification in forensic anthropology and archaeology.

Croatia conflict 1991–1995

The Croatian Red Cross reported that, in 2017, 25 cases of persons missing in connection with the past conflict in Croatia were resolved and four cases opened. At the end of December, 2,050 cases were being dealt with. As part of its plan to speed up the resolution of missing persons' cases in the region, the ICRC assessed forensic services in Croatia. It also sought to expand its search in the archives of the Mechanism for International Tribunals for documents that might yield more information on the conflict in Croatia. No meetings of the Croatia-Serbia Working Group on Missing Persons took place.

With the ICRC's financial assistance, 17 people travelled from Serbia to Croatia to identify their relatives' remains.

Missing people's families receive psychosocial and other support

Roughly 5,000 relatives of missing people – in Bosnia-Herzegovina, Croatia, Kosovo and Serbia – obtained psychosocial, legal and/or administrative support; this was provided by associations of missing-people's families, and/or pertinent National Societies and Red Cross structures, all of which received ICRC financial and technical assistance. These local partners also provided psychosocial support and, when necessary, first aid at psychologically distressing events – for instance, during the identification of remains or at reburial ceremonies. In Bosnia-Herzegovina, an ICRC seminar helped 30 MPI personnel to develop a fuller understanding of the psychosocial needs of missing people's families.

Families in Bosnia-Herzegovina, Kosovo and Serbia claimed social benefits and dealt with legal or administrative concerns using documents attesting to the disappearance of their relatives; these documents were issued by the ICRC and distributed by the pertinent National Societies or Red Cross structures.

The Regional Coordination of Families of the Missing from the Former Yugoslavia received ICRC financial support for its activities, such as organizing conferences to advocate the rights of missing people's families and reminding the authorities of their duty to trace missing people (see *Actors of influence*).

Migrants reconnect or reunite with relatives

National Societies in the region, with ICRC financial, material or technical assistance, helped thousands of migrants – including asylum seekers and refugees – restore or maintain contact with their relatives, rejoin their families and/or avoid family separation; all this was done through the Movement's family-links services. National Societies were also given ICRC training in restoring family links. An ICRC-supported regional information centre helped the National Societies coordinate their work. With a view to consolidating data and enhancing their coherence, the ICRC and the International Federation's regional office in Budapest, Hungary, agreed to streamline statistics on family-links services reported by National Societies in the region.

The ICRC continued to monitor the situation and address the protection-related needs of migrants in the countries covered; it also supported its Movement partners' efforts to assist them. To this end, the pertinent National Societies and the ICRC visited migrant centres, and/or other locations through which migrants pass, in Bulgaria, Croatia, the former Yugoslav Republic of Macedonia, Romania and Serbia. To keep abreast of migrants' situation in the Balkans, National Societies and the ICRC shared data through the regional information centre's monthly internal bulletins. The ICRC interviewed migrants in Serbia, with a view to: reaching a fuller understanding of the nature of their journey; and using this information to discuss migrants' humanitarian concerns with the pertinent authorities.

At an ICRC workshop in Belgrade, 25 staff members from 10 National Societies and Red Cross structures in the region learnt how to develop protection activities and include them in programmes for migrants (see *Red Cross and Red Crescent Movement*). The ICRC also sought to boost its efforts for helping clarify the fate of missing migrants along migration

routes; the Movement's Trace the Face Campaign helped some people regain contact with their relatives (see *Morocco* and *Paris*).

At the UNHCR's request, the ICRC issued travel documents to two Iraqi refugees in Romania who were seeking to resettle in Georgia.

People in mine-affected areas learn safe practices

In Bosnia-Herzegovina, 28,250 people living in weapon-contaminated areas learnt how to protect themselves from mines/ERW – through educational activities organized by the Bosnia-Herzegovina Red Cross with ICRC funding. Some 5,000 leaflets on the threat

of mines were distributed to migrants by the National Societies of Bosnia-Herzegovina and Montenegro.

The ICRC checked on the situation of five people formerly held at the US internment facility at Guantanamo Bay Naval Station in Cuba, and resettled in Bosnia-Herzegovina, Montenegro and Serbia. It gave some of them ad hoc financial aid and help to maintain contact with their relatives. The ICRC followed up, after his resettlement in Bulgaria, the legal status and the situation of another former detainee at the Guantanamo Bay internment facility.

CIVILIANS	Bosnia and Herzegovina	Croatia	Kosovo	Serbia
Red Cross messages				
Phone calls facilitated between family members				3
Names published on the ICRC family-links website	6,796		1,660	
Tracing requests, including cases of missing persons¹				
People for whom a tracing request was newly registered			23	
<i>of whom women</i>			6	
<i>of whom minors at the time of disappearance - girls</i>			5	
<i>of whom minors at the time of disappearance - boys</i>			4	
<i>including people for whom tracing requests were registered by another delegation</i>			10	
Tracing cases closed positively (subject located or fate established)	149		16	
Tracing cases still being handled at the end of the reporting period (people)	6,649	20	1,687	
<i>of whom women</i>	959	6	252	
<i>of whom minors at the time of disappearance - girls</i>	93		25	
<i>of whom minors at the time of disappearance - boys</i>	248		89	
<i>including people for whom tracing requests were registered by another delegation</i>			11	

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

PEOPLE DEPRIVED OF THEIR FREEDOM

The ICRC continued to visit detainees, in accordance with its standard procedures, at places of detention in Bosnia-Herzegovina, the former Yugoslav Republic of Macedonia, Kosovo and Serbia; 79 people detained on security-related charges were monitored individually. Following these visits, the ICRC communicated its findings – and where necessary, recommendations – confidentially to the pertinent authorities, to help them improve detainees' living conditions, particularly with regard to health and sanitation.

In Bosnia-Herzegovina, two detainees were visited by their families; the ICRC covered the costs involved. The ICRC also supported the provision of family-links services for detained migrants in Bulgaria, Croatia and the former Yugoslav Republic of Macedonia.

A total of 150 prison staff members learnt more about internationally recognized standards for detention through ICRC dissemination sessions. Serbian detention officials, sponsored by the ICRC, attended a conference of the International Corrections and Prisons Association, which was on innovation in rehabilitation.

As part of a cooperation agreement between the ICRC and the Bulgarian Red Cross on responding to migrants' needs, the ICRC trained Bulgarian Red Cross staff in conducting visits to detained migrants and providing them with assistance.

The ICRC donated 280 books to the Kosovo Correctional Service, with a view to encouraging the habit of reading among detainees.

PEOPLE DEPRIVED OF THEIR FREEDOM	Bosnia and Herzegovina	Croatia	Kosovo	Former Yugoslav Republic of Macedonia	Serbia
ICRC visits					
Places of detention visited	7		3	4	4
Detainees in places of detention visited	1,808		1,192	2,351	4,813
<i>of whom women</i>	64			87	3
<i>of whom minors</i>	10				
Visits carried out	7		5	4	5
Detainees visited and monitored individually	16		28	29	6
Detainees newly registered	5		12	4	1
Restoring family links					
Detainees visited by their relatives with ICRC/National Society support	2				
People to whom a detention attestation was issued	47	8	26	1	

ACTORS OF INFLUENCE

The ICRC sought various forms of engagement with the national authorities and other key parties, with a view to: encouraging the domestic implementation of IHL-related instruments; raising awareness of humanitarian concerns; and building support for its work. At interviews and in meetings with senior government officials during his visit to Serbia and Bosnia-Herzegovina, the ICRC's director-general stressed the importance of addressing the plight of missing people's families.

Parliamentarians in Bosnia-Herzegovina receive an IHL handbook

Aided by the ICRC, Bosnia-Herzegovina and Bulgaria took steps to establish national IHL committees. In Bosnia-Herzegovina, the ICRC presented an IHL handbook for parliamentarians, in the local language, to members of parliament. The Red Cross of the former Yugoslav Republic of Macedonia drew on ICRC expertise to translate the handbook into two local languages.

With ICRC support, Bosnia-Herzegovina's human rights ministry and the country's members of the Regional Coordination of Families of the Missing from the Former Yugoslavia organized a round-table on the rights and the legal status of missing people's families. Officials from various ministries and others, such as members of family associations, exchanged views at this event.

At the request of the Organization for Security and Co-operation in Europe Mission to Bosnia-Herzegovina, the ICRC prepared a case study on IHL for a workshop attended by 25 law students. The ICRC also participated in a panel on landmines at a conference marking the 20th anniversary of the Anti-Personnel Mine Ban Convention, which was organized by the Regional Centre for Security Cooperation – also known as RACVIAC – and the Croatian government for representatives of governments and NGOs involved in mine action and arms control.

ICRC expands its engagement with the academic community

In Bosnia-Herzegovina and Kosovo, the ICRC held meetings with religious and community leaders regularly, with a view to broadening support among them for the ICRC, and engaging them in dialogue on matters of common interest. Students and professors learnt more about IHL and Islamic law through a seminar organized by the University of Sarajevo, members of the Islamic community in Bosnia-Herzegovina and the ICRC. The ICRC encouraged the academic community in Bosnia-Herzegovina to focus on the issue of missing people and their families' need for psychosocial support; it also provided financial assistance for studies in this area.

The law faculty of the University of Ljubljana in Slovenia, with ICRC support, organized a competition on IHL and refugee law for students. In Kosovo, the ICRC offered the law faculty of the University of Pristina support for revising its IHL curriculum and for other IHL-related activities. ICRC presentations enabled international students visiting Kosovo to learn more about its mandate and work.

The National Societies in Bulgaria, the former Yugoslav Republic of Macedonia and Serbia received ICRC assistance for developing their ability to promote IHL among academics and the authorities.

People are kept informed about missing people and other issues of humanitarian concern

The ICRC's public-communication efforts, and various events organized and/or supported by it, broadened awareness of humanitarian issues in the region.

Notably, in Sarajevo, members of family associations, volunteers from the Red Cross Society of Bosnia-Herzegovina and the ICRC marked the International Day of the Disappeared. In Belgrade, the ICRC set up a public photo exhibit featuring personal belongings of people who went missing in connection to past conflict. TV spots on missing people, produced by the ICRC, were aired throughout the Balkans.

The ICRC organized a workshop on film-making in Bosnia-Herzegovina, with a view to stimulating interest in humanitarian issues among young people. Participants produced documentaries on subjects such as missing people, landmines, migrants and displacement, which were shown at a film festival in Sarajevo.

International organizations and bodies, and others, were kept informed of developments in the search for missing people (see *Civilians*) with the help of ICRC-produced newsletters and factsheets.

RED CROSS AND RED CRESCENT MOVEMENT

National Societies and Red Cross structures in the region continued, with various forms of ICRC support, to strengthen their ability to deliver humanitarian services (see *Civilians* and *People deprived of their freedom*) and promote IHL (see *Actors of influence*).

Based on assessments that they carried out in 2016, of their ability to work in uncertain security conditions, the National Societies of Bosnia-Herzegovina and Serbia and one Red Cross structure in Kosovo – with ICRC assistance – pursued efforts to strengthen acceptance for their activities, in line with the Safer Access Framework. For instance, The Red Cross of Serbia designed communication materials to explain its mandate and work, and the Fundamental Principles, to a broad range of people, from National Society volunteers to the authorities.

Through workshops organized by the ICRC, the National Societies and Red Cross structures in the region advanced their understanding of procedures and tools for restoring family links, and of sensitivities associated with addressing the protection concerns of migrants. The Red Cross Society of Bosnia-Herzegovina developed its capacities in fundraising with the ICRC's help. It also kept up its mine-action efforts (see *Civilians*). For instance, together with the ICRC, it helped the Bosnia and Herzegovina Mine Action Centre and others to revise their mine-clearance strategy.

With support from their Movement partners, the National Societies in the region launched an initiative to enhance their coordination in responding to disasters.

MAIN FIGURES AND INDICATORS: PROTECTION		Total			
CIVILIANS (residents, IDPs, returnees, etc.)					
RCMs and other means of family contact			UAMs/SC		
Phone calls facilitated between family members		3			
Names published on the ICRC family-links website		8,456			
Tracing requests, including cases of missing persons¹			Women	Girls	Boys
People for whom a tracing request was newly registered		23	6	5	4
<i>including people for whom tracing requests were registered by another delegation</i>		10			
Tracing cases closed positively (subject located or fate established)		165			
Tracing cases still being handled at the end of the reporting period (people)		8,356	1,217	118	337
<i>including people for whom tracing requests were registered by another delegation</i>		11			
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)					
ICRC visits			Women	Minors	
Places of detention visited		18			
Detainees in places of detention visited		10,164	154	10	
Visits carried out		21			
			Women	Girls	Boys
Detainees visited and monitored individually		79			
<i>of whom newly registered</i>		22			
RCMs and other means of family contact					
Detainees visited by their relatives with ICRC/National Society support		2			
People to whom a detention attestation was issued		82			

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

MAIN FIGURES AND INDICATORS: ASSISTANCE		Total		
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)				
Health				
Places of detention visited by health staff	Structures	4		

MOSCOW (regional)

COVERING: Belarus, Republic of Moldova, Russian Federation



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

KEY RESULTS/CONSTRAINTS IN 2017

- ▶ Civilian and military authorities in the region were made aware of the necessity of humanitarian action throughout the world. Agreement was reached with the Belarusian authorities on opening an ICRC office in Minsk, the capital.
- ▶ In Belarus, Crimea and south-western Russia, vulnerable people displaced by the Ukraine crisis were given food and other necessities by the ICRC, together with the National Societies and/or local authorities.
- ▶ In Chechnya, relatives of people missing in connection with past conflicts reported a substantial improvement in their emotional condition after receiving psychosocial support from the ICRC.
- ▶ People detained far from their homes, in connection with past conflicts in the northern Caucasus, received ICRC-facilitated family visits. Migrants detained in Belarus made use of National Society/ICRC phone services.
- ▶ Regional bodies continued to work with the ICRC to promote the development of IHL and its incorporation in the domestic law and military operations of their Member States.

EXPENDITURE IN KCHF	
Protection	2,716
Assistance	6,938
Prevention	3,744
Cooperation with National Societies	1,695
General	88
Total	15,180
<i>Of which: Overheads</i>	927

IMPLEMENTATION RATE	
Expenditure/yearly budget	102%

PERSONNEL	
Mobile staff	15
Resident staff (daily workers not included)	119

Established in 1992, the ICRC regional delegation in Moscow engages in regular dialogue on IHL and issues of humanitarian concern with officials of national and regional bodies, academic institutions, armed forces and the media, to promote support for the ICRC's activities. It works with the National Societies and authorities concerned to protect and assist people who have fled the armed conflict in eastern Ukraine, and to provide support to families of missing persons in the Russian Federation. The ICRC helps National Societies in the region build their capacities, particularly in emergency preparedness and restoring family links.

YEARLY RESULT

Level of achievement of ICRC yearly objectives and plans of action

HIGH

PROTECTION	Total
CIVILIANS (residents, IDPs, returnees, etc.)	
Restoring family links	
RCMs collected	51
RCMs distributed	41
Tracing cases closed positively (subject located or fate established)	23
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)	
Restoring family links	
RCMs collected	2
RCMs distributed	5

ASSISTANCE	2017 Targets (up to)	Achieved
CIVILIANS (residents, IDPs, returnees, etc.)		
Economic security (in some cases provided within a protection or cooperation programme)		
Food commodities	Beneficiaries 19,100	21,922
Essential household items	Beneficiaries 24,100	25,172
Cash	Beneficiaries 2,100	
Vouchers	Beneficiaries 1,200	2,020

CONTEXT

The Russian Federation maintained its influence in the region, partly through its role in the Commonwealth of Independent States (CIS) and its Interparliamentary Assembly (IPA CIS), and the Collective Security Treaty Organization (CSTO). A permanent member of the UN Security Council, it retained its prominence in international affairs. It also continued to take part in the work being done in Minsk by the Trilateral Contact Group on Ukraine and its working groups, to settle the armed conflict in eastern Ukraine (see *Ukraine*).

Belarus, Crimea and south-western Russia were sheltering more than a million civilians who had fled the crisis in Ukraine. The status of Crimea remained the subject of a political and territorial dispute between the Russian Federation and Ukraine.

The Russian Federation continued to carry out military operations in support of the government of the Syrian Arab Republic (hereafter Syria; see *Syrian Arab Republic*). It also contributed to international political and diplomatic efforts in connection with the Syrian armed conflict.

Communities in the northern Caucasus continued to deal with the issue of persons missing in connection with past conflicts. A number of people reported the disappearance of relatives taking part in the armed conflicts in Iraq and Syria.

There were migrants from the wider region, including refugees and asylum seekers, in Belarus and the Russian Federation.

ICRC ACTION AND RESULTS

In 2017, the 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 around the world, particularly in Syria and Ukraine. Visits of senior ICRC officials – the president's to Belarus and the vice-president's to the Russian Federation – helped draw attention to regional and international humanitarian issues. The Belarusian government and the ICRC signed a headquarters agreement and discussed the opening of an ICRC office in Minsk in 2018.

The ICRC maintained its focus on broadening understanding of its mandate and activities among members of civil society, academics, the media and the general public. Together with local partners, it organized events for various audiences at its Moscow Humanitarian and other venues.

Together with the pertinent National Societies or the local authorities, the ICRC continued to provide essential supplies, or vouchers for buying them, to people who had fled the Ukraine crisis for Belarus, Crimea or south-western Russia. In Belarus, some displaced households began rebuilding their livelihoods with cash grants provided by the Red Cross Society of Belarus and the ICRC.

People in the Russian Federation used National Society and ICRC tracing services to search for relatives who had gone missing in connection with the Ukraine crisis or with armed conflicts in the Middle East.

The St Petersburg branch of the Russian Red Cross Society continued to provide migrants with humanitarian assistance, including legal consultations and family-links services. The ICRC kept up its support for these activities.

In the northern Caucasus, where it had scaled down operations, the ICRC continued to provide psychosocial support to the families of people missing in connection with past conflicts. Beneficiaries subsequently reported a significant improvement in their emotional condition.

The ICRC continued to provide family-links services to people detained in connection with past conflicts in the northern Caucasus, in penal colonies far from their homes. It maintained its support for the Belarusian Red Cross's activities for detained migrants.

Doctors in Crimea refreshed their skills in emergency care through an ICRC training course. Owing to administrative constraints, other plans for health-care assistance in Crimea could not be implemented.

Throughout the region, the ICRC continued to promote the incorporation of IHL in domestic law and military operations. Together with the Belarusian justice ministry, it hosted an annual seminar on regional IHL implementation for representatives from the Republic of Moldova (hereafter Moldova), the Russian Federation and 11 other countries. It sponsored the attendance of government officials, including representatives from the national IHL committees, and military officers at IHL-related events abroad. Together with the IPA CIS, it finished drafting model regulations, based on IHL, for the armed forces of CIS Member States. The ICRC held its third annual high-level staff talks with the CSTO; the two organizations drafted an agreement to facilitate IHL development, support IHL implementation, and undertake other initiatives.

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

CIVILIANS

People displaced by the Ukraine crisis meet their immediate needs

Vulnerable people who had fled the conflict in eastern Ukraine received various forms of ICRC assistance.

Some 10,200 people (7,300 households) in Crimea and around 8,800 people (6,500 households) in south-western Russia were regularly supplied with household essentials and food parcels sufficient for at least two meals a day. Roughly 3,200 children in Crimea and south-western Russia received a one-off donation of school supplies. All assistance was distributed by the local Red Cross branches in Crimea, Krasnodar Krai and the Republic of Adygea, and by the local authorities in Rostov Oblast; some displaced people served as Red Cross volunteers during aid distributions. From January to June, some 2,000 displaced people (750 households) in Belarus bought food and other necessities using vouchers provided by the ICRC and distributed by the Belarusian Red Cross.

In Gomel Oblast, Belarus, displaced people made preparations for starting small businesses with support from the Belarusian Red Cross and the ICRC. The project was late in getting under way owing to administrative issues, and fewer beneficiaries than expected submitted business proposals; nevertheless, by year's end, the proposals of 63 people were approved. The ICRC trained Belarusian Red Cross personnel to help beneficiaries launch their businesses and to carry out other economic-assistance activities.

In Crimea, plans to cover the cost of work permits for displaced people fell through because of administrative constraints.

Some 2,900 people (850 households) affected by floods in the Republic of Adygea received a one-off donation of food and hygiene items.

Relatives of missing persons receive psychosocial support

In the northern Caucasus, the ICRC referred missing-persons cases to a local NGO working on the issue. In Chechnya, ICRC personnel provided psychosocial support to some 330 families of persons missing in connection with past conflicts. Beneficiaries subsequently reported that various aspects of their daily life had improved.

In June, the regional delegation in Moscow hosted a round-table on the use of forensics to resolve missing-persons cases. Participants included representatives from government forensic agencies and from the NGO working on the issue of missing persons in the northern Caucasus.

People reconnect with their relatives abroad

The families of people who had gone missing in connection with the Ukraine crisis availed themselves of National Society and ICRC tracing services. The ICRC also received tracing requests from people in the Russian Federation whose relatives – participants in the armed conflicts in Iraq and Syria – had disappeared.

Travel documents were issued to several refugees or asylum seekers who were to be resettled in third countries.

With comprehensive support from the ICRC, the National Societies in Belarus, Moldova and the Russian Federation continued to reinforce their ability to provide family-links services – particularly to people separated from their relatives by armed conflict, migration or disasters, including people displaced by the Ukraine crisis.

Migrants obtain legal and other aid

At the St Petersburg branch of the Russian Red Cross, and through a hotline and website run by the branch, migrants obtained important information relevant to their situation, made use of family-links services and learnt about other humanitarian assistance available to them. The branch provided some 12,500 legal consultations for migrants; of these, 1,800 took place over the hotline. Some 30 particularly vulnerable migrants were able to stay in a National Society shelter. The ICRC provided financial assistance for all these activities.

In June, the regional delegation in Moscow held a meeting with representatives from the National Societies of Armenia, Belarus, Moldova, the Russian Federation and Ukraine, and from the ICRC's delegation in Ukraine; participants discussed the humanitarian needs of migrants in the region, particularly for family-links services, and identified ways to strengthen their coordination in this regard. In September, the ICRC took part in a conference on the social integration of migrants, which was organized by a Russian think-tank and a Russian university; Russian government officials and representatives of Russian and international organizations also participated.

Moldovan authorities work to address weapon contamination

Acting on a request from the Moldovan defence ministry, the ICRC carried out a technical assessment of five ammunition storage facilities in Moldova. Findings and recommendations were discussed with the authorities concerned. The ICRC took part in a meeting organized by the Moldovan army on weapons and ammunition; representatives from government agencies, embassies, regional and international organizations and NGOs also participated. Two subjects were discussed: implementation of the army's plans to reduce the risks posed by stockpiled ammunition to civilians living or working nearby, and donation of the equipment and materials necessary.

PEOPLE DEPRIVED OF THEIR FREEDOM

People being held far from their homes are visited by their relatives

People detained in penal colonies across the Russian Federation, in connection with past conflicts in the northern Caucasus, stayed in touch with their families through ICRC-facilitated visits, parcel deliveries and RCMs. Some 410 detainees were visited by their relatives, and around 20 detainees received food parcels.

Several detainees got in touch with their relatives through RCMs.

Detained migrants exchange news with their families

The Red Cross Society of Belarus, with financial and technical assistance from the ICRC, visited more than 800 migrants detained in facilities across Belarus. Migrants used National Society phone services to speak with their relatives. Particularly vulnerable migrants were given food, clothes and hygiene items.

In October, the regional delegation in Moscow held a workshop for the National Societies of Belarus and Kazakhstan. Participants discussed their humanitarian activities for detained migrants and the Movement's guidelines for such activities.

WOUNDED AND SICK

Doctors in Crimea reinforce their skills in emergency care

An ICRC training course enabled about 20 doctors in Crimea to strengthen their ability to treat life-threatening injuries, and thus be better prepared for emergencies. Other plans for health-care support in Crimea fell through, owing to administrative constraints.

ACTORS OF INFLUENCE

The ICRC sought to raise awareness and strengthen understanding of its mandate and support for its work – around the world, but particularly in Syria and Ukraine – among civilian and military authorities, members of civil society, academics, journalists and the general public. To this end, together with local partners, it organized IHL-related events for various audiences at its Moscow Humanitarium and other venues.

Humanitarian concerns are emphasized during high-level dialogue

The ICRC's president discussed regional and international humanitarian issues in meetings with the president of Belarus and senior Belarusian government officials. The Belarusian government and the ICRC signed a headquarters agreement and discussed the opening of an ICRC office in Minsk in 2018.

The ICRC's vice-president participated in the Sixth Moscow Conference on International Security, which was organized by the Russian defence ministry; she spoke on the humanitarian impact of counter-terrorism measures in the Middle East, and met with senior Russian and Syrian government officials. She also took part in a panel discussion on humanitarian funding in the Russian Federation – with Russian officials, business leaders and representatives from international organizations – at the St Petersburg International Economic Forum.

A Russian think-tank and the ICRC jointly hosted two events for Russian officials and foreign-policy experts: a round-table in March, in which the head of the ICRC's delegation in Syria participated, and a discussion in November on the potential humanitarian impact of 'de-escalation zones' in Syria (see *Syrian Arab Republic*).

The ICRC took part in several international conferences organized by the Russian authorities, on humanitarian demining, biological weapons and other subjects. Participants shared their experiences and discussed joint action on weapon contamination.

The ICRC raised its public profile by securing media coverage for its work, including its activities for people affected by the armed conflicts in Syria and Ukraine, and through social media and other digital platforms. It hosted events for journalists, including a training course on safety measures during emergencies, which it conducted with a local humanitarian organization. Newspaper advertisements and National Society publications helped potential beneficiaries learn about the humanitarian assistance available to them, including family-links services.

The CSTO and the ICRC draft a protocol for cooperating to promote IHL

The CSTO and the ICRC held their third annual high-level staff talks in Moscow; they discussed the humanitarian situation in contexts of common concern, IHL development and other matters. The CSTO's Permanent Council agreed to submit a protocol for cooperation – focusing on facilitating IHL development, supporting IHL implementation, and undertaking other initiatives – to its Member States for consideration.

Military authorities from eight CIS Member States discussed prospects for further cooperation with the ICRC. The IPA CIS and the ICRC finished drafting a set of model regulations, based on IHL, for the armed forces of CIS Member States, and conveyed it to the parliaments concerned.

The ICRC continued to provide technical assistance – for advanced training in IHL for military officers – to the training and research centre of the Russian defence ministry. At an ICRC seminar, members of the Belarusian air force discussed the potential consequences of conducting military operations in populated areas. In Moldova, the ICRC submitted a draft agreement to the defence ministry, on IHL training for peace-support troops.

ICRC support enabled Russian military officials to participate in IHL-related events abroad (see *Kuala Lumpur* and *Washington*), and Belarusian and Moldovan defence ministry officials to attend IHL training in San Remo, Italy. The ICRC participated in military exercises with the CSTO and with joint Belarusian and Russian forces.

National authorities in the region discuss how to advance IHL implementation

National authorities in the region and the ICRC discussed measures for further incorporating IHL in domestic legislation. Russian authorities and academics attended the presentation, in Moscow, of the ICRC's updated Commentaries on the 1949 Geneva Conventions. A Russian official was sponsored to attend a conference on the ICRC's updated Commentary on the First Geneva Convention (see *Brussels*).

The ICRC continued to provide technical assistance to the national IHL committees in Belarus and Moldova. In Minsk, the Belarusian justice ministry and the ICRC hosted the sixth regional seminar on IHL implementation. The participants included national IHL committee members and other government officials from 12 countries in the wider region and from Syria, and representatives of international organizations.

Through events organized jointly with Russian think-tanks, universities and other institutions, including the Martens Readings International Conference in St Petersburg, the ICRC continued to promote IHL teaching and research. It discussed the inclusion of IHL in university curricula with the Russian authorities, and sponsored government officials, academics and students from Belarus, Moldova and the Russian Federation to attend IHL-related events in the region.

RED CROSS AND RED CRESCENT MOVEMENT

National Societies in the region continued to develop their operational and organizational capacities with comprehensive assistance from the ICRC.

They reinforced their preparation for emergencies, in line with the Safer Access Framework. The regional branches of the Russian Red Cross in the northern Caucasus signed coordination agreements with the local authorities in charge of emergency response, and conducted training exercises with them. In Crimea, the local Red Cross branches set up emergency response teams and continued to train community members in first aid. In Belarus, the National Society contributed to the government's emergency-preparedness plans.

The ICRC helped the National Societies to become more capable of raising their public profile. The Belarusian Red Cross hosted two round-tables for local and national authorities, at which its mandate and role were discussed. The St Petersburg branch of the Russian Red Cross organized events promoting IHL, the Movement, and the branch's activities, including those benefiting migrants.

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

The North Ossetia branch of the Russian Red Cross continued to provide psychosocial support to vulnerable children; the ICRC's financial assistance for this activity ended in 2017. In Crimea, staff from the local Red Cross branches received ICRC training to provide psychosocial support.

MAIN FIGURES AND INDICATORS: PROTECTION		Total			
CIVILIANS (residents, IDPs, returnees, etc.)					
RCMs and other means of family contact			UAMs/SC		
RCMs collected		51			
RCMs distributed		41			
Tracing requests, including cases of missing persons			Women	Girls	Boys
People for whom a tracing request was newly registered		335	82	94	98
<i>including people for whom tracing requests were registered by another delegation</i>		8			
Tracing cases closed positively (subject located or fate established)		23			
<i>including people for whom tracing requests were registered by another delegation</i>		5			
Tracing cases still being handled at the end of the reporting period (people)		2,827	169	105	169
<i>including people for whom tracing requests were registered by another delegation</i>		29			
Documents					
People to whom travel documents were issued		9			
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)					
RCMs and other means of family contact					
RCMs collected		2			
RCMs distributed		5			
Detainees visited by their relatives with ICRC/National Society support		416			
People to whom a detention attestation was issued		6			

MAIN FIGURES AND INDICATORS: ASSISTANCE		Total	Women	Children
CIVILIANS (residents, IDPs, returnees, etc.)				
Economic security (in some cases provided within a protection or cooperation programme)				
Food commodities	Beneficiaries	21,922	8,990	8,258
Essential household items	Beneficiaries	25,172	8,990	11,508
Vouchers	Beneficiaries	2,020	1,232	

PARIS (regional)

COVERING: Andorra, Cyprus, Czech Republic, Estonia, France, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Portugal, Spain, Sweden (with specialized services for other countries)



ICRC regional delegation ICRC mission

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

YEARLY RESULT

Level of achievement of ICRC yearly objectives and plans of action **HIGH**

KEY RESULTS/CONSTRAINTS IN 2017

- ▶ In Greece, Hungary, Italy and other European countries, migrants – including asylum seekers and refugees, and those among them who were detained – reconnected with relatives through the Movement’s family-links services.
- ▶ With ICRC financial, material and technical assistance, Greek and Italian forensic services improved their ability to manage and identify the remains of people who perished in maritime disasters.
- ▶ Detained migrants in Greece and Hungary, and people remanded or convicted by international tribunals, were visited by the ICRC. Detained migrants in Greece benefited from essential items donated by the ICRC.
- ▶ The French authorities and the ICRC discussed the humanitarian situation in contexts of military interest to France. Army officers and cadets broadened their understanding of IHL at briefings organized or supported by the ICRC.
- ▶ European government officials, academics and/or members of civil society strengthened their grasp of IHL and related matters, during ICRC conferences and with the help of ICRC-produced publications and other informational materials.

PROTECTION	Total
CIVILIANS (residents, IDPs, returnees, etc.)	
Restoring family links	
RCMs collected	3
Phone calls facilitated between family members	13,576
Tracing cases closed positively (subject located or fate established)	18
People reunited with their families ¹	
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)	
ICRC visits	
Places of detention visited	48
Detainees in places of detention visited	17,710
<i>of whom visited and monitored individually</i>	62
Visits carried out	124
Restoring family links	
RCMs collected	6
RCMs distributed	1
Phone calls made to families to inform them of the whereabouts of a detained relative	4

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

EXPENDITURE IN KCHF	
Protection	5,920
Assistance	1,099
Prevention	2,497
Cooperation with National Societies	909
General	48
Total	10,473
<i>Of which: Overheads</i>	639

IMPLEMENTATION RATE	
Expenditure/yearly budget	96%

PERSONNEL	
Mobile staff	19
Resident staff (daily workers not included)	36

ASSISTANCE	2017 Targets (up to)	Achieved
CIVILIANS (residents, IDPs, returnees, etc.)		
Economic security (in some cases provided within a protection or cooperation programme)		
Services and training	Beneficiaries	14

CONTEXT

Migrants, including asylum seekers and refugees, crossed the Aegean and Mediterranean seas to reach Europe. To manage the influx of migrants, the European Union (EU) and national authorities expanded travel restrictions and adopted stricter border policies. Arrivals in Greece from Turkey, and in Italy from Libya, decreased, primarily because of the implementation of agreements among these countries to control migration flows. The decrease in migrant crossings also meant that there were fewer deaths at sea than in previous years; however, many sets of human remains that had been recovered remained unidentified, and families continued to search for their missing relatives. Migrants entering Hungary through its border with Serbia were screened at ‘transit zones’.

The Greek authorities estimated that there were some 60,000 migrants in the country. Many were living in open camps or were held in police stations and pre-removal and reception and identification centres. Migrants, particularly unaccompanied minors, were vulnerable to abuse, including sexual violence.

As a permanent member of the UN Security Council, France played a major role in international affairs. French troops operated in various countries, sometimes as members of international coalitions. The Hague, Netherlands, hosted several international tribunals. The International Criminal Tribunal for the former Yugoslavia (ICTY) was formally dissolved in December 2017; its residual functions were taken over by the Mechanism for International Criminal Tribunals (MICT).

Security remains high on the agenda of European countries, after several attacks allegedly linked to violent extremism; France adopted legislation to support its counter-terrorism efforts.

ICRC ACTION AND RESULTS

The ICRC’s regional delegation in Paris focused on addressing the protection needs of vulnerable migrants and detainees, and on helping authorities meet them. It also promoted support for IHL and humanitarian action.

From its missions in Athens and Budapest, the ICRC closely monitored the situation of migrants in Greece and of those entering Hungary through the country’s border with Serbia. Together with European National Societies, the ICRC helped vulnerable migrants, including those in detention, to restore or maintain contact with their relatives. It supported a photo tracing campaign and other efforts by various National Societies to reunite family members. National Societies and forensic services in Mediterranean countries drew on ICRC support to boost their capacities in managing and identifying the remains of people who had perished at sea, with a view to informing families of their missing relatives’ fate. The ICRC signed an agreement with the Italian Red Cross and the Italian authorities to facilitate the sharing of ante-mortem data with all actors concerned.

The ICRC visited migrants held in: police stations and pre-removal and reception and identification centres in Greece; and places of detention, including ‘transit zones’, in Hungary. Afterwards, it communicated its findings confidentially to the authorities concerned, to help them improve detained migrants’ treatment and living conditions, particularly respect for judicial guarantees and access to health care. In Greece, detained migrants were provided with household essentials to ease their living conditions.

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 operations throughout the world among national authorities, the EU and the Council of Europe. European National Societies, national IHL committees and the ICRC continued to promote IHL and help authorities in the region accede to and/or ratify IHL-related instruments. Government officials, academics and members of civil society learnt more about specific IHL-related matters through ICRC-supported conferences and other events, and ICRC audiovisual and other informational materials disseminated through traditional and social media. The ICRC also maintained its efforts to broaden awareness of IHL among French-speaking people through its French-language blog and joint initiatives with a French organization that included the translation of IHL publications.

Representatives from the office of the French president, and from the defence and foreign ministries, exchanged views with the ICRC on the humanitarian situation in contexts of military interest to France. The French Armed Forces (FAF) and the ICRC expanded their dialogue at strategic, operational and tactical levels. The FAF drew on ICRC support to organize IHL briefings and training sessions for its officers and cadets.

The ICRC visited people convicted by international tribunals and serving their sentences in Europe and those on remand in The Hague; it communicated its findings and recommendations confidentially to the detaining authorities, to help them ensure that their policies were in line with internationally recognized standards and best practices. The French authorities permitted the ICRC to conduct follow-up visits to security detainees transferred to France whom the organization had previously visited in other countries.

European National Societies drew on the support of the International Federation and the ICRC to strengthen their operational capacities and to further their organizational development.

CIVILIANS

European National Societies and the ICRC documented the protection concerns of vulnerable migrants across the region and urged the pertinent authorities to address them (see also *People deprived of their freedom*). The ICRC assessed the situation of migrants who had crossed into Hungary from Serbia and discussed its findings with the Hungarian authorities, particularly on the use of force against the migrants. Movement components worked to coordinate and improve their protection activities in Greece, with ICRC technical advice and training.

Migrants in Greece make phone calls to their families

European National Societies strengthened their ability to help vulnerable migrants, especially unaccompanied minors, to contact or rejoin their families. They did so with various forms of ICRC support: financial and material assistance to reinforce their operations; technical advice on ensuring that migrants’ personal data were handled in accordance with data-protection standards and other applicable regulations; and training to incorporate family-links services in their emergency response.

In Greece, migrants phoned their families with the help of the Hellenic Red Cross and the Netherlands Red Cross Society (see also *People deprived of their freedom*). National Societies in Italy,

Lithuania and Malta ran mobile stations – with phones, chargers and internet services – positioned at key points along migration routes. Thirty conflict-affected people were reunited with their families in Europe or elsewhere; some of them had their travel costs covered by the ICRC.

Through the Trace the Face campaign – run by 28 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 printed on posters displayed at reception or transit centres and public spaces in several European countries. This resulted in 36 cases of people regaining contact with their relatives.

Greek and Italian 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 disasters, with a view to informing their families of their fate. In Greece, the remains of eight people were identified through the coordinated efforts of the authorities, National Societies concerned and the ICRC. Greek forensic services boosted their capacities with ICRC support: forensic workers and coastguard personnel received training and material assistance from the ICRC; and some police officers and forensic specialists attended ICRC-organized or supported workshops held locally or abroad on topics such as forensic imaging and identification of human remains. Some National Societies in migrants’ countries of origin, transit and destination used standardized physical description data forms – developed by the ICRC in 2016 – which supplemented tracing requests with additional information for identifying human remains. At meetings organized or supported by the ICRC, people involved in disaster management in Greece described their experiences and shared good practices in identifying human remains.

The ICRC continued to urge Greek authorities to establish a centralized database for information necessary to identify the remains of deceased migrants, and to update the applicable domestic legal framework. The Italian government’s Commissioner for Missing Persons, the Italian Red Cross and the ICRC signed an agreement to facilitate the sharing of ante-mortem data among those involved in identifying human remains. In line with this, the Italian Red Cross handed over information to the University of Milan’s Medico-Legal Institute to aid their identification efforts. The Spanish Red Cross, with ICRC technical support, signed an agreement with the Spanish justice ministry on identifying the remains of migrants who had perished off the coast of Spain.

Former Guantanamo Bay internees spend time with their families

The ICRC monitored the situation of people formerly held at the US internment facility at Guantanamo Bay Naval Station in Cuba who had resettled in Europe, and urged the authorities concerned to support their integration in host countries. Despite tightened security regulations in Europe, and challenges in the families’ countries of origin, the ICRC sponsored two family visits for former Guantanamo Bay internees; one reunited family members separated since 2001. Three children of a former internee, stateless since birth, were given support to clarify their legal status.

PEOPLE DEPRIVED OF THEIR FREEDOM

Detained migrants in Greece and Hungary use family-links services to contact their relatives

In Greece, the ICRC visited migrants held at 30 facilities, including police stations and pre-removal and reception and identification centres. In Hungary, it visited migrants in nine places of detention run by the police or the Immigration and Asylum Office, and in ‘transit zones’ run by the latter. These visits were carried out in accordance with standard ICRC procedures. Particularly vulnerable people – asylum seekers, women, children and the elderly – were monitored individually. Findings from these visits were communicated confidentially to the authorities concerned, to help them improve migrants’ treatment and living conditions.

The ICRC’s director of operations discussed the situation of detained migrants in Greece with the country’s interior ministry. At two high-level roundtables, officials from the Greek health and interior ministries, and the ICRC, discussed solutions to issues related to health care in places of detention, the specific vulnerabilities of minors and procedural safeguards.

Guided by the ICRC, the Spanish Red Cross conceptualized alternatives to detaining migrants, for proposal to the Spanish authorities. The Finnish Red Cross and the Swedish Red Cross continued to draw on ICRC advice to further develop their activities for detained migrants.

The Hellenic Red Cross and the ICRC enabled migrants to reconnect with their relatives; some of them used ICRC-provided phone cards to contact their families. The ICRC provided free wireless internet services at the ‘transit zones’ in Hungary. Where appropriate, migrants held in Hungary were referred to organizations offering legal aid or psychosocial support.

Living conditions improved for about 8,500 detained migrants in Greece after the ICRC provided them with clothes, hygiene items and household essentials.

People remanded or convicted by international tribunals receive visits from the ICRC

The ICRC visited, in accordance with its standard procedures, 15 people detained under the authority of the MICT and the International Criminal Court (ICC) in The Hague. It also visited 11 people convicted by the ICTY who were serving their sentences in European countries. The ICRC communicated its findings and recommendations confidentially to the detaining authorities, and encouraged them to ensure that their detention policies accorded with internationally recognized standards and best practices; the ICRC’s recommendations were intended to benefit all the detainees in the places visited. Dialogue with the authorities covered such matters as the specific needs of elderly people and foreigners. Officials from the ICC, ICTY, MICT and other tribunals learnt more about medical ethics in places of detention, at a seminar organized by the ICC and the ICRC.

The French authorities permitted the ICRC to make follow-up visits to security detainees whom the organization had previously visited in other countries and who had subsequently been transferred to France; these visits had not yet been carried out.

PEOPLE DEPRIVED OF THEIR FREEDOM	Estonia	Finland	France	Germany	Greece	Hungary	Norway	Poland	ICC/MICT
ICRC visits									
Places of detention visited	1	1	1	2	30	9	1	1	2
Detainees in places of detention visited	3	2	1	2	14,960	2,724	1	2	15
<i>of whom women</i>					2,173	45			
<i>of whom minors</i>					2,624	352			
Visits carried out	1	1	1	2	88	27	1	1	2
Detainees visited and monitored individually	3	2	1	2	36		1	2	15
<i>of whom women</i>					1				
<i>of whom girls</i>					3				
<i>of whom boys</i>					8				
Detainees newly registered					31				1
<i>of whom women</i>					1				
<i>of whom girls</i>					3				
<i>of whom boys</i>					8				
Restoring family links									
RCMs collected					2	4			
RCMs distributed						1			
Phone calls made to families to inform them of the whereabouts of a detained relative					4				

ACTORS OF INFLUENCE

The ICRC engaged influential European parties in dialogue on developments in IHL and other bodies of international law, and humanitarian issues around the world, particularly those related to migration. The ICRC briefed national authorities, the EU and the Council of Europe on its response to the food crises in African countries, and to armed conflict in the Lake Chad region of Africa and in parts of the Middle East; it also encouraged them to support its activities. The ICRC's continued participation in meetings of the Council of Europe's data-protection committee helped ensure that humanitarian considerations were reflected in European data-protection reforms.

Government officials, academics and members of civil society learn more about specific IHL issues

European National Societies, national IHL committees and the ICRC continued to promote IHL and help national authorities – particularly in the Czech Republic, Estonia, Greece, Italy, Latvia, Lithuania, Luxembourg, Portugal and Spain – accede to and/or ratify IHL-related instruments. The ICRC contributed to discussions in various regional forums on pledges and resolutions made at the 32nd International Conference, sanctions for IHL violations, and data protection. Government officials were brought up to date on the latest developments in both the detention and the compliance tracks of the Strengthening IHL process, and were encouraged to support the process.

Government officials, academics and members of civil society added to their knowledge of specific IHL-related matters at events organized or supported by the ICRC. These included IHL and human rights conferences in the Czech Republic, Greece and Hungary that tackled issues related to human dignity, victims of armed conflicts, and the protection due to patients and medical services. The ICRC held a conference in Luxembourg on the updated Commentaries on the First and Second Geneva Conventions of 1949; it also provided support for translating these documents, and selections of articles from the *International Review of the Red Cross*, into French. In France and Greece, the ICRC and local partners held various events to mark the 40th anniversary of the 1977 Additional Protocols.

Military cadets and officers supplement their IHL training with ICRC briefings

Representatives from the office of the French president, and from the defence and foreign ministries, exchanged views with the ICRC on various subjects: the humanitarian situation in contexts of military interest to France, such as Afghanistan, Iraq, Libya, Mali, the Syrian Arab Republic and the Lake Chad region; ensuring respect for IHL; the conduct of hostilities; cyber warfare; detention; nuclear weapons; multinational forces; “terrorism”; and the use of explosive weapons in urban or populated areas.

The FAF and the ICRC expanded their dialogue at strategic, operational and tactical levels, including through regular high-level meetings. Guided by the ICRC, military officials incorporated humanitarian principles in training exercises for officers bound for conflict zones and for around 500 cadets from the FAF War College. With ICRC financing, one member of the Greek military attended an international workshop on rules governing military operations (see *International Law and Policy*).

At briefings organized or supported by the ICRC, cadets and officers from the Greek, French, Italian and Portuguese militaries broadened their understanding of humanitarian issues, IHL principles and the ICRC's work. The Greek, Portuguese and Spanish militaries and the ICRC discussed possibilities for further cooperation in promoting the incorporation of IHL in military training, doctrine and operations.

The European media highlight the Movement's activities for migrants

Public communication initiatives helped broaden awareness of IHL, the plight of migrants and other humanitarian issues. ICRC audiovisual and other informational materials reached the general public with the help of media outlets and through social media. The ICRC's activities for migrants in Greece were given prominent coverage by local and international news agencies.

The delegation's French-language blog continued to provide the public with more in-depth insight into IHL and humanitarian issues through articles and a series of interactive debates. The Organisation Internationale de la Francophonie and the ICRC

maintained their joint efforts to broaden awareness of IHL among French-speaking people, for instance, through translations of IHL-related publications (see above).

European National Societies, backed by the ICRC, pursued awareness-raising initiatives related to migration, and organized events to mark such occasions as World Red Cross and Red Crescent Day (8 May).

RED CROSS AND RED CRESCENT MOVEMENT

European National Societies drew on the support of 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*). Movement partners coordinated their activities for vulnerable people in conflict-affected countries.

The Greek National Society and the Italian Red Cross signed partnership agreements with the ICRC to strengthen their family-links services. The ICRC discussed further cooperation – notably in public communication, IHL promotion and resource mobilization – with the French, Italian, Monégasque, Portuguese and Spanish National Societies.

The International Federation and the ICRC supported preparations in the region for the 2017 Council of Delegates, which took place in Turkey. Both organizations continued to help the Hellenic Red Cross resolve issues concerning its organizational structure.

MAIN FIGURES AND INDICATORS: PROTECTION		Total			
CIVILIANS (residents, IDPs, returnees, etc.)					
RCMs and other means of family contact			UAMs/SC		
RCMs collected		3			
Phone calls facilitated between family members		13,576			
Reunifications, transfers and repatriations					
People reunited with their families ¹					
Tracing requests, including cases of missing persons			Women	Girls	Boys
People for whom a tracing request was newly registered		57	14	13	14
<i>including people for whom tracing requests were registered by another delegation</i>		8			
Tracing cases closed positively (subject located or fate established)		18			
<i>including people for whom tracing requests were registered by another delegation</i>		1			
Tracing cases still being handled at the end of the reporting period (people)		285	56	59	90
<i>including people for whom tracing requests were registered by another delegation</i>		54			
Unaccompanied minors (UAMs)/separated children (SC), including demobilized child soldiers			Girls		Demobilized children
UAMs/SC newly registered by the ICRC/National Society		2			
Documents					
People to whom travel documents were issued		1			
Official documents delivered across borders/front lines		1			
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)					
ICRC visits			Women	Minors	
Places of detention visited		48			
Detainees in places of detention visited		17,710	2,218	2,976	
Visits carried out		124			
			Women	Girls	Boys
Detainees visited and monitored individually		62	1	3	8
<i>of whom newly registered</i>		32	1	3	8
RCMs and other means of family contact					
RCMs collected		6			
RCMs distributed		1			
Phone calls made to families to inform them of the whereabouts of a detained relative		4			

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

MAIN FIGURES AND INDICATORS: ASSISTANCE		Total	Women	Children
CIVILIANS (residents, IDPs, returnees, etc.)				
Economic security (in some cases provided within a protection or cooperation programme)				
Services and training	Beneficiaries	14	1	11
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)				
Economic security (in some cases provided within a protection programme)				
Essential household items	Beneficiaries	8,476	1,016	414
Health				
Places of detention visited by health staff	Structures	23		
Health facilities supported in places of detention visited by health staff	Structures	1		

TASHKENT (regional)

COVERING: Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan, Uzbekistan



KEY RESULTS/CONSTRAINTS IN 2017

- ▶ In Kyrgyzstan, a project undertaken by the pertinent ministries and the ICRC improved access to basic health care for detainees in ten police stations; the authorities approved the project's extension to other detention facilities.
- ▶ About 7,550 detainees in Kyrgyzstan were screened for TB; those who tested positive were enrolled in treatment. TB patients at two detention facilities had access to psychosocial support.
- ▶ Missing people's families in Tajikistan and, to a lesser extent, Kyrgyzstan obtained psychosocial care and referrals to appropriate services through ICRC-supported accompaniment programmes carried out by local partners.
- ▶ Doctors and other medical personnel across the region attended courses in emergency trauma care and weapon-wound surgery organized by the ICRC with the pertinent authorities.
- ▶ The Uzbek defence ministry and the ICRC signed an agreement to promote respect for IHL among the armed forces. Kyrgyzstan adopted its revised penal code, which incorporated the ICRC's advice on the punishment for war crimes.
- ▶ At ICRC events in Kyrgyzstan and Tajikistan, religious leaders discussed common points between Islamic law and IHL; they also discussed, particularly in Tajikistan, the role they played within their communities during emergencies.

EXPENDITURE IN KCHF	
Protection	3,372
Assistance	5,670
Prevention	2,216
Cooperation with National Societies	1,231
General	157
Total	12,646
<i>Of which: Overheads</i>	<i>772</i>

IMPLEMENTATION RATE	
Expenditure/yearly budget	97%

PERSONNEL	
Mobile staff	27
Resident staff (daily workers not included)	175

The ICRC has been present in Central Asia since 1992. In Kyrgyzstan and Tajikistan, it works to protect and assist vulnerable populations suffering the consequences of conflict and other violence, in cooperation with the National Societies. In Kyrgyzstan, it helps the authorities improve detainees' treatment and conditions, especially their access to health care. The ICRC 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 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 and plans of action **HIGH**

PROTECTION	Total
CIVILIANS (residents, IDPs, returnees, etc.)	
Restoring family links	
RCMs collected	17
RCMs distributed	17
Phone calls facilitated between family members	2,023
Tracing cases closed positively (subject located or fate established)	96
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)	
ICRC visits	
Places of detention visited	52
Detainees in places of detention visited	9,295
<i>of whom visited and monitored individually</i>	366
Visits carried out	105
Restoring family links	
RCMs collected	11
RCMs distributed	6
Phone calls made to families to inform them of the whereabouts of a detained relative	53

ASSISTANCE	2017 Targets (up to)	Achieved
CIVILIANS (residents, IDPs, returnees, etc.)		
Economic security (in some cases provided within a protection or cooperation programme)		
Essential household items	Beneficiaries	75
Cash	Beneficiaries	1
WOUNDED AND SICK		
Hospitals		
Hospitals supported ¹	Structures	

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

CONTEXT

Central Asian countries remained involved, to varying degrees, with multilateral bodies such as the Collective Security Treaty Organization, the Commonwealth of Independent States, the Eurasian Economic Union, the European Union, NATO and the Shanghai Cooperation Organization. Geopolitical issues of interest in the region included the fight against “terrorism” and the changing power dynamics in international affairs.

The five countries covered faced economic and security challenges to varying degrees. Cross-border criminal activities, competition for water and other natural resources, and issues related to border demarcation were the main sources of tension, and occasionally led to violence. Improved relations between Kyrgyzstan and Uzbekistan led to the ratification of a border agreement between them.

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

Fighting in Afghanistan reached areas close to the border with Tajikistan.

Kyrgyzstan and Tajikistan were struck by natural disasters.

ICRC ACTION AND RESULTS

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

In Kyrgyzstan, the ICRC visited places of detention under the authority of the internal affairs ministry, the State Committee for National Security (GKNB) and the State Service for the Execution of Punishments (GSIN). Following these visits, findings – on detainees’ treatment and living conditions – were communicated confidentially to the authorities concerned. Owing to a lack of progress over the past years, the ICRC discontinued its efforts to pursue dialogue with Tajik officials on the possibility of resuming visits to detainees in Tajikistan.

The ICRC continued to work with the Kyrgyz authorities, and give them support, to improve the treatment and living conditions of detainees; health care was given particular attention. Through a pilot project with the health and internal affairs ministries, it helped ten police stations to provide primary health care to people in their custody; the government approved the project’s extension to other places of detention. ICRC assistance enabled two detention facilities and two laboratories to improve their TB diagnostic services. TB patients at these two detention facilities were urged to complete their treatment inside or, following their release, outside prison; they received material and/or psychosocial support.

Members of families separated by migration, detention or other circumstances maintained contact through the Movement’s family-links services. Drawing on National Society and/or ICRC expertise, forensic professionals and others in Kazakhstan and

Tajikistan strengthened their ability to manage human remains during emergencies; Tajik officials, together with the ICRC, drafted standard procedures for managing human remains. The ICRC continued to support an accompaniment programme in Tajikistan and, to a lesser extent, Kyrgyzstan, with a view to helping the families of missing people obtain psychosocial support and referrals to service providers for their other needs. In Kyrgyzstan, an inter-ministerial working group was set up, with ICRC support, for developing legislation pertaining to protection of the rights of missing people and their families.

The ICRC distributed surgical equipment and other medical supplies to hospitals in remote regions of Tajikistan, and in border areas, to help them provide effective treatment for wounded people, including casualties of the fighting in Afghanistan. It also provided material support and training for emergency responders in Kyrgyzstan and Tajikistan. Doctors and other medical personnel throughout the region benefited from ICRC courses on emergency trauma care and weapon-wound surgery.

The ICRC strove to foster respect for IHL and other applicable norms throughout the region, among authorities, military and security forces and others; the Uzbek defence ministry and the ICRC signed an agreement to promote respect for IHL among the armed forces. The Kyrgyz authorities incorporated ICRC recommendations relating to missing people and punishment for war crimes in legal reforms. Events organized by the ICRC in Kyrgyzstan and Tajikistan enabled religious leaders to discuss the common points between Islamic law and IHL; they also discussed, particularly in Tajikistan, the role they played within their communities during emergencies. A regional moot court competition helped university students in Kyrgyzstan and Turkmenistan to demonstrate their knowledge of IHL.

ICRC support enabled National Societies in the region to strengthen their ability to respond to emergencies and broaden awareness of IHL and the Movement among the general public. The Red Crescent Society of Tajikistan continued to conduct risk-education sessions for mine-affected communities.

CIVILIANS

Tajik officials draft standard procedures for managing human remains

In Kazakhstan, Kyrgyzstan and Tajikistan, members of families dispersed by migration, detention or other circumstances – including people held in migrant transit centres in Kazakhstan – maintained contact through RCMs and phone calls facilitated by the National Societies and the ICRC. Others – in the countries mentioned above – lodged tracing requests for their missing relatives. The Red Crescent Society of Kyrgyzstan covered travel costs for vulnerable returning migrants.

Members of the Kyrgyz national disaster response team and volunteers from the National Societies of Kyrgyzstan and Tajikistan strengthened their ability to provide family-links services through ICRC technical support or seminars organized by the National Society concerned and/or the ICRC. The Red Crescent Society of Tajikistan finalized its guidelines for providing these services. To broaden awareness of their family-links services, the National Societies of Kyrgyzstan and Tajikistan conducted information sessions in remote areas, advertised on television and set up hotlines at the information centre for the migration service in their countries; in Tajikistan, the National Society prepared a video

that urged migrants and their relatives to regularly touch base to avoid loss of contact. The Red Crescent Society of Turkmenistan resumed its family-links services, with ICRC technical support.

First responders, government officials and/or National Society staff in Kazakhstan, Kyrgyzstan and Tajikistan, developed their ability to manage human remains during emergencies – through training sessions or refresher courses organized by the pertinent National Society and/or the ICRC. In Kyrgyzstan, the ICRC conducted a train-the-trainer course for representatives from the ministry of emergency situations, the forensic services and the National Society. The forensic services of four State institutions in Kyrgyzstan received ICRC material support. After an assessment of the justice ministry's forensic laboratories, the ICRC provided the ministry with recommendations for improving data collection and standardizing procedures at these facilities. In Tajikistan, authorities – aided by the ICRC – drafted standard procedures for managing human remains during emergencies.

Missing people's families in Kyrgyzstan and Tajikistan are helped to meet their needs

About 470 families of missing people in Tajikistan obtained psychosocial care – including individual counselling – and referrals to service providers for help in meeting their economic, legal and administrative needs; such assistance was provided through an ICRC-supported accompaniment programme implemented with two local NGOs and the National Society. Within the framework of this programme, the ICRC urged State health facilities in two provinces to provide free health-care services to economically vulnerable relatives of missing people. More families of missing

people stood to benefit from the programme after it was extended to cover a region in the eastern part of Tajikistan. The ICRC urged the authorities to directly address the needs of these families.

In Kyrgyzstan, a similar programme helped families of people who were missing in connection with the events of June 2010. ICRC training sessions prepared volunteers to provide support, unassisted, for these families. The ICRC maintained its dialogue with the relevant authorities, in both Kyrgyzstan and Tajikistan, on the families' right to know the fate of their missing relatives.

People in mine-affected communities in Tajikistan learnt how to mitigate the risks to their safety at education sessions organized by the National Society in coordination with the Tajikistan Mine Action Centre and the ICRC. At an ICRC workshop, National Society volunteers learnt how to collect data on mine incidents. The ICRC's final evaluation of its cash-grant programme for mine/ERW victims' families, for covering physical rehabilitation costs or participating in microeconomic initiatives – which concluded at the end of 2016 – found that the initiatives increased most families' incomes, although at a lower percentage than planned.

Through a social-integration project of the Kazakh Red Crescent Society that it supported, the ICRC continued to monitor the situation of four people staying in Kazakhstan following their release from the US internment facility at Guantanamo Bay Naval Station in Cuba. As efforts to resettle these people in another country had not yet succeeded, the ICRC maintained its financial support for their stay in Kazakhstan.

CIVILIANS	Kazakhstan	Kyrgyzstan	Tajikistan	Turkmenistan	Uzbekistan
Red Cross messages					
RCMs collected	4	4	9		
RCMs distributed	4	5	8		
Phone calls facilitated between family members	2,013		10		
Tracing requests, including cases of missing persons					
People for whom a tracing request was newly registered	164	51	378	16	46
<i>of whom women</i>	28	5	11	7	16
<i>of whom minors at the time of disappearance - girls</i>		2	3		
<i>of whom minors at the time of disappearance - boys</i>		2	19		
Tracing cases closed positively (subject located or fate established)	48	26	5	8	9
Tracing cases still being handled at the end of the reporting period (people)	64	93	879	1	27
<i>of whom women</i>	3	10	18	1	
<i>of whom minors at the time of disappearance - girls</i>		7	3		
<i>of whom minors at the time of disappearance - boys</i>		3	41		
Documents					
People to whom travel documents were issued		8			

PEOPLE DEPRIVED OF THEIR FREEDOM

In Kyrgyzstan, the ICRC visited – in accordance with its standard procedures – detainees in facilities under the authority of the internal affairs ministry, the GSIN and the GKNB. Particularly vulnerable inmates – security detainees, people serving life sentences, women, minors and foreigners – were monitored individually. After these visits, findings – on detainees' treatment and living conditions, including their access to health care – were relayed confidentially to the authorities concerned. The Kyrgyz authorities and the ICRC maintained their dialogue on formalizing the ICRC's access to all detainees.

Owing to a lack of progress over the past years, the ICRC discontinued its efforts to pursue dialogue with Tajik officials on the possibility of resuming visits to detainees in Tajikistan.

Inmates in Kazakhstan, Kyrgyzstan and Tajikistan restored or maintained contact with their relatives through family-links services such as RCMs. Detainees in Kyrgyzstan, Tajikistan and Uzbekistan received visits from relatives, whose transportation and other costs were covered by the ICRC.

Detainees at ten police stations in Kyrgyzstan have better access to health care

Kyrgyz authorities continued to work with the ICRC, and to draw on its expertise to improve the treatment and living conditions of detainees: for example, they updated the prison system's rules and regulations for the rehabilitation of detainees and developed the GSIN's training centre for prison staff. The GSIN took steps to advance its managerial plans for a new facility for people serving life sentences: it set up a working group to tackle the rehabilitation of this part of the detainee population. During ICRC training sessions and workshops, prison staff learnt more about such subjects as medical ethics and internationally recognized standards for the treatment of female detainees.

With ICRC support, penitentiary and health authorities took steps to reinforce health services for detainees. Based on an ICRC assessment of detainees' health needs, the GSIN selected two facilities at which to implement a project for the medical screening of newly arrived detainees.

Detainees at ten police stations continued to have access to primary health care through a pilot project based on a 2013 agreement between the health and internal affairs ministries and the ICRC. The government approved the project's extension to cover other places of detention.

The ICRC followed up inmates with medical conditions and people on hunger strike. Those needing treatment were transferred to a referral institution; the ICRC covered treatment costs for some of them.

Inmates undergoing TB treatment receive psychosocial support

With ICRC support, the GSIN and the health ministry continued to tackle TB among detainees. About 7,550 detainees were screened for it. At Penal Institution 31 and at a pre-trial detention centre, 154 detainees with TB completed treatment and 183 others enrolled in treatment. TB patients who also had HIV/AIDS, for instance, were treated in close collaboration with the Republican AIDS Centre and the Republican Centre of Narcology. The ICRC encouraged TB patients to complete their treatment by giving them food and hygiene kits every week and working with local partners to facilitate their access to psychosocial support. The ICRC gave 39 ex-detainees material and other support to continue their treatment outside prison after their release. With ICRC support, representatives of the National Centre of Phthisiatry in Kyrgyzstan and prison health staff drafted plans to improve follow-up care for released detainees.

The staff at the two facilities mentioned above continued to bolster their services with daily on-site guidance in TB management from the ICRC. Maintenance teams supported by the ICRC oversaw the functioning of equipment and infrastructure at the two facilities. Under the ICRC's supervision, the staff of Penal Institution 31 maintained an electronic TB case-management database. The ICRC organized several training sessions in TB management for prison personnel. On-the-job training from a local educational institution and the ICRC enabled 23 nurses to help implement infection-control measures at the two detention facilities. The national TB laboratory in Bishkek and the inter-provincial laboratory in Osh – both providers of diagnostic services to the penitentiary system – expanded their capacities with ICRC material

and/or technical assistance. As the ICRC wanted the authorities to become more self-sufficient in maintaining TB services at the two facilities, it developed a roadmap for the gradual handover of activities to them. To this end, it conducted a workshop on planning and budgeting for 18 Kyrgyz penitentiary staff.

With ICRC support, the penitentiary authorities held their annual TB-control review, at which participants discussed the achievements and challenges in TB control in prisons. They also worked with the ICRC to broaden public awareness of the issue of TB in prisons.

Prison authorities maintained or improved facilities with ICRC technical and material assistance, such as donations of furniture and kitchen equipment, and infrastructure projects. Upgrades to clinics and a TB laboratory at two places of detention, and improvements to the living quarters of a facility for detainees serving life sentences, were completed. The ICRC also renovated toilets and cells at police stations. Donations of household and recreational items helped ease the conditions of detainees in 36 places of detention.

WOUNDED AND SICK

Residents of hard-to-reach areas in Kyrgyzstan and Tajikistan learnt how to provide life-saving care at first-aid training sessions conducted by the National Societies, with ICRC support. Because of ICRC donations of dressing materials, the Red Crescent Society of Tajikistan was better placed to respond to emergencies.

Doctors and other medical personnel in Kazakhstan, Kyrgyzstan and Tajikistan strengthened their capacities in emergency trauma care through courses organized by the ICRC with the pertinent authorities. Surgeons from Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan and Uzbekistan became more adept at weapon-wound surgery after attending a regional ICRC seminar in Almaty in Kazakhstan. A review of the impact of such courses – conducted by the ICRC, with future activities in mind – showed that participants made use of the skills they acquired; however, some health facilities in Tajikistan – which lacked basic equipment for providing emergency care – and hospitals in rural areas in the region needed more support in this regard.

Surgical equipment and other medical supplies from the ICRC enabled eight hospitals in remote regions, and in border areas, of Tajikistan to provide adequate and timely care for wounded people – including casualties of the fighting in Afghanistan.

ACTORS OF INFLUENCE

The ICRC continued to seek engagement with authorities, military and security forces and others, throughout the region, to advance understanding of IHL and other applicable norms, and acceptance for them. Kazakhstan having assumed a non-permanent seat on the UN Security Council, its government and the ICRC discussed various issues of humanitarian concern, and the ICRC's activities in Africa and in Afghanistan.

The Uzbek defence ministry agrees to promote respect for IHL among military personnel

Military and security personnel in the region learnt more about IHL and its applicability to their operations, the ICRC and, in Tajikistan, first aid, by attending customized ICRC courses, some of them organized with the pertinent National Society.

The Uzbek defence ministry and the ICRC signed a memorandum of understanding to promote respect for IHL among the armed forces and incorporate the subject in their training curriculum.

A NATO military training centre in Kazakhstan continued to run a mandatory course on IHL provisions applicable to peacekeeping operations. The Kazakh Red Crescent Society and the ICRC took part in a military exercise – led by the Collective Security Treaty Organization – on the delivery of humanitarian aid during emergencies.

Roughly 150 police officers discussed international policing standards at ICRC courses in Kazakhstan, Kyrgyzstan, Tajikistan and Uzbekistan.

Revised Kyrgyz penal code includes ICRC recommendations on punishment for war crimes

Officials and scholars in the region, aided by the ICRC, strove to implement domestic implementation of IHL. Some of them, sponsored by the ICRC, attended IHL conferences abroad (see *Moscow*). Members of the national IHL committee in Kyrgyzstan discussed IHL implementation at an ICRC-organized seminar in Bishkek.

Authorities and experts in the region reviewed pertinent domestic laws and analysed their compatibility with IHL-related instruments and, in Kazakhstan, with international treaties on nuclear weapons. For instance, under a cooperation agreement between the government of Turkmenistan and the ICRC, Turkmen experts completed a study comparing the country's criminal code with internationally recognized standards for detention, and an analysis of the extent to which IHL had been incorporated in domestic legislation; they also submitted recommendations on these matters to the authorities.

In Kyrgyzstan, the government adopted a revised penal code with a new section on war crimes, which included ICRC recommendations on the punishment for such crimes. The government also took into consideration the ICRC's views on the issue of missing people while carrying out legal reforms. The ICRC discussed the issue of missing people with the interior, justice and foreign ministries and urged the authorities to adopt a law on missing persons. Following these discussions, an inter-ministerial working group was set up, with ICRC support, for developing legislation pertaining to the protection of the rights of missing people and their families. The law on the National Society's legal status was adopted by parliament and sent to the president's office for signature.

The ICRC helped the Kazakh authorities translate the 1949 Geneva Conventions into Kazakh. Discussions on formalizing the ICRC's legal status in Kazakhstan continued.

Religious leaders discuss the points of correspondence between Islamic law and IHL

At ICRC events in Kyrgyzstan and Tajikistan, religious leaders discussed the common points between IHL and Islamic law. The ICRC conducted an essay competition on the subject in Kyrgyzstan. Religious leaders from the two main branches of Islam in Tajikistan discussed, at an ICRC workshop, the role they played during emergencies – for example, communicating with community members and providing support to humanitarian actors on the ground.

University students from Kyrgyzstan and Turkmenistan demonstrated their grasp of IHL at a regional moot court competition in the Russian Federation. Other students in Kyrgyzstan did so during a series of quizzes organized by the Red Crescent Society of Kyrgyzstan and the ICRC. Academic IHL experts in the region attended ICRC conferences on IHL.

Members of the media in Kyrgyzstan and Tajikistan used news releases and articles from the ICRC to report on humanitarian issues and the ICRC's activities. The Red Crescent Society of Uzbekistan presented awards to local journalists for their coverage of its activities and of humanitarian issues.

RED CROSS AND RED CRESCENT MOVEMENT

National Societies in the region enhanced their emergency preparedness and their ability to carry out – with various forms of ICRC support, and in line with the Safer Access Framework – activities related to restoring family links, psychosocial care and first aid. ICRC support included field simulation exercises in Uzbekistan and refresher training in psychosocial care in Kyrgyzstan. The Red Crescent Society of Tajikistan implemented two income-generating projects with ICRC assistance.

The National Societies drew on ICRC expertise for raising public awareness of the Movement and IHL.

At meetings in Kazakhstan and Tajikistan, Central Asian National Societies agreed to reinforce their legal bases, lobby their countries to provide support for international disaster relief and recovery assistance, and strengthen mechanisms for exchanging information and securing financial and technical support during emergencies.

The National Societies in the region and the ICRC updated their bilateral agreements.

MAIN FIGURES AND INDICATORS: PROTECTION		Total			
CIVILIANS (residents, IDPs, returnees, etc.)					
RCMs and other means of family contact			UAMs/SC		
RCMs collected		17			
RCMs distributed		17			
Phone calls facilitated between family members		2,023			
Tracing requests, including cases of missing persons			Women	Girls	Boys
People for whom a tracing request was newly registered		655	67	5	21
Tracing cases closed positively (subject located or fate established)		96			
Tracing cases still being handled at the end of the reporting period (people)		1,064	32	10	44
Documents					
People to whom travel documents were issued		8			
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)					
ICRC visits			Women	Minors	
Places of detention visited		52			
Detainees in places of detention visited		9,295	508	72	
Visits carried out		105			
			Women	Girls	Boys
Detainees visited and monitored individually		366	24		4
	<i>of whom newly registered</i>	96	13		1
RCMs and other means of family contact					
RCMs collected		11			
RCMs distributed		6			
Phone calls made to families to inform them of the whereabouts of a detained relative		53			
Detainees visited by their relatives with ICRC/National Society support		473			

MAIN FIGURES AND INDICATORS: ASSISTANCE		Total	Women	Children
CIVILIANS (residents, IDPs, returnees, etc.)				
Economic security (in some cases provided within a protection or cooperation programme)				
Essential household items	Beneficiaries	75	24	24
Cash	Beneficiaries	1	1	
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)				
Economic security (in some cases provided within a protection programme)				
Essential household items	Beneficiaries	4,816	144	4
Cash	Beneficiaries	208	7	
Water and habitat (in some cases provided within a protection or cooperation programme)				
Water and habitat activities	Beneficiaries	4,470	321	
Health				
Places of detention visited by health staff	Structures	27		
Health facilities supported in places of detention visited by health staff	Structures	12		
WOUNDED AND SICK				
Hospitals				
Hospitals supported ¹	Structures			

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

BRUSSELS

COVERING: Institutions of the European Union (EU), NATO, specific armed forces in Western Europe, Belgium

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

KEY RESULTS/CONSTRAINTS IN 2017

- ▶ European Union (EU) institutions took IHL and humanitarian concerns into account while making decisions and drafting policies; they extended operational, policy and other forms of support to the ICRC.
- ▶ NATO incorporated humanitarian concerns and IHL in its decision-making; it drew on ICRC input for the implementation of its policy on the protection of civilians and for its lessons-learned process concerning Afghanistan.
- ▶ Coordination between the Red Cross EU Office and the ICRC ensured the coherence of Movement-wide humanitarian diplomacy with EU institutions, including on issues relating to migration.

YEARLY RESULT

Level of achievement of ICRC yearly objectives and plans of action

HIGH

EXPENDITURE IN KCHF

Protection	170
Assistance	-
Prevention	2,994
Cooperation with National Societies	245
General	15
Total	3,424
<i>Of which: Overheads</i>	<i>209</i>

IMPLEMENTATION RATE

Expenditure/yearly budget	97%
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PERSONNEL

Mobile staff	2
Resident staff (daily workers not included)	20

CONTEXT

The European Union (EU), through its various institutions, remained involved in crisis management and conflict resolution throughout the world. It paid close attention to the situation in Afghanistan, the Central African Republic, Iraq, Libya, Mali, South Sudan, the Syrian Arab Republic (hereafter Syria), Ukraine, Yemen, and the Lake Chad and Sahel regions in Africa. At year's end, 17 civilian or military missions were ongoing within the framework of the EU's Common Security and Defence Policy.

The EU also continued to be a major humanitarian donor. It dealt with humanitarian affairs mainly through the European Commission's Directorate-General for European Civil Protection and Humanitarian Aid Operations (ECHO); the Commission's Directorate-General for International Cooperation and Development dealt with international cooperation and development policy. EU policy debates, strategies and programmes reflected a growing interest in linking the humanitarian and development sectors. The Council of the EU also tackled humanitarian concerns through its Working Group on Humanitarian Aid and Food Aid (COHAFA), its Working Group on Public International Law (COJUR), and its High-Level Working Group on Asylum and Migration.

EU Member States faced different political, economic and social challenges, linked to such issues as the influx of migrants into Europe and regional security.

In May 2017, NATO joined the coalition led by the United States of America (hereafter US) that was carrying out operations against the Islamic State group in the Middle East. NATO also remained engaged in Afghanistan, where it trained, advised and assisted local security forces. European armed forces, and personnel from the Europe-based commands of the US armed forces, were deployed in various contexts under the mandates of the EU, NATO, UN, or by individual States. Some of these armed forces were party to conflicts; others provided training support within the framework of military cooperation.

ICRC ACTION AND RESULTS

In 2017, the ICRC continued to engage with the EU, NATO, the Belgian authorities and other influential parties based in Brussels, Belgium, to ensure that humanitarian concerns and IHL were given due consideration in their policies, decisions and operations, and to secure operational, legal, political and financial support for the fulfilment of its mandate throughout the world.

Discussions with EU institutions – especially the Council of the EU, the European Commission and the European Parliament – covered the situation in conflict-affected countries and the ICRC's work there (see *Context*). They also covered other matters of humanitarian concern, such as: the impact of hostilities in urban areas; the plight of migrants; the issue of missing persons; and the goals of the Health Care in Danger project. The ICRC also highlighted specific issues linked to EU initiatives that were of consequence for people affected by armed conflict and other humanitarian emergencies.

The ICRC and NATO continued their engagement at headquarters level – especially through the annual staff talks – and at strategic-command level. The ICRC gave NATO input for implementing its policy for protecting civilians, and contributed to a review of

NATO's doctrine on civil-military cooperation; support for NATO's lessons-learned process concerning Afghanistan was sustained. The ICRC also participated in training sessions and other related events, within the framework of its 2012 memorandum of understanding with NATO's two strategic commands: Allied Command Operations (ACO) in Mons, Belgium, and Allied Command Transformation (ACT) in Norfolk, Virginia, in the US. All these activities sought to ensure that NATO incorporated IHL and humanitarian considerations in its policies and decisions.

Dialogue with the Belgian authorities focused on humanitarian priorities in major ICRC operational contexts and on policy issues of common interest, such as mediation during armed conflict and other situations of violence. The ICRC and the Belgian authorities hosted a conference at which legal advisers from EU institutions, NATO, and various States within and outside the EU discussed the updated Commentary on the First Geneva Convention.

The ICRC continued to network with other humanitarian actors; this helped to foster exchanges on shared concerns and to strengthen coordination with them. The ICRC also continued to raise awareness of IHL and humanitarian issues among the wider public by: organizing events with academic institutions or bodies, such as the College of Europe and the Network on Humanitarian Assistance (NOHA) consortium of European universities; conducting briefings for Brussels-based NGOs and think-tanks, or having meetings with them; pursuing joint communication campaigns with ECHO and other partners; and keeping the media updated on humanitarian issues and ICRC activities.

Regular contact with the Brussels-based Red Cross EU Office ensured the coherence of Movement-wide humanitarian diplomacy with European institutions, particularly efforts to clarify the strictly humanitarian nature of the Movement's activities for migrants. The ICRC continued to cooperate regularly with the Belgian Red Cross in IHL-related and other humanitarian matters.

PEOPLE DEPRIVED OF THEIR FREEDOM

The ICRC did not carry out prison visits in Belgium, as there were no people there serving sentences handed down by the International Criminal Tribunal for the former Yugoslavia or the International Criminal Court. The ICRC remained ready to visit any detainees transferred to the country by international courts.

ACTORS OF INFLUENCE

The ICRC sustained its dialogue with EU institutions, NATO, the Belgian authorities and Europe-based armed forces, to promote humanitarian perspectives and IHL, strengthen support for its neutral, impartial and independent approach, and reinforce its position as the main source of reference on IHL-related matters. It also networked with other humanitarian actors and maintained contacts among academics, think-tanks, media organizations and others. Interaction with these various parties enabled exchange of views on shared concerns, helped strengthen coordination with them and broadened awareness of issues of pressing humanitarian concern.

EU shows support for principled humanitarian action

The ICRC sought to ensure that humanitarian considerations and respect for IHL were reflected in EU decisions, policies and programmes. It did so through its interaction with various EU institutions – especially the European Council, the European Parliament, the presidency of the Council of the EU, the European

External Action Service (EEAS), and the European Commission's directorates-general for humanitarian affairs and aid, migration and home affairs, and justice. It highlighted specific issues linked to European initiatives that were of consequence for people affected by armed conflicts and other humanitarian emergencies. The new EU directive on counter-terrorism, adopted in March, stressed the importance of respecting IHL and mitigating the potentially adverse effects, on humanitarian work, of counter-terrorism policy and legislation; the ICRC had engaged with EU institutions in this matter, and emphasized the necessity of upholding IHL.

The ICRC had high-level meetings throughout 2017 with senior officials, such as the commissioner for humanitarian aid and crisis management; it also engaged with the EEAS and with COHAF and COJUR. It conducted IHL-themed briefings and training sessions during the EEAS's crisis-management exercises, and attended events organized by various EU institutions.

Discussions and other forms of interaction with EU officials covered, *inter alia*: the humanitarian situation and ICRC operations in conflict-affected countries (see *Context*); conflicts in urban areas and the impact on essential infrastructure; protracted conflicts; protection of civilians; protection of medical personnel and facilities, and the necessity of ensuring safe access to health care; the issue of missing persons; internal displacement; access to education; sexual violence; detention, including detention of migrants; data protection; the Strengthening IHL process; cash-assistance projects and the ICRC's mandate and working procedures.

NATO considers ICRC recommendations on IHL

The institutional relationship between NATO and the ICRC was sustained through high-level dialogue, especially the annual staff talks and discussions between the ICRC's president and the secretary-general of NATO, when the latter visited the ICRC's headquarters in Geneva, Switzerland.

The ICRC and various NATO institutions, particularly its strategic and operational commands, continued to discuss IHL and various humanitarian issues, such as ensuring safe access to health care and preventing sexual violence during armed conflict and other violence. The ICRC contributed expert advice to NATO, mainly through workshops, for implementing its policy on protecting civilians. It also contributed to NATO's review of its doctrine on civil-military cooperation and its lessons-learned process concerning Afghanistan.

The ICRC also participated in training exercises, workshops and other related events within the framework of its 2012 memorandum of understanding with NATO's two strategic commands, ACO and ACT. These initiatives, and various engagements at training facilities – of NATO and those of its Member States – sought to ensure that current and future NATO officers understood the ICRC's mandate and work, and that they took IHL into account in their military planning and operations.

The ICRC sustained its dialogue with the armed forces of various European countries, and with the United States European Command, on their EU, NATO or UN commitments.

Belgium supports IHL promotion and the ICRC's work

The ICRC's dialogue with the Belgian authorities, including senior officials from the foreign affairs, development cooperation and justice ministries, covered such topics as the ICRC's priorities and activities in conflict-affected countries and the promotion, development and implementation of IHL.

Legal advisers and other officials from EU Member States, EU institutions and NATO, and from civil-society organizations and non-EU countries, discussed the updated Commentary on the First Geneva Convention at a conference hosted by the Belgian IHL committee and the ICRC. The ICRC's president set out the organization's views on mediation during armed conflict and other violence at a conference organized by the Belgian authorities.

The general public learn more about IHL provisions and issues of pressing humanitarian concern

Representatives from the EU, NATO, other international organizations, universities and think-tanks discussed various humanitarian issues – and described their activities – at events organized or attended by the ICRC. During the annual IHL colloquium that the ICRC organizes with the College of Europe, participants marked the 40th anniversary of the 1977 Additional Protocols. Humanitarian professionals and others attended an introductory IHL course organized by the Belgian Red Cross and the ICRC. Post-graduate students discussed IHL at seminars organized by the College of Europe with the Swiss government's support.

Communication campaigns – such as photo exhibits, film showings and campaigns on social media platforms – helped broaden public awareness of issues of humanitarian concern, such as the consequences for women of armed conflict and other violence, the goals of the Health Care in Danger project, and the issue of missing people. Some of these campaigns were carried out with partners, including ECHO and several European National Societies. Media organizations were kept updated on humanitarian issues and the ICRC's activities.

RED CROSS AND RED CRESCENT MOVEMENT

Coordination with the Brussels-based Red Cross EU Office, which represents the National Societies of EU Member States and the International Federation, ensured the coherence of Movement-wide humanitarian diplomacy with European institutions, particularly efforts to clarify the Movement's strictly humanitarian response to migration-related issues, and helped strengthen the impact of these diplomacy efforts.

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

The Belgian Red Cross and the ICRC continued to cooperate in promoting IHL and raising awareness of specific humanitarian issues (see *Actors of influence*).

LONDON

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



◆ ICRC mission + ICRC office

KEY RESULTS/CONSTRAINTS IN 2017

- ▶ The ICRC maintained its dialogue with the authorities and armed forces, particularly high-level bilateral discussions. It also continued to provide technical advice on legal and policy issues relating to humanitarian action.
- ▶ The ICRC monitored the well-being of people held in relation to past conflict or ongoing violence in Northern Ireland; in England and Wales, it began visiting security detainees at all high-security prisons.
- ▶ In December, the health authorities in Northern Ireland and the ICRC ended a plan for improving health care for detainees. There had been minimal progress in its implementation, as the authorities faced administrative constraints.
- ▶ With financial support and training from the ICRC, community-based organizations provided mediation services for people at risk from paramilitary violence in Northern Ireland.
- ▶ The British Red Cross and the ICRC drafted a new partnership agreement to continue strengthening cooperation in addressing the needs of violence-affected people in Northern Ireland and elsewhere.

EXPENDITURE IN KCHF

Protection	2,085
Assistance	-
Prevention	1,318
Cooperation with National Societies	481
General	50
Total	3,934
<i>Of which: Overheads</i>	<i>240</i>

IMPLEMENTATION RATE

Expenditure/yearly budget	92%
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PERSONNEL

Mobile staff	6
Resident staff (daily workers not included)	20

Set up in 2003, the London mission focuses on pursuing humanitarian diplomacy and facilitating ICRC operations in the field. Through contact with the British government, armed forces, and members of civil society, the ICRC seeks to foster support for IHL and the Movement. It has similar contact with the Irish authorities and armed forces. It visits detainees in selected prisons and supports community-based efforts to mitigate the consequences of violence. The ICRC works in partnership with the British Red Cross in various areas, while its cooperation with the Irish Red Cross focuses on promoting IHL and the Movement.

YEARLY RESULT

Level of achievement of ICRC yearly objectives and plans of action

HIGH

PROTECTION

	Total
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)	
ICRC visits	
Places of detention visited	11
Detainees in places of detention visited	4,356
<i>of whom visited and monitored individually</i>	139
Visits carried out	20
Restoring family links	
RCMs distributed	1

CONTEXT

The United Kingdom of Great Britain and Northern Ireland (hereafter UK) remained influential internationally, for instance, as a member of NATO and a permanent member of the UN Security Council. The British military continued to participate in coalition operations overseas, and in training programmes with the armed forces of other countries. It carried out air strikes in Iraq and in the Syrian Arab Republic (hereafter Syria), and maintained a limited military presence in Afghanistan.

Ireland and the UK contributed financially to humanitarian operations abroad.

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

Preparations for leaving the European Union, after a referendum in June 2016, continued. These matters dominated political discussions in the UK, the nature of a future border between Northern Ireland and Ireland being a central concern. In Northern Ireland, the administration remained at a political deadlock following the elections to the National Assembly in March.

ICRC ACTION AND RESULTS

The ICRC continued to strengthen its position as a key source of reference on IHL and humanitarian issues. It remained in regular contact with the authorities and with civil society, particularly NGOs, the media, and think-tanks, with a view to: ensuring that humanitarian considerations were taken into account in policy- and decision-making; fostering discussion of pressing humanitarian issues; and cultivating support for the Movement. It undertook activities to address humanitarian needs created by armed conflict and other situations of violence, including in Northern Ireland.

Through bilateral meetings, high-level visits and briefings, the ICRC kept government ministries, parliamentary committees and other influential bodies in Ireland and the UK informed of issues of humanitarian concern and ICRC activities worldwide. At one forum, for example, an ICRC representative served as a panellist in a discussion about developing a comprehensive response to internal displacement in various countries. Dialogue with the UK’s armed forces continued to focus on operational and legal matters and policies, and on ICRC initiatives such as the goals of the Health Care in Danger project.

With ICRC financial and capacity-building support, community-based organizations in Northern Ireland kept up their efforts to mitigate the effects of violence through mediation services and other means. At ICRC workshops, they learnt how to provide more effective assistance for victims of sexual violence and conduct their activities in line with the Safer Access Framework; some of these workshops were organized jointly with the Women’s Aid Federation. The ICRC maintained dialogue with other relevant actors in Northern Ireland; for instance, it met with the police, which helped establish dialogue on protection concerns and spread awareness of the services available to violence-affected people.

Following the completion of pilot visits to detainees in two prisons in 2016, the authorities and the ICRC expanded the programme

to include visits to detainees in all eight high-security prisons, and one women’s prison, in England and Wales. The ICRC also visited detainees at three prisons in Northern Ireland, in accordance with its standard procedures. Afterwards, findings and recommendations were submitted confidentially to the detaining authorities, to help them ensure that detainees’ treatment and living conditions were in line with internationally recognized standards and domestic law. In Northern Ireland, the health authorities and the ICRC conducted a workshop for prison officials and health staff on health care, in line with a plan of action for strengthening health care for detainees. Owing to administrative constraints, implementation of the plan ended in December.

The British Red Cross and the ICRC drafted a new partnership agreement, with a view to strengthening cooperation in joint assistance activities locally and abroad, and promoting humanitarian action among influential actors in the UK. Cooperation with the Irish Red Cross Society continued, mainly in promoting IHL and the Movement.

CIVILIANS

The ICRC maintained its dialogue with the relevant authorities, members of civil society, and others concerned, to broaden awareness of the humanitarian needs arising from the violence in Northern Ireland and from past conflict; it emphasized the needs of ex-detainees, former combatants, and victims of sexual and other violence. It encouraged paramilitary groups to consider alternative measures for resolving issues within communities, and promoted respect for humanitarian principles. Meetings with the police in Northern Ireland helped establish dialogue on protecting people affected by paramilitary violence and spread knowledge of the mediation services available from community-based organizations.

ICRC-supported organizations assist people at risk from paramilitary violence

In Northern Ireland, eight community-based organizations kept up their efforts, with ICRC financial and capacity-building support, to mitigate the effects of violence on vulnerable people. One organization carried out programmes for young people. The other seven provided mediation services for people targeted by paramilitary groups; as a result, the threats against some of these people were not carried out. The ICRC and the British Red Cross conducted focus-group discussions with violence-affected community members, which helped ensure that their activities were tailored to people’s needs.

ICRC workshops helped personnel from community-based organizations, the British Red Cross and the Women’s Aid Federation to conduct their activities in line with the Safer Access Framework; workshops organized with the Women’s Aid Federation also strengthened the ability of first responders to provide psychosocial support for victims of sexual and other violence. At ICRC seminars, people working in mediation programmes shared best practices with their peers.

Following on from an agreement signed with the governments of Argentina and the UK in 2016, the ICRC led efforts to identify the remains of more than 120 Argentine soldiers buried in the Falkland Islands/Islas Malvinas¹ (see *Brasilía*).

1. Disclaimer: The designations employed in this document imply neither official endorsement nor the expression of any opinion whatsoever on the part of the ICRC concerning the legal status of any territory, or concerning the delimitation of its frontiers or boundaries. Whenever a disputed territory is given different names by the parties concerned, the ICRC uses those names together, in alphabetical order.

PEOPLE DEPRIVED OF THEIR FREEDOM

The various concerns of detainees held in relation to past conflict and current violence in Northern Ireland, and of security detainees in England and Wales, remained the dominant theme of the ICRC's discussions with the pertinent authorities in Belfast and London; similar discussions were pursued with the authorities in Dublin. The ICRC also met with local organizations that represented detainees, or sought to ensure their well-being, in order to facilitate cooperation on issues of common concern, such as detainees' access to health care and education.

The ICRC visits detainees in every high-security prison in England and Wales

The ICRC visited two high-security prisons in 2016 as part of a pilot programme. In 2017, it secured the authorities' consent to begin visiting all eight high-security prisons, and one women's prison, in England and Wales. In Northern Ireland, the ICRC regularly visited detainees at the Maghaberry prison, a high-security prison where detainees from the same community and/or group were held together, and separated from others. The ICRC visited those in Hydebank Wood on an ad hoc basis. Visits to detainees in Magilligan prison did not take place, but the ICRC maintained dialogue with the prison authorities in case visits would be necessary. In total, it monitored the situation of 139 detainees individually.

These visits were conducted in accordance with standard ICRC procedures. Afterwards, findings were communicated confidentially to the authorities concerned; ICRC delegates also made recommendations for ensuring that detainees' treatment and living conditions were in line with internationally recognized standards and domestic law.

In Northern Ireland, following on from a plan of action they signed in 2016, the health authorities and the ICRC organized a workshop for prison officials and staff on health care for detainees. Further implementation was hindered, as the health authorities faced administrative constraints. The plan of action was ended in December.

The ICRC held a meeting with the Department of Justice in Ireland, with a view to offering to assess the situation of security detainees at one high-security prison.

ACTORS OF INFLUENCE

Bilateral meetings and high-level visits from ICRC officials, including the president, kept the authorities and parliamentarians in Ireland and the UK informed about humanitarian needs and the ICRC's activities and operational challenges in contexts such as Iraq, Syria and Yemen, as well as Northern Ireland. These meetings and visits were also opportunities to relay key messages on humanitarian issues to government ministers, and to cultivate support for ICRC activities at the UK's Department for International Development and at Irish Aid.

The UK's defence ministry draws on the ICRC for advice on certain policy issues

During discussions with UK government and military officials, the ICRC emphasized the necessity of taking humanitarian principles into account in decision- and policy-making; it also stressed the importance of supporting neutral, impartial, and independent

humanitarian action. Interaction with these authorities – through bilateral meetings and multilateral events – enriched policy debates and discussions on various topics, including: the humanitarian-development nexus; the rights of IDPs and migrants, and the issues of concern to them; and prevention of sexual violence during armed conflict. The ICRC continued to expand its dialogue with the Ministry of Defence and the Foreign and Commonwealth Office, in such areas as legal and policy issues connected to the UK's engagement overseas, including compliance with IHL.

The ICRC maintained its dialogue with the UK military on operational matters. Military personnel discussed IHL, the goals of the Health Care in Danger project, and other humanitarian issues at sessions organized by the ICRC, and during meetings and events abroad (see *International law and policy* and *Washington*, for example).

In Northern Ireland, the ICRC sustained its dialogue with pertinent parties; it encouraged them to help mitigate the impact of violence and address its consequences, and to foster support for its activities (see *Civilians*).

The ICRC continued to strengthen cooperation with Ireland in areas of common concern. It discussed the possibility of assessing the situation of detainees (see *People deprived of their freedom*). During bilateral meetings with senior officials, the ICRC discussed international issues of pressing humanitarian concern and cultivated support for its activities.

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

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

The London-based Institute of International Strategic Studies, the Swiss Federal Ministry for Foreign Affairs, and the ICRC organized a conference in Geneva on the humanitarian consequences of urban warfare. The new vice-president-designate of the ICRC gave the keynote address at a research conference on humanitarian aid during protracted conflicts; policy-makers, academics, and humanitarian professionals attended the conference. Following this event, the UK government and the ICRC increased cooperation in promoting research in such topics. The ICRC organized a forum with Chatham House on developing a comprehensive response to internal displacement in various countries; the panel – which contained an ICRC representative – also discussed an ICRC report from 2016 that examined how African States could best meet the obligations set out in the African Union Convention on IDPs.

Briefings and other modes of interaction with media professionals enabled the ICRC to broaden awareness of IHL and humanitarian principles. The general public learnt about the plight of people in countries affected by conflict or other violence, and about the ICRC's activities, through traditional and online media; the articles and audiovisual materials were produced by the ICRC or with its support.

RED CROSS AND RED CRESCENT MOVEMENT

The British Red Cross and the ICRC maintained their partnership in the UK and elsewhere. Cooperation between them covered such areas as: assistance for people affected by conflict and other violence, including in Northern Ireland; promotion of IHL and the Movement, particularly among influential actors in the UK; and fundraising among various audiences. In 2017, a new agreement – to be signed in 2018 – was drafted to strengthen coordination in joint initiatives, such as using cash transfer programmes to aid violence-affected people.

The British Red Cross and the ICRC jointly sponsored a case study that contributed to worldwide policy debates on local humanitarian action in various countries. In order to strengthen its fundraising efforts in the private sector, the ICRC assigned a second fundraising adviser to work with the British Red Cross; the first one was assigned in 2016.

The British Red Cross and the ICRC met regularly; this improved cooperation between them and increased their operational effectiveness. The ICRC's engagement with the Irish Red Cross continued, largely through regular meetings with senior officials, including the chairperson. An event in Northern Ireland helped the British Red Cross, the Irish Red Cross, and the ICRC to raise public awareness of the Movement and its activities within the country and elsewhere.

MAIN FIGURES AND INDICATORS: PROTECTION		Total			
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)					
ICRC visits					
			Women	Minors	
Places of detention visited		11			
Detainees in places of detention visited		4,356	53		
Visits carried out		20			
			Women	Girls	Boys
Detainees visited and monitored individually		139	12		
	<i>of whom newly registered</i>	89	12		
RCMs and other means of family contact					
RCMs distributed		1			