

EUROPE AND CENTRAL ASIA

PROTECTION	Total
CIVILIANS	
Restoring family links	
RCMs collected	651
RCMs distributed	542
Phone calls facilitated between family members	17,488
Tracing cases closed positively (subject located or fate established)	1,067
People reunited with their families	16
PEOPLE DEPRIVED OF THEIR FREEDOM	
ICRC visits	
Places of detention visited	171
Detainees in places of detention visited	75,664
<i>of whom visited and monitored individually</i>	1,490
Visits carried out	362
Restoring family links	
RCMs collected	77
RCMs distributed	119
Phone calls made to families to inform them of the whereabouts of a detained relative	166

EXPENDITURE IN KCHF	
Protection	40,220
Assistance	66,114
Prevention	19,593
Cooperation with National Societies	8,570
General	1,550
Total	136,047
<i>Of which: Overheads</i>	<i>8,163</i>

IMPLEMENTATION RATE	
Expenditure/yearly budget	95%

PERSONNEL	
Mobile staff	209
Resident staff (daily workers not included)	1,132

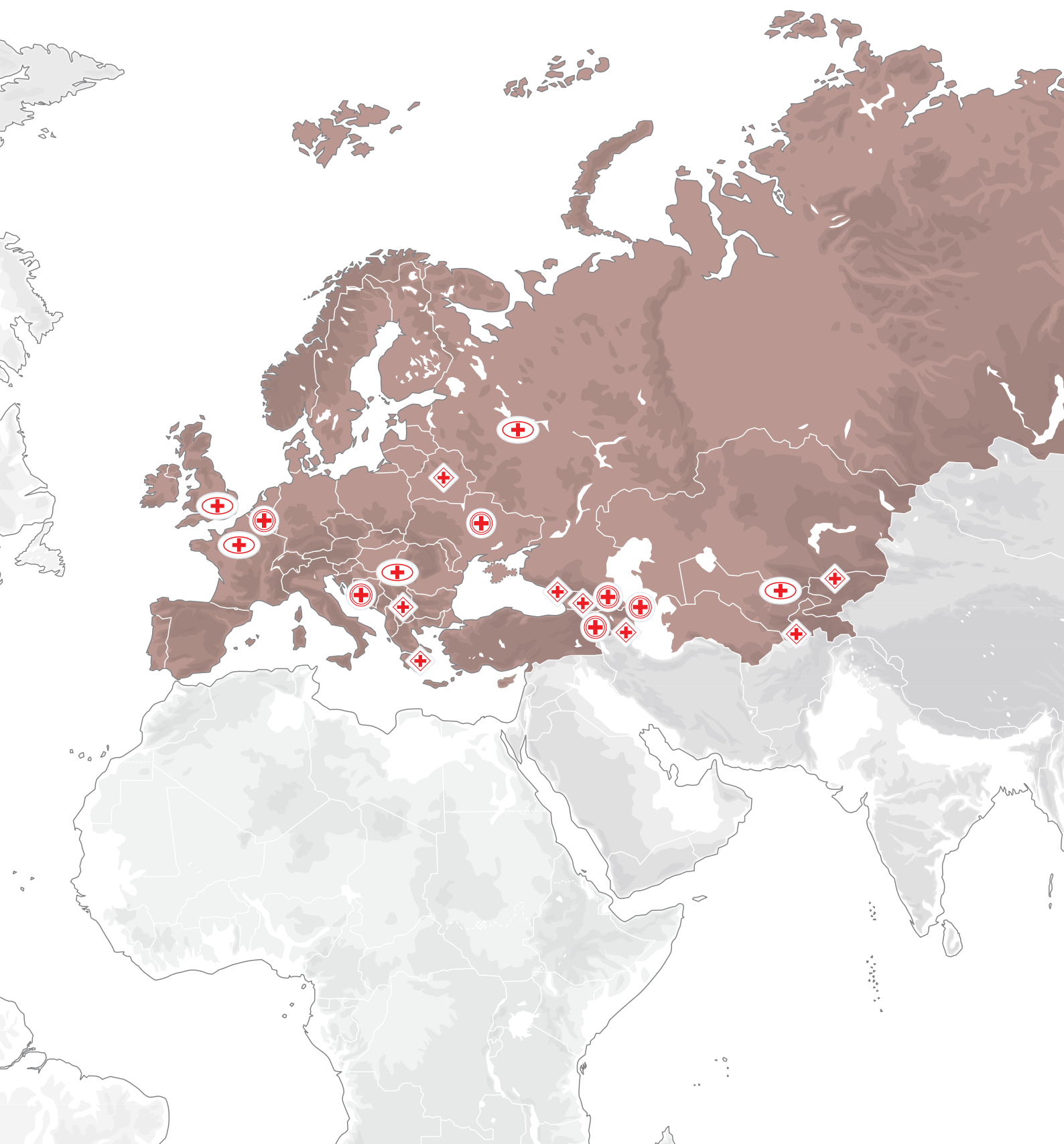
ASSISTANCE		2019 Targets (up to)	Achieved
CIVILIANS			
Economic security			
Food consumption	Beneficiaries	579,405	224,132
Food production	Beneficiaries	56,670	39,213
Income support	Beneficiaries	10,794	15,854
Living conditions	Beneficiaries	714,945	335,701
Capacity-building	Beneficiaries	28	46
Water and habitat			
Water and habitat activities	Beneficiaries	1,668,660	1,417,790
Health			
Health centres supported	Structures	64	69
PEOPLE DEPRIVED OF THEIR FREEDOM			
Economic security			
Food consumption	Beneficiaries		2,500
Living conditions	Beneficiaries	12,700	18,448
Water and habitat			
Water and habitat activities	Beneficiaries	15,956	22,232
WOUNDED AND SICK			
Medical care			
Hospitals supported	Structures	55	42
Physical rehabilitation			
Projects supported	Projects	8	8
Water and habitat			
Water and habitat activities	Beds (capacity)	2,100	2,787

DELEGATIONS

Armenia
 Azerbaijan
 Balkans (regional)
 Brussels
 Georgia

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

-  ICRC delegation
-  ICRC regional delegation
-  ICRC mission



ARMENIA

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, training and sanctions 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/plans of action

HIGH



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KEY RESULTS/CONSTRAINTS IN 2019

- At the request of the authorities concerned, the ICRC acted as a neutral intermediary in the transfer of ex-detainees across the Armenia–Azerbaijan border.
- The ICRC reminded the sides to the conflict of IHL provisions on the conduct of hostilities. Its intercessions enabled communities to safely hold cultural events, repair public facilities and farm near front-line areas.
- Communities near the border and mine victims' families took steps to reduce their economic vulnerability by undertaking income-generating activities with the ICRC's support.
- Aided by the ICRC, border communities made structural modifications to at-risk houses and schools facing military positions, learnt how to protect themselves, and had better access to water.
- Community volunteers were trained in first aid, and doctors and nurses in emergency-room trauma care; this made it more likely that wounded people would receive appropriate care if the conflict intensified.
- Preservation of information on missing people went on as planned. Missing people's families received psychosocial support and other services through a comprehensive support programme being run by ICRC-trained counsellors.

EXPENDITURE IN KCHF

Protection	1,582
Assistance	1,593
Prevention	804
Cooperation with National Societies	369
General	103
Total	4,452
<i>Of which: Overheads</i>	272

IMPLEMENTATION RATE

Expenditure/yearly budget	96%
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PERSONNEL

Mobile staff	9
Resident staff (daily workers not included)	46

PROTECTION	Total
CIVILIANS	
Restoring family links	
RCMs collected	17
RCMs distributed	7
Phone calls facilitated between family members	257
PEOPLE DEPRIVED OF THEIR FREEDOM	
ICRC visits	
Places of detention visited	15
Detainees in places of detention visited	2,457
<i>of whom visited and monitored individually</i>	12
Visits carried out	28
Restoring family links	
RCMs distributed	6
Phone calls made to families to inform them of the whereabouts of a detained relative	9

ASSISTANCE	2019 Targets (up to)	Achieved	
CIVILIANS			
Economic security			
Income support	Beneficiaries	780	1,072
Living conditions	Beneficiaries	60	98
Capacity-building	Beneficiaries	16	
Water and habitat			
Water and habitat activities	Beneficiaries	3,600	2,595
PEOPLE DEPRIVED OF THEIR FREEDOM			
Economic security			
Living conditions	Beneficiaries		4
WOUNDED AND SICK			
Medical care			
Hospitals supported	Structures	3	4

CONTEXT

Owing to the unresolved Nagorno-Karabakh conflict, the situation at the Armenia-Azerbaijan border and the line of contact remained tense. Casualties and exchanges of fire were reported, but were much less frequent after the sides to the conflict established, in 2018, communication channels to address ceasefire violations.

The Minsk Group of the Organization for Security and Co-operation in Europe (OSCE), co-chaired by France, the Russian Federation and the United States of America, continued to lead the OSCE's efforts to find a peaceful solution to the Nagorno-Karabakh conflict.

Civilians living near the Armenia-Azerbaijan border remained at risk from military activities and from landmines; these also restricted their movement, limited access to basic services and hindered pursuit of their livelihoods.

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

The Armenian government undertook a broad range of reforms, which included overhauling social policies and the justice sector.

ICRC ACTION AND RESULTS

The ICRC maintained its efforts to mitigate the humanitarian consequences of the Nagorno-Karabakh conflict. Employing a regional approach (see also *Azerbaijan*), it monitored the situation of the people affected and, when necessary, made representations to the sides to the conflict on their obligation under IHL to protect civilians and civilian objects. In its role of neutral intermediary, and with the consent of the sides concerned, the ICRC facilitated the transfer of ex-detainees across the Armenia-Azerbaijan border.

The ICRC stepped up its efforts to mobilize authorities, and local and international NGOs and other organizations, to take longer-term measures to address the needs of mine victims, missing people's families, civilians in border regions and other people affected by the conflict. It shared with them its experience in implementing, since the 1990s, activities to protect and assist the people affected, and encouraged them to carry out such activities in the future.

People affected by the conflict received various forms of support based on the needs they had expressed. The ICRC's multidisciplinary approach helped ameliorate the consequences of the conflict for their safety, mental health and livelihoods. With the ICRC's help, community members built walls in front of communal facilities facing military positions, to protect themselves from stray gunfire; school basements designated as "safer rooms" were renovated. Water for drinking and irrigation became more readily available after the ICRC repaired a water facility near the border; maintenance training for water technicians helped ensure the long-term functioning of water facilities repaired in past years. Border

communities and mine victims received financial and material assistance for pursuing income-generating activities; other vulnerable people were given cash to help them cover their immediate needs or repair their homes.

The ICRC trained teachers in border communities in psychological self-care, so that they could do the same for students, parents and other community members affected by the conflict. With the ICRC's help, the Armenian Red Cross Society trained teachers, students and community volunteers in first aid; by doing so, it hoped to increase the likelihood of wounded people receiving appropriate care if the conflict intensified. The ICRC helped improve emergency services at border hospitals by training their staff in surgical care, donating medical supplies and conducting small-scale structural repairs.

Members of dispersed families made use of the Movement's family-links services. The ICRC continued its dialogue with the authorities on the necessity of clarifying, for humanitarian reasons, the fate of missing people and informing their families. It facilitated the long-term storage of data on missing people, for identifying exhumed human remains at a later date. Sponsored by the ICRC, forensic scientists attended international workshops on humanitarian forensics. A support network mobilized by the ICRC helped missing people's families to address their legal and psychosocial needs.

The ICRC visited detainees, including people held in connection with the conflict. It monitored their treatment and living conditions, and helped them maintain contact with their relatives. Detaining authorities were given expert advice for reforming the penitentiary system in line with internationally recognized standards for detention.

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

The ICRC and other Movement components provided the National Society with support for expanding its operations, particularly in border regions. Movement components adopted a contingency plan for natural disasters and other emergencies in Armenia.

CIVILIANS

As civilians continued to be at risk from military activities (see *Context*), the ICRC, through field visits and discussions with community leaders and local authorities, monitored both the humanitarian situation of the communities affected and compliance with IHL by the sides to the conflict. It communicated its findings to the sides (see also *Azerbaijan*) through bilateral dialogue, phone calls and written representations, and reminded them of IHL provisions governing the conduct of hostilities, particularly the obligation to protect civilians and medical services. The ICRC's intercessions enabled communities to safely hold cultural events, repair public facilities and farm near front-line areas.

Through round tables and discussions in other settings, the ICRC intensified its efforts to persuade the authorities to take longer-term measures to improve the circumstances of people affected by the conflict, particularly civilian victims of mines and explosive remnants of war, and people living near the border with Azerbaijan. It gave the Armenian Centre for Humanitarian Demining and Expertise (CHDE) advice for revising its mine-action strategy and amending a draft law on mine action; both documents aimed at addressing the humanitarian consequences of weapon contamination comprehensively. The Ministry of Emergency Situations and authorities in border regions were urged to take steps to mitigate the effects of the conflict on the safety and livelihoods of people living in border regions. The ICRC employed a multi-disciplinary approach (see below) to addressing the needs expressed by the communities affected. It mobilized authorities, local and international NGOs and other organizations to support its response to these needs. It also discussed with them what it had been doing to protect and assist people affected by the conflict since the 1990s.

Border communities and mine victims reduce their economic vulnerability

The Armenian Red Cross Society and the ICRC made roughly 200 home visits to assess the socio-economic situation of mine victims, including people newly registered by the CHDE and others whom the ICRC had helped to start income-generating activities in the past. The ICRC trained 12 National Society volunteers to carry out these assessments; seven volunteers already trained by the ICRC conducted the assessments independently.

With cash and skills training from the ICRC, mine victims and their households (665 people in all) opened small businesses (e.g. tailoring shop, bakery) or raised livestock; the income from these businesses made them less economically vulnerable. Financial support from the ICRC enabled five households (24 people) to pay the interest on their small-business loans and two impoverished families (four people) to cover their most pressing needs.

The ICRC organized training in sustainable farming for residents of Berkaber, in Tavush Province. A local NGO, with funds from the ICRC, launched a community project to breed chinchillas. This provided jobs for residents of Berkaber, benefiting 379 people in all; money generated by the project would be given to destitute members of the community.

The ICRC provided cash or household essentials for 98 vulnerable people to help ease their living conditions. They included 19 families of mine victims, who had repairs made to their houses with the help of a local NGO and interest-free loans from the ICRC.

Border communities have safer surroundings and better access to water

The ICRC talked with students, teachers and parents from seven border communities about the effects of the conflict on school activities. It subsequently discussed the matter with local and regional authorities, the education ministry, and local and international NGOs. Following these discussions, the authorities donated money for some ICRC construction

projects related to passive security measures (see below). The ICRC shared its guidelines for these construction projects with the authorities and border communities, as these guidelines might prove useful if they decide to implement these projects in the future.

With material, technical and financial support from the ICRC, seven communities from the regions of Ararat, Tavush and Vayots Dzor renovated safer rooms (e.g. school basements), walled in windows facing military positions, and built protective walls in front of schools and other communal facilities; 1,170 people benefited from these projects, which were supplemented with training in first aid and psychosocial support (see *Wounded and sick*).

The ICRC trained 25 technicians from 25 villages in maintaining water facilities that were sites of past ICRC projects. Water technicians in two towns set up workshops to repair components of water facilities, with equipment donated by the ICRC. A water-supply project in Tavush, begun in 2018, was completed; around 1,400 people benefited.

To avoid duplicating the efforts of the National Society and the CHDE, the ICRC cancelled its activities and instead gave them technical support for their joint programme in mine-risk education. CHDE medics attended an ICRC course in managing blast injuries; training for CHDE staff in assisting mine victims was postponed to 2020.

Data on missing people continue to be collected and preserved

The ICRC urged the pertinent authorities to establish, for humanitarian purposes, procedures for clarifying the fate of missing people in the region and a legal framework for preventing disappearances. It apprised them of its work on missing-persons cases and submitted a proposal for collecting and managing post-mortem data, including information on burial sites.

The ICRC continued to facilitate the long-term preservation of data on missing people, for identifying exhumed human remains at a later date. Ante-mortem data collected and reviewed by the ICRC were handed over to the CEPOD; a CEPOD staff member was trained to enter these data in the CEPOD's ante/post-mortem database.

The ICRC did not organize training in managing human remains; instead, it concentrated on building local forensic capacities. A forensic laboratory in Yerevan stored the biological reference samples collected from missing people's relatives; the laboratory received forensic supplies and equipment from the ICRC. Sponsored by the ICRC, Armenian forensic scientists attended workshops on humanitarian forensics in Italy and Portugal.

Missing people's families addressed their psychological, legal and administrative needs through a comprehensive support programme that was run independently by ICRC-trained counsellors. Through information sessions, the ICRC kept missing people's families abreast of developments in its work on missing-persons cases.

People separated by conflict, migration or other circumstances maintained contact through the Movement's family-links services. The National Society received technical and material support for expanding its family-links capacities.

PEOPLE DEPRIVED OF THEIR FREEDOM

The ICRC visited detainees in accordance with its standard procedures. It followed up the situation of people held in connection with the conflict, detainees serving life sentences, foreigners, hunger strikers and other vulnerable detainees. Findings from these visits, and recommendations whenever necessary, were communicated confidentially to the detaining authorities, to help ensure that detainees' treatment complied with IHL and/or met internationally recognized standards.

The ICRC gave the authorities expert advice for aligning ongoing reforms in the penitentiary system with internationally recognized standards for detention. At a round table attended by officials from the justice and health ministries, the ombudsman's office and the Council of Europe, the ICRC reiterated the necessity of addressing the mental-health needs of detainees, particularly those under life sentence or in prolonged solitary confinement. The ICRC and the justice ministry held preliminary discussions about the possibility of making educational activities available to detainees.

To promote well-being among detainees, the ICRC donated basic exercise equipment for the yard at one prison holding many detainees in solitary confinement; it conducted training in its use and held information sessions on good health practices.

Vulnerable detainees were given hygiene kits or phone cards based on need. The ICRC referred ailing detainees to the penitentiary system's medical services department.

Detainees make use of the ICRC's family-links services

Detainees maintained contact with their relatives through RCMs and phone calls facilitated by the ICRC. Families in Armenia sent books and other items to relatives detained in Azerbaijan through the ICRC. In prisons under the authority of the justice ministry, foreigners and other detainees not receiving family visits made online video calls to their relatives.

In June, at the authorities' request, the ICRC acted as a neutral intermediary in the repatriation of two ex-detainees, one Azerbaijani and the other, Armenian (see *Azerbaijan*). The ICRC had visited them before their release to check on them and confirm their willingness to be repatriated.

WOUNDED AND SICK

The Armenian Red Cross, with material and technical support from the ICRC, supplemented the safety measures taken by border communities (see *Civilians*). It conducted first-aid training and refresher courses for about 1,300 people in 22 communities. They included rescue personnel from the Ministry of Emergency Situations, hospital staff, community volunteers, and nearly 700 teachers and students from 22 schools. The ICRC also briefed them on the goals of the Health Care in Danger initiative, and suggested a number of self-protective measures in line with the Safer Access Framework.

During a series of multidisciplinary ICRC assessments, community members expressed their need for relief from conflict-related distress. In response, the ICRC trained, over a three-month period, 24 teachers from two communities in psychological self-care, so that they could do the same for students, parents and others affected by the conflict. This project was extended to another border community; 34 teachers were trained by year's end.

Hospitals in border communities receive support for improving emergency services

Four hospitals received medical supplies from the ICRC. Three of them were in Tavush and were given basic medical equipment for their emergency departments; the ICRC also carried out minor infrastructural improvements (e.g. widening doors to facilitate access for paramedics and stretchers). An ICRC course in emergency-room trauma care was attended by 21 doctors and nurses from the three hospitals mentioned above.

The ICRC, in cooperation with the WHO, continued to help the health ministry develop guidelines, in accordance with national standards, for emergency care in Tavush.

ACTORS OF INFLUENCE

Acceptance for the ICRC's mandate, and for its role of neutral intermediary, remained unchanged among the sides to the conflict (see *Civilians* and *People deprived of their freedom*; see also *Azerbaijan*). The ICRC strove to gain support for its activities to benefit border communities, mine victims, detainees and missing people's families. To realize this objective, it met with officials from the defence, justice and foreign ministries and the ombudsman's office; heads of parliamentary committees; officials from the OSCE Minsk Group and other diplomats; and representatives from local and international NGOs.

Lawmakers and others involved in legislative reforms were given expert advice for incorporating IHL provisions in draft laws. The Ministry of Emergency Situations amended the draft civil defence law to align it with IHL, as per the ICRC's recommendations. The defence minister affirmed the military's commitment to implementing, with ICRC support, the recommendations of a review of IHL integration into military education and operations; this review was carried out jointly by defence ministry personnel and the ICRC.

The defence ministry and the ICRC continued to cooperate in IHL training and promotion for and among military personnel. Around 600 border troops were briefed on the protection afforded by IHL to civilians and medical personnel and facilities. The ICRC conducted training and information sessions on IHL for 12 military instructors, 110 peacekeepers preparing for missions abroad and 120 junior military officers. It sponsored three senior military officers to attend regional conferences on IHL implementation (see *International law and policy* and *Taskhent*).

Journalists and students broaden their knowledge of IHL

Journalists used ICRC news releases, social-media posts and other means to broaden awareness of humanitarian needs linked to the conflict and of the ICRC's activities. After taking a field trip organized by the ICRC, journalists reported on the ICRC's efforts to improve safe access to water and farmland in areas facing military positions.

More than 50 students from Armenia and neighbouring countries enriched their understanding of IHL at a summer course, a conference for young researchers, and a national moot court competition that the ICRC organized with leading universities in Armenia. The ICRC sponsored nine university students to participate in an international moot court competition. With the ICRC's support, the National Society briefed around 6,500 students in 278 schools on the Movement's activities and the Fundamental Principles.

RED CROSS AND RED CRESCENT MOVEMENT

The Armenian Red Cross and the ICRC worked together to assist conflict-affected communities (see *Civilians and Wounded and sick*). The National Society adopted guidelines for security management, drafted with the ICRC's help, and trained its staff in them. Aided by the ICRC, the National

Society's disaster response teams and rescue personnel from the Ministry of Emergency Situations conducted drills, in four border regions and in Yerevan, on administering first aid and managing human remains during mass-casualty situations.

The ICRC, together with other Movement components working in the country, helped the National Society strengthen organizational capacities at its branches near the international border. The ICRC also trained National Society staff in volunteer recruitment and retention and in fundraising. With the ICRC's financial support, the National Society provided insurance coverage for 100 volunteers.

A contingency plan for natural disasters and other emergencies in Armenia, drafted with the ICRC's help, was finalized and adopted by Movement components working in the country.

MAIN FIGURES AND INDICATORS: PROTECTION

CIVILIANS		Total			
RCMs and other means of family contact			UAMs/SC		
RCMs collected		17			
RCMs distributed		7			
Phone calls facilitated between family members		257			
Tracing requests, including cases of missing persons			Women	Girls	Boys
Tracing cases still being handled at the end of the reporting period (people)		407	25		6
	<i>including people for whom tracing requests were registered by another delegation</i>	3			
PEOPLE DEPRIVED OF THEIR FREEDOM					
ICRC visits			Women	Minors	
Places of detention visited		15			
Detainees in places of detention visited		2,457	75	6	
Visits carried out		28			
			Women	Girls	Boys
Detainees visited and monitored individually		12	2		
	<i>of whom newly registered</i>	2	1		
RCMs and other means of family contact					
RCMs distributed		6			
Phone calls made to families to inform them of the whereabouts of a detained relative		9			
Detainees released and transferred/repatriated by/via the ICRC		1			

MAIN FIGURES AND INDICATORS: ASSISTANCE

CIVILIANS		Total	Women	Children
Economic security				
Income support	Beneficiaries	1,072	346	365
Living conditions	Beneficiaries	98	34	26
Water and habitat				
Water and habitat activities	Beneficiaries	2,595		
PEOPLE DEPRIVED OF THEIR FREEDOM				
Economic security				
Living conditions	Beneficiaries	4	3	
WOUNDED AND SICK				
Hospitals				
Hospitals supported	Structures	4		
Services at hospitals not monitored directly by ICRC staff				
Weapon-wound admissions (surgical and non-surgical admissions)		3		
Weapon-wound surgeries performed		3		
First aid				
First-aid training				
	Sessions	70		
	Participants (aggregated monthly data)	1,272		

AZERBAIJAN

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/plans of action

HIGH

KEY RESULTS/CONSTRAINTS IN 2019

- At the request of the authorities concerned, the ICRC acted as a neutral intermediary in the transfer of ex-detainees and human remains across the Azerbaijan–Armenia border and the line of contact.
- The ICRC reminded the sides to the conflict of IHL provisions on the conduct of hostilities. Its intercessions enabled communities to safely hold cultural events, repair public facilities and farm near front-line areas.
- Front-line communities, and mine victims' and missing people's families, took steps to reduce their economic vulnerability by undertaking income-generating activities with support from the ICRC.
- Azerbaijani families made online video calls, arranged by the ICRC, to relatives in an orphanage in Iraq. Children repatriated from Iraq received mental-health and psychosocial support from ICRC-trained social workers.
- Teachers and other volunteers trained by the ICRC provided psychosocial support for conflict-affected people in front-line communities, particularly children.
- Community volunteers were trained in first aid, and doctors in wound surgery; this made it more likely that wounded people would receive appropriate care if the conflict intensified.

EXPENDITURE IN KCHF

Protection	4,731
Assistance	4,616
Prevention	884
Cooperation with National Societies	632
General	129
Total	10,991
<i>Of which: Overheads</i>	<i>671</i>

IMPLEMENTATION RATE

Expenditure/yearly budget	99%
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PERSONNEL

Mobile staff	24
Resident staff (daily workers not included)	127



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PROTECTION	Total
CIVILIANS	
Restoring family links	
RCMs collected	241
RCMs distributed	211
Phone calls facilitated between family members	810
Tracing cases closed positively (subject located or fate established)	305
PEOPLE DEPRIVED OF THEIR FREEDOM	
ICRC visits	
Places of detention visited	40
Detainees in places of detention visited	19,800
<i>of whom visited and monitored individually</i>	332
Visits carried out	121
Restoring family links	
RCMs collected	33
RCMs distributed	61
Phone calls made to families to inform them of the whereabouts of a detained relative	16

ASSISTANCE	2019 Targets (up to)	Achieved	
CIVILIANS			
Economic security			
Food production	Beneficiaries	5,400	7,141
Income support	Beneficiaries	903	3,198
Living conditions	Beneficiaries	50	155
Capacity-building	Beneficiaries	6	
Water and habitat			
Water and habitat activities	Beneficiaries	4,060	6,019
PEOPLE DEPRIVED OF THEIR FREEDOM			
Economic security			
Living conditions	Beneficiaries		2,809
WOUNDED AND SICK			
Medical care			
Hospitals supported	Structures	3	1

CONTEXT

Owing to the unresolved Nagorno-Karabakh conflict, the situation at the Azerbaijan-Armenia border and the line of contact remained tense. Casualties and exchanges of fire were reported, but were much less frequent after the sides to the conflict established, in 2018, communication channels to address ceasefire violations.

The Minsk Group of the Organization for Security and Co-operation in Europe (OSCE), co-chaired by France, the Russian Federation and the United States of America, continued to lead the OSCE's efforts to find a peaceful solution to the Nagorno-Karabakh conflict.

Civilians living near the Azerbaijan-Armenia border and the line of contact remained at risk from military activities and from landmines; these also restricted their movement, limited access to basic services and hindered pursuit of their livelihoods.

Roughly 4,500 people remained unaccounted for in connection with the conflict in the 1990s. The Commissions on Prisoners of War, Hostages and Missing Persons (CEPODs) of the sides to the conflict continued to address the issue, but at a slow pace and without establishing a coordination mechanism. In January, as part of its ongoing reforms, the Azerbaijani government dissolved its CEPOD.

Some families were waiting for news of relatives still in areas of Iraq and the Syrian Arab Republic (hereafter Syria) formerly controlled by the Islamic State group. Around 50 Azerbaijani children were repatriated from Iraq in 2019.

ICRC ACTION AND RESULTS

The ICRC maintained its efforts to mitigate the humanitarian consequences of the Nagorno-Karabakh conflict. Employing a regional approach (see also *Armenia*), it monitored the situation of the people affected and, when necessary, made representations to the sides to the conflict on their obligation under IHL to protect civilians and civilian objects. In its role of neutral intermediary, and with the consent of the sides concerned, the ICRC facilitated the transfer of ex-detainees and human remains across the Azerbaijan-Armenia border and the line of contact.

The ICRC stepped up its efforts to mobilize the pertinent authorities, and local and international NGOs and other organizations, to take longer-term measures to address the needs of mine victims, missing people's families, front-line communities, and other people affected by the conflict. It shared with them its experience in implementing, since the 1990s, activities to protect and assist the people affected, and encouraged them to carry out such activities in the future.

People affected by the conflict received various forms of support based on the needs they had expressed. The ICRC's multidisciplinary approach helped ameliorate the consequences of the

conflict for their safety, mental health and livelihoods. With the ICRC's help, community members built a wall in front of a playground facing military positions, for protection from stray gunfire. The ICRC donated basic emergency supplies for school basements that it had previously renovated and designated as "safer rooms". It supplemented these measures with emergency drills, provision of psychosocial support, first-aid training and information sessions on mine risks and safe practices. Water for drinking and irrigation, and electricity, became more readily available after the ICRC repaired water and electrical facilities near front-line areas. Technicians were trained in maintaining water-supply systems, and communities briefed on water conservation.

Front-line communities, missing people's families and mine victims' households received financial and material assistance for pursuing income-generating activities, and achieving some degree of self-sufficiency. Other vulnerable people were given cash to help them cover their immediate needs or repair their homes.

The ICRC conducted or supported first-aid training, to increase the likelihood of wounded people receiving appropriate care if the conflict intensified. Training in wound surgery for their staff helped strengthen hospitals' capacities in emergency care. A physical rehabilitation centre in Nagorno-Karabakh provided services for disabled people with the ICRC's financial support.

The ICRC continued its dialogue with the sides to the conflict on the necessity of clarifying, for humanitarian reasons, the fate of missing people and informing their families. It facilitated the long-term storage of data on missing people, for identifying exhumed human remains at a later date. ICRC-trained peer counsellors and psychologists helped missing people's families cope with the uncertainty surrounding the fate of their relatives.

Members of dispersed families made use of the Movement's family-links services. Azerbaijani children repatriated from Iraq received mental-health and psychosocial support, and other services, with the ICRC's help.

The ICRC visited detainees, including people held in connection with the conflict. It monitored their treatment and living conditions, and helped them maintain contact with their relatives. Detainees diagnosed with mental disorders by ICRC-trained psychiatrists were referred for suitable care.

Its work for people affected by the Nagorno-Karabakh conflict remained at the centre of the ICRC's engagement with the authorities and civil society. It organized various events to broaden people's knowledge of and support for IHL.

With the ICRC's support, the Red Crescent Society of Azerbaijan strengthened its capacity to respond to emergencies and assist conflict-affected communities.

CIVILIANS

As civilians continued to be at risk from military activities (see *Context*), the ICRC, through field visits and discussions with community leaders and the pertinent authorities, monitored both the humanitarian situation of the communities affected and compliance with IHL by the sides to the conflict. It communicated its findings to the sides (see also *Armenia*) through bilateral dialogue, phone calls and written representations, and reminded them of IHL provisions governing the conduct of hostilities, particularly the obligation to protect civilians and medical services. The ICRC's intercessions enabled communities to safely hold cultural events, repair public facilities and farm near front-line areas. The ICRC employed a multi-disciplinary approach (see below) to addressing the needs expressed by the communities affected.

In September, at the request of the sides and in coordination with the OSCE, the ICRC acted as a neutral intermediary in the retrieval of a soldier's remains from across the line of contact.

Through round tables and discussions in other settings, the ICRC intensified its efforts to persuade the pertinent authorities to take longer-term measures to improve the circumstances of people affected by the conflict, particularly civilian victims of mines and people living near the border with Armenia. It mobilized authorities, local and international NGOs and other organizations to support its response to these needs. It also discussed with them what it had been doing to protect and assist people affected by the conflict since the 1990s.

The ICRC organized a field trip to front-line villages for the authorities and showed them the results of its water and livelihood projects; the aim was to deepen their understanding of the situation of the communities there and persuade the government to step up its support for water access and livelihoods for front-line communities.

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

The ICRC provided 1,591 households (7,141 people) from 12 front-line communities with high-yield seed, tools and fertilizers, and training in sustainable irrigation, to produce saffron, honey, hazelnut, garlic and other cash crops. The money they earned in this way helped reduce their economic vulnerability.

Mine victims, missing people's families and households in front-line communities used cash from the ICRC to participate in microeconomic initiatives or to cover their immediate needs; around 300 people benefited. Additional supplies were given to 576 households (2,592 people) that had begun a potato-seed-multiplication project in 2018. Ten people became more employable after completing a vocational course paid for by the ICRC. After being referred by the ICRC, 22 people earned money through a government cash-for-work programme. Monthly allowances from the ICRC augmented the pensions of 277 elderly people living alone.

A total of 155 vulnerable people, including ex-POWs, received hygiene items, cash or other support to alleviate their living conditions. They included nine families of mine victims (47 people) in Nagorno-Karabakh, who had repairs made to their houses with material support from the ICRC.

Communities are more effectively protected against the consequences of the conflict

About 6,000 people benefited from the ICRC's water and habitat projects.

In underserved front-line villages, the ICRC repaired irrigation pipes and electrical lines, and installed water pumps, tanks, and a rainwater-harvesting facility. As a result, water for drinking and irrigation, and electricity, became more readily available to nearly 2,400 people. Water technicians received maintenance training and equipment from the ICRC. The Red Crescent Society of Azerbaijan and the ICRC promoted water conservation: they visited houses and schools, and talked with roughly 3,500 people.

The ICRC donated supplies for the basements of 16 schools; it had renovated these basements in 2018, for use as safer rooms if hostilities intensified. With the ICRC's support, community members built a protective wall in front of a playground exposed to military positions. These measures were supplemented with first-aid training (see *Wounded and sick*) and evacuation drills. Some 2,000 people learnt safe practices at information sessions conducted by the National Society and the ICRC.

Nearly 900 students from 13 front-line communities took part in activities to alleviate conflict-related stress; 80 teachers, trained by the ICRC in counselling and play therapy, led these activities. The ICRC trained seven teachers and three National Society volunteers in psychological self-care, so that they could do the same for students, parents and other community members affected by the conflict.

Humanitarian deminers from Nagorno-Karabakh attended an ICRC course in managing blast injuries.

Data on missing people continue to be collected and preserved

The ICRC urged the pertinent authorities to establish, for humanitarian purposes, procedures for clarifying the fate of missing people in the region and a legal framework for preventing disappearances. It apprised them of its work on missing-persons cases and drafted a proposal, to be submitted in 2020, for collecting and managing post-mortem data, including information on burial sites.

The ICRC collected, through buccal swabs, biological reference samples from missing people's relatives; peer counsellors were present for the duration of the process. The samples were sent to a laboratory for long-term storage. Ante-mortem data collected and reviewed by the ICRC were handed over to the CEPODs of the sides, which entered them in their ante/post-mortem databases. This was disrupted by the dissolution of the Azerbaijani CEPOD in January (see *Context*); its database operators resumed entering ante-mortem data in the CEPOD's ante/post-mortem database in September. The ICRC trained a database operator in Nagorno-Karabakh.

The ICRC gave the pertinent authorities and forensic laboratories expert advice on exhuming and identifying human remains in line with best forensic practices; it organized round tables and other meetings on the subject. The main morgue in Nagorno-Karabakh was given forensic supplies.

Missing people's families receive comprehensive support

A support programme run by ICRC-trained peer counsellors and psychologists helped missing people's families to cope with the psychological, social and economic consequences of not knowing the fate of their relatives. The programme included individual or group counselling, home visits, information sessions and referrals for legal, administrative or medical assistance. Through information sessions, the ICRC kept missing people's families abreast of developments in its work on missing-persons cases.

In August, local service providers and psychologists trained by the ICRC began to operate, independently, the support programme for missing people's families in Nagorno-Karabakh. The handover of the programme, which the ICRC had supported since 2011, was marked by the opening of two meeting rooms for missing people's families that had been newly renovated by the ICRC.

Members of separated families restore or maintain contact

People separated by conflict, migration or other circumstances maintained contact through the Movement's family-links services. Through RCMs, families in Azerbaijan received news from relatives in Iraq and Syria. Online video calls enabled families in Azerbaijan to talk with relatives in an Iraqi orphanage. The ICRC followed up tracing requests, for Azerbaijanis reportedly detained or unaccounted for in Iraq and Syria, with the pertinent authorities.

Repatriated children receive support for their social integration

The ICRC made home visits to follow up Azerbaijani children who had been reunited with their relatives after their repatriation from Iraq. It supported the efforts of the pertinent government agencies to address the complex needs of the children, particularly with regard to health care and education. The children, and their relatives, received mental-health and psychosocial support through group sessions or individual consultations conducted by the ICRC and by ICRC-trained social workers.

PEOPLE DEPRIVED OF THEIR FREEDOM

The ICRC visited detainees in accordance with its standard procedures. It followed up the situation of people held in connection with the conflict, security detainees, detainees serving life sentences, foreigners, people in prolonged pre-trial detention and other vulnerable detainees. Findings from these visits, and recommendations whenever necessary, were communicated confidentially to the pertinent authorities, to help ensure that detainees' treatment complied with IHL and/or met internationally recognized standards.

The justice ministry, its penitentiary service department, and the ICRC discussed activities, envisaged for 2020, to strengthen prison staff's grasp of probation and parole requirements. ICRC training enabled prison staff to familiarize themselves with internationally recognized standards for detention; seven staff attended a three-day workshop where they learnt to conduct such training themselves. The *de facto* authorities in Nagorno-Karabakh and the ICRC discussed best practices in prison management at a round table organized for that purpose.

The ICRC continued to support the authorities' efforts to bring health care for detainees, including mental-health care, up to internationally recognized standards. More than 300 detainees at one pre-trial facility were screened for mental-health issues by ICRC-trained psychiatrists. Detainees diagnosed with mental disorders were referred for suitable treatment.

Detainees make use of the ICRC's family-links services

Detainees maintained contact with their relatives through RCMs, phone calls and video messages facilitated by the ICRC. Some families sent pictures and miscellaneous items to their detained relatives through the ICRC. Detainees in Nagorno-Karabakh received visits from their families, whose transportation expenses were covered by the ICRC.

In June, at the authorities' request, the ICRC acted as a neutral intermediary in the repatriation of two ex-detainees, one Armenian and the other, Azerbaijani (see *Armenia*). The ICRC had visited them before their release to check on them and confirm their willingness to be repatriated.

Foreigners and other vulnerable detainees, and ex-POWs followed up by the ICRC, were given hygiene kits, phone cards or other material assistance.

The ICRC donated a generator to the main detention facility in Nagorno-Karabakh; showers at the prison were being repaired at year's end.

PEOPLE DEPRIVED OF THEIR FREEDOM	Related to the Nagorno-Karabakh conflict	Not related to the Nagorno-Karabakh conflict
ICRC visits		
Places of detention visited	6	34
Detainees in places of detention visited	9	19,791
<i>of whom women</i>		550
<i>of whom minors</i>		73
Visits carried out	38	83
Detainees visited and monitored individually	7	325
<i>of whom women</i>		12
<i>of whom girls</i>		1
<i>of whom boys</i>		2
Detainees newly registered	1	167
<i>of whom women</i>		8
<i>of whom girls</i>		1
<i>of whom boys</i>		2
RCMs and other means of family contact		
RCMs collected	28	5
RCMs distributed	58	3
Phone calls made to families to inform them of the whereabouts of a detained relative	3	13
Detainees visited by their relatives with ICRC/National Society support		16
Detainees released and transferred/repatriated by/via the ICRC	1	

WOUNDED AND SICK

The ICRC talked with members of 21 front-line communities, including village nurses and leaders, to reach a fuller understanding of their health-related needs. The ICRC was preparing a study on this subject; its findings were to be shared with the health ministry and the WHO, as part of the ICRC's efforts to mobilize a more comprehensive response to the health-related needs of front-line communities, particularly in connection with emergency medical services.

Around 100 doctors from the defence and health ministries attended ICRC courses on war surgery. Small-scale repairs, financed by the ICRC, were in progress at the emergency department of a hospital in Nagorno-Karabakh at year's end. Owing to budgetary constraints, support for other hospitals was postponed to 2020.

Front-line communities expand their first-aid capacities

The ICRC conducted first-aid training, refresher courses, train-the-trainer workshops, and emergency-simulation exercises for more than 40 front-line communities; these communities were also given first-aid kits. Around 700 people, among them emergency volunteer teams from the Red Crescent Society of Azerbaijan, paramedics, nurses, community volunteers, students and civilian rescue personnel, received first-aid training; 17 National Society volunteers became first-aid trainers.

Children repatriated from Iraq receive health services

Azerbaijani children repatriated from Iraq were given counselling (see *Civilians*) to ease their social integration; they were referred to suitable medical facilities whenever needed. A disabled child received services from a physical rehabilitation centre.

Disabled people are visited and given medicines

Disabled people in Nagorno-Karabakh were treated at a physical rehabilitation centre that received financial support from the ICRC. Nine disabled people obtained services at

the centre; the ICRC covered transportation costs for them and for their carers. The centre also provided medicines for 185 disabled people through its home-visit programme.

ACTORS OF INFLUENCE

Acceptance for the ICRC's mandate, and for its role of neutral intermediary, remained unchanged among the sides to the conflict (see *Civilians* and *People deprived of their freedom*; see also *Armenia*). The ICRC strove to gain support for its activities to benefit missing people, detainees, mine victims and front-line communities. To realize this objective and to keep them abreast of these activities, it met with government officials; officials from the OSCE Minsk Group and other diplomats; representatives from international organizations; and authorities and weapon bearers in front-line areas. The ICRC made conflict-affected people aware of the assistance available to them, during field visits and through information sessions.

Journalists used ICRC factsheets, interviews, social-media posts and news releases to broaden public awareness of the ICRC's activities. Various events organized by the ICRC, such as an exhibition during the festivities preceding the final match of the Europa League club football championship and a concert to mark the International Day of the Disappeared, helped to communicate key humanitarian messages.

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

The defence ministry and the ICRC continued to cooperate in promoting knowledge of IHL among military troops. ICRC-trained military personnel conducted a train-the-trainer IHL workshop for 17 officers. At ICRC briefings and round tables, senior defence ministry officials, peacekeeping troops preparing for missions abroad, and students in military schools learnt more about IHL. The deputy heads of police departments in 16 front-line districts were briefed on international policing standards.

During meetings on the sidelines of a NATO evaluation exercise, the ICRC made recommendations to military officials for integrating IHL principles into military plans and operations. Sponsored by the ICRC, senior officials from the defence, justice and other ministries attended regional conferences on IHL implementation (see *International law and policy* and *Moscow*).

Journalists, students and others strengthen their grasp of international norms

The ICRC arranged guest lectures and conducted seminars on IHL and other norms for some 250 judges and lawyers and roughly 400 university students. It also promoted research on IHL: one university student was sponsored to go on a study tour in Switzerland, and five others were given guidance to complete their research on IHL-related topics. An essay competition to mark the 70th anniversary of the Geneva Conventions drew 16 student entries. The ICRC also enabled lawyers and law students from Nagorno-Karabakh to go abroad for ICRC seminars and other IHL-related events.

The Azerbaijan Red Crescent expanded its public-communication capacities with the ICRC's help; its volunteers organized 18 information sessions for 350 students in front-line communities on IHL, the Fundamental Principles and the Movement's activities.

RED CROSS AND RED CRESCENT MOVEMENT

The Red Crescent Society of Azerbaijan and the ICRC continued to work together to assist front-line communities (see *Civilians* and *Wounded and sick*) and to raise awareness of the Movement's activities (see *Actors of influence*). The ICRC gave the National Society material, technical and other support for strengthening its operational capacities in line with the Safer Access Framework. With the ICRC's support, the National Society's emergency volunteer teams in front-line areas enhanced their emergency preparedness and their ability to implement livelihood-support activities and conduct information sessions on mine risks and safe practices. The National Society was given expert advice for improving volunteer recruitment and retention; the ICRC also covered the cost of insurance coverage for 150 volunteers in front-line branches.

The National Society, the International Federation and the ICRC met regularly to keep one another informed of their activities and those of other Movement components in the region.

MAIN FIGURES AND INDICATORS: PROTECTION

CIVILIANS	Total			
RCMs and other means of family contact				
		UAMs/SC		
RCMs collected	241			
RCMs distributed	211			
Phone calls facilitated between family members	810			
Reunifications, transfers and repatriations				
Human remains transferred or repatriated	1			
Tracing requests, including cases of missing persons				
		Women	Girls	Boys
People for whom a tracing request was newly registered	359	86	114	108
<i>including people for whom tracing requests were registered by another delegation</i>	2			
Tracing cases closed positively (subject located or fate established)	305			
<i>including people for whom tracing requests were registered by another delegation</i>	2			
Tracing cases still being handled at the end of the reporting period (people)	4,443	411	87	141
Documents				
People to whom travel documents were issued	2			
People to whom official documents were delivered across borders/front lines	9			
PEOPLE DEPRIVED OF THEIR FREEDOM				
ICRC visits				
		Women	Minors	
Places of detention visited	40			
Detainees in places of detention visited	19,800	550	73	
Visits carried out	121			
		Women	Girls	Boys
Detainees visited and monitored individually	332	12	1	2
<i>of whom newly registered</i>	168	8	1	2
RCMs and other means of family contact				
RCMs collected	33			
RCMs distributed	61			
Phone calls made to families to inform them of the whereabouts of a detained relative	16			
Detainees visited by their relatives with ICRC/National Society support	16			
Detainees released and transferred/repatriated by/via the ICRC	1			

MAIN FIGURES AND INDICATORS: ASSISTANCE

CIVILIANS		Total	Women	Children
Economic security				
Food production	Beneficiaries	7,141	2,847	1,394
	<i>of whom IDPs</i>	63	25	13
Income support	Beneficiaries	3,198	1,389	606
	<i>of whom IDPs</i>	99	56	21
Living conditions	Beneficiaries	155	73	19
	<i>of whom IDPs</i>	30	15	
Water and habitat				
Water and habitat activities	Beneficiaries	6,019	1,746	2,408
PEOPLE DEPRIVED OF THEIR FREEDOM				
Economic security				
Living conditions	Beneficiaries	2,809	212	30
Health				
Places of detention visited by health staff	Structures	7		
Health facilities supported in places of detention visited by health staff	Structures	1		
WOUNDED AND SICK				
Hospitals				
Hospitals supported	Structures	1		
Services at hospitals not monitored directly by ICRC staff				
Surgical admissions (weapon-wound and non-weapon-wound admissions)		1		
Weapon-wound admissions (surgical and non-surgical admissions)		1	1	
First aid				
First-aid training				
	Sessions	47		
	Participants (aggregated monthly data)	735		

BALKANS (regional)

COVERING: Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Hungary, Montenegro, Republic of North Macedonia, Romania, Serbia, Slovenia, Kosovo*
 *UN Security Council Resolution 1244

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

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

KEY RESULTS/CONSTRAINTS IN 2019

- As required by its roadmap for 2018–2022, the ICRC sought to speed up the search for people missing in connection with past armed conflicts in the Balkans; more stakeholders responded positively to its request for information.
- A total of 195 missing-persons cases – a significant increase over previous years – linked to past conflicts were resolved (159 in Bosnia and Herzegovina, 28 in Croatia, and 8 in Kosovo); 10,058 cases were still open at year’s end.
- About 3,000 relatives of missing people obtained psychosocial, legal and other support from ICRC-supported family associations and Movement components. Local partners in Kosovo were trained in mental-health and psychosocial support.
- The ICRC visited detainees in Bosnia-Herzegovina, Hungary, Kosovo, North Macedonia, and Serbia. Prison authorities and staff increased their capacities to address issues in detention, at ICRC-organized or supported workshops.
- Migrants in Balkan countries reconnected with relatives through the Movement’s family-links services.
- The ICRC trained and/or mentored personnel from the Bulgarian, Croatian, Hungarian and North Macedonian National Societies to enable them to visit and assist detained migrants.

EXPENDITURE IN KCHF ¹	
Protection	4,274
Assistance	609
Prevention	824
Cooperation with National Societies	647
General	139
Total	6,494
<i>Of which: Overheads</i>	396

IMPLEMENTATION RATE	
Expenditure/yearly budget	86%

PERSONNEL ¹	
Mobile staff	14
Resident staff (daily workers not included)	60

1. Does not include figures for Hungary. ICRC operations in Hungary were budgeted under *Paris (regional)*.



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

PROTECTION	Total
CIVILIANS	
Restoring family links	
RCMs collected	68
RCMs distributed	46
Phone calls facilitated between family members	891
Tracing cases closed positively (subject located or fate established) ²	191
PEOPLE DEPRIVED OF THEIR FREEDOM	
ICRC visits	
Places of detention visited	20
Detainees in places of detention visited	6,466
<i>of whom visited and monitored individually</i>	123
Visits carried out	39
Restoring family links	
RCMs collected	2
RCMs distributed	5
Phone calls made to families to inform them of the whereabouts of a detained relative	3

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

CONTEXT

Countries in the Balkans continued to grapple with issues related to past armed conflicts, particularly the issue of missing people. At a conference in London in 2018, the leaders of the countries in the region renewed their commitment to addressing this issue.

Two main obstacles to the resolution of missing-persons cases persisted: lack of new information, particularly on gravesites; and difficulties in identifying human remains already recovered. Many families continued to live with the distress this caused; they often needed help to meet their psychosocial and other needs.

Migrants, including refugees and asylum seekers, continued to pass through the region. Some 18,700 people were reported to have entered Bosnia and Herzegovina (hereafter Bosnia-Herzegovina) in 2019. Migrants entering Hungary from Serbia were kept in “transit zones”. People alleged to have been involved in fighting abroad, and their families, returned to their countries of origin in the Balkans.

The former Yugoslav Republic of Macedonia officially changed its name to the “Republic of North Macedonia” (hereafter North Macedonia). It signed an agreement to begin the process of joining NATO.

A government has yet to take shape in Bosnia-Herzegovina, more than a year after the general elections; this remained a source of political tensions.

ICRC ACTION AND RESULTS

Fewer and fewer missing-persons cases had been resolved in recent years. In response, the ICRC approached the matter with renewed zeal. As per its five-year (2018–2022) roadmap, it sought to speed up the search for people missing in connection with past conflicts in the Balkans and address the needs of their families.

The ICRC intensified its efforts to secure access, for humanitarian purposes, to more archives and other sources of information on gravesites. It continued to work with the Mechanism for International Criminal Tribunals (MICT), and ICRC researchers continued to search archives at MICT headquarters in The Hague, Netherlands. The ICRC continued, in its capacity as a neutral intermediary, to chair the working group on people missing in connection with past conflict in Kosovo. It also attended, as an observer, a meeting of the Croatia–Serbia working group on people missing in connection with the Croatian conflict. It provided training and guidance for forensic specialists in the region. A total of 195 missing-persons cases linked to past conflicts were resolved (159 in Bosnia-Herzegovina, 28 in Croatia, and 8 in Kosovo). At year’s end, 10,058 cases were still open.

Around 3,000 relatives of missing people in Bosnia-Herzegovina, Kosovo, and Serbia obtained psychosocial and other support; this was provided by associations of missing people’s families, and National Societies and Red Cross structures, all of which

received financial and technical assistance from the ICRC. In Sarajevo, Bosnia-Herzegovina, the ICRC organized an international workshop to discuss how to meet the needs of missing people’s families; one of its aims was to gather best practices in aid of an ICRC project to establish professional standards in this area (see *Operations*). The ICRC began to train local partners in Kosovo in providing mental-health and psychosocial support to missing persons’ families.

The ICRC monitored the situation of migrants in the countries covered and addressed their protection-related needs; it also supported its Movement partners’ efforts to assist them. National Societies and Red Cross structures in the region assisted migrants, and others separated from their families, to reconnect with relatives through the Movement’s family-links services. ICRC training helped them develop their family-links capacities. The ICRC assisted the National Society in Bosnia-Herzegovina to expand its family-links services to cope with an influx of migrants. It handed over its protection-related activities for migrants in Hungary to the delegation in Belgrade, Serbia (see *Paris*).

The ICRC visited, in accordance with its standard procedures, detainees in Bosnia-Herzegovina, Hungary, Kosovo, North Macedonia, and Serbia; vulnerable people, including those detained in connection with conflicts outside the region or on other security-related charges, were monitored individually. The ICRC communicated its findings – and where necessary, its recommendations – confidentially to the pertinent authorities, to help them improve detainees’ living conditions. The ICRC trained and mentored personnel from the Bulgarian, Croatian, Hungarian and North Macedonian National Societies to enable them to visit and assist detained migrants.

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

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

CIVILIANS

Guided by its five-year roadmap (2018–2022), the ICRC intensified its efforts to mobilize national and international support for speeding up the search for people who went missing in connection with past conflicts in the Balkans and addressing the needs of their families.

Efforts to resolve missing-persons cases are bolstered

The ICRC pressed pertinent parties for information from their archives and other sources that could lead to ascertaining the fate of missing people; the ICRC also asked for access, for humanitarian purposes, to these sources. Beginning in 2018, the ICRC contacted 42 States, 5 international or intergovernmental organizations (e.g. the European Union or EU, NATO and the UN) and several other actors in this connection, and collected some 50,000 pages of relevant information from these archives. In 2019, the ICRC completed its search in NATO's archives and in the military archives of the Netherlands. A team of ICRC researchers and forensic advisers were still processing the information collected at year's end.

Bosnia-Herzegovina conflict 1992–1995

In 2019, 159 missing-persons cases linked to past conflict in Bosnia-Herzegovina were resolved. At year's end, 6,417 cases were still open.

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

During discussions with forensic professionals, pertinent authorities and others in Bosnia-Herzegovina, the ICRC emphasized the importance of standardizing methods and procedures for exhuming and identifying human remains; adopting medico-legal frameworks to ensure that human remains were accorded due respect and dignity; and establishing an institute of forensic medicine. With the ICRC's support, the Association of Forensic Medicine published and translated into local languages a document setting out professional standards for exhuming and examining unidentified human remains. The ICRC donated books and other reference materials on forensic anthropology to pathologists from Bosnia-Herzegovina. It sponsored forensic specialists to attend courses held abroad.

Kosovo conflict 1999

In 2019, eight missing-persons cases linked to past conflict in Kosovo were resolved. At year's end, 1,646 cases were still open.

In its capacity as a neutral intermediary, the ICRC continued to chair the working group on people missing in relation to past conflict in Kosovo. The working group met once, in May; its analysis team met twice, in July and December. Political tensions and other obstacles impeded the working group's efforts. The ICRC reviewed existing legal frameworks related to the issue of missing people and produced a concept document recommending amendments and improvements.

The ICRC analysed documents from national and international archives. Based on its analysis, it prepared analytical reports and submitted them to the pertinent authorities, including the working group and its analysis team.

Support was given to an EU project to strengthen forensic services in Kosovo, including those at the Institute of Forensic Medicine (IFM); however, the project was later suspended. The ICRC organized training in forensic archaeology for forensic professionals and sponsored the director of the IFM to attend a conference held abroad. It supported the authorities in their efforts to repatriate seven sets of human remains from Kosovo to Montenegro and Serbia for burial.

Croatia conflict 1991–1995

The Croatian Red Cross reported that 28 missing-persons cases linked to past conflict in Croatia were resolved in 2019. At year's end, 1,995 cases were still open.

The ICRC attended, as an observer, a meeting of the Croatia-Serbia working group on people missing in connection with the Croatian conflict.

The Croatian authorities and the ICRC signed a memorandum of understanding to tackle two issues: the transfer of information on missing people from international archives; and the lack of blood samples from missing people's relatives. They also held a meeting to discuss the accreditation of a Croatian DNA laboratory. Two forensic experts were sponsored to attend an international conference on humanitarian forensics.

Missing people's families receive psychosocial and other support

About 3,000 relatives of missing people in Bosnia-Herzegovina, Kosovo and Serbia obtained psychosocial, legal, and other support; this was provided by associations of missing people's families, and National Societies and Red Cross structures, all of which received material, financial and technical assistance, and training, from the ICRC. These local partners also provided psychosocial support on occasions likely to cause emotional distress – for instance, during the identification of human remains or at reburial ceremonies. The Regional Coordination of Families of the Missing from the Former Yugoslavia received financial support from the ICRC for its activities: organizing conferences to advocate the rights of missing people's families and reminding the authorities of their duty to trace missing people, for instance. The ICRC organized an international workshop in Sarajevo to discuss how to meet the needs of missing people's families; one of its aims was to gather best practices in aid of an ICRC project to establish professional standards in this area (see *Operations*). The ICRC enabled two influential figures from Bosnia-Herzegovina to go abroad to attend workshops on searching for missing people (see, for example, *Jordan*).

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

In Bosnia-Herzegovina, the ICRC produced a booklet describing the main findings of a stocktaking exercise – on the needs of missing persons' families – that it carried out in 2017. It distributed copies to pertinent authorities and other stakeholders. Field staff from the MPI and members of family

associations learnt more about providing psychosocial support at an ICRC seminar. An ICRC workshop provided 25 field investigators with psychosocial support for coping with stress related to their work on exhumations.

The Movement responds to migrants' protection-related needs

In coordination with the pertinent National Societies and Red Cross structures, the ICRC monitored the situation of migrants in the Balkans and addressed their protection-related needs. It also supported its Movement partners' efforts to assist migrants (see *People deprived of their freedom*). The pertinent National Societies and the ICRC visited migrant centres, and other sites through which migrants passed, to assess migrants' humanitarian needs; the findings were relayed to the authorities. The authorities were reminded that they must ensure that the fundamental rights of all migrants, regardless of their status, are respected, including in detention.

The ICRC sought to monitor the humanitarian needs of people who were alleged to have been involved in fighting abroad; it worked in coordination with ICRC delegations elsewhere, and with these people's families in Bosnia-Herzegovina and Kosovo. It discussed the matter with the pertinent authorities.

It also aided repatriated people, many of whom were women and children. The ICRC guided them to obtain the assistance they needed and strove to advance their socio-economic reintegration by providing, whenever possible, family-links services, material assistance, and mental-health and psychosocial support. A Serbian family received ICRC-issued emergency travel documents, which helped them reunite.

Migrants and others separated from their families reconnected with their relatives through the Movement's family-links services. Material and financial support from the ICRC, and training, helped National Societies and Red Cross structures in the region to develop their family-links capacities. They produced posters, leaflets and other informational materials to make Movement family-links services more widely known. In Bosnia-Herzegovina, the ICRC and the National Society issued certificates to ex-detainees attesting to their detention in relation to past conflicts, and helped people send birth certificates and other official documents to their relatives abroad.

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

CIVILIANS	Bosnia and Herzegovina	Croatia	Kosovo	Republic of North Macedonia	Serbia
RCMs and other means of family contact					
RCMs collected	38		27	1	2
RCMs distributed	28		15	1	2
Phone calls facilitated between family members	890				1
Names published on the ICRC family-links website	6,611		1,653		
Tracing requests, including cases of missing persons³					
People for whom a tracing request was newly registered	26		31		
<i>of whom women</i>	5		5		
<i>of whom minors at the time of disappearance - girls</i>	6		6		
<i>of whom minors at the time of disappearance - boys</i>	8		8		
Tracing cases closed positively (subject located or fate established)	168		23		
Tracing cases still being handled at the end of the reporting period (people)	6,445	20	1,685		
<i>of whom women</i>	946	6	251		
<i>of whom minors at the time of disappearance - girls</i>	95		26		
<i>of whom minors at the time of disappearance - boys</i>	249		92		

PEOPLE DEPRIVED OF THEIR FREEDOM

In response to shifting needs in the wider region, the ICRC adapted its set-up and handed over its protection-related activities for detained migrants in Hungary to the delegation in Belgrade (see *Paris*).

The ICRC visited detainees, in accordance with its standard procedures, in Bosnia-Herzegovina, Hungary, Kosovo, North Macedonia, and Serbia; in Bosnia-Herzegovina and Hungary, this meant detained migrants as well. Some 120 people, including those detained in relation to conflicts outside the region or on security-related charges, were monitored

individually. Through dialogue and written representations, the ICRC communicated its findings and, where necessary, its recommendations, confidentially to the pertinent authorities, to help them improve detainees' treatment and living conditions. Prolonged solitary confinement, restrictive daily regimes, access to legal assistance, and limitations on family visits were among the issues discussed.

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

The ICRC conducted workshops for prison staff in North Macedonia and Serbia on hygiene management and the concept of "dynamic security", respectively. The workshop in North Macedonia led to the creation of a multidisciplinary task force for improving hygiene management. One

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

North Macedonian prison official, sponsored by the ICRC, attended a EuroPris conference abroad, on the implications of new technologies for prison management. The ICRC conducted information sessions on its detention-related work, and international standards for detention, for North Macedonian judges and Serbian prison officials.

The ICRC trained and mentored personnel from the Bulgarian, Croatian, Hungarian and North Macedonian National Societies,

and provided them with financial support, to enable them to visit and assist detained migrants. The “Red Cross of Kosovo”, aided by the ICRC, organized two family visits for detainees.

In Kosovo, the ICRC donated materials for vocational schools in correctional centres: over 500 books to the Kosovo Correctional Service, and carpentry machines for the High Security Prison.

PEOPLE DEPRIVED OF THEIR FREEDOM	Bosnia and Herzegovina	Croatia	Hungary	Kosovo	Republic of North Macedonia	Serbia
ICRC visits						
Places of detention visited	6		4	5	3	2
Detainees in places of detention visited	1,390		383	1,224	1,702	1,767
	<i>of whom women</i>		6	4	67	1
	<i>of whom minors</i>		178		1	
Visits carried out	10		12	8	6	3
Detainees visited and monitored individually	12			48	57	6
Detainees newly registered	4			16	15	
RCMs and other means of family contact						
RCMs collected				1		1
RCMs distributed					5	
Phone calls made to families to inform them of the whereabouts of a detained relative	3					
Detainees visited by their relatives with ICRC/National Society support	3					
People to whom a detention attestation was issued	43	22		20		

ACTORS OF INFLUENCE

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

National IHL committees discuss the state of compliance with IHL

The ICRC promoted the incorporation of IHL in domestic legislation, and the ratification of IHL-related treaties, in the countries covered. It urged Balkan countries to support their national IHL committees, and to assist in establishing such committees where they do not exist. The Bulgarian authorities established a national IHL committee.

Government officials from Bosnia-Herzegovina, Croatia, Kosovo, and Montenegro attended an ICRC workshop in Sarajevo to discuss how to meet the needs of missing people's families; the ICRC organized the workshop partly to gather best practices in aid of an ICRC project to establish professional standards in this area (see *Operations*).

Border police officers in North Macedonia strengthened their grasp of pertinent international standards on the use of force through ICRC training. The National Societies in Bulgaria, Croatia and North Macedonia were trained by the

ICRC in strengthening engagement with border police. In Bosnia Herzegovina, the ICRC contributed to an IHL training course on the protection of civilians for prospective peace-keeping personnel.

The ICRC maintains its engagement with Islamic and academic communities

Muslim clerics, academics and other members of the Islamic community – from Bosnia-Herzegovina, Kosovo, Montenegro, North Macedonia and Serbia – learnt about the common ground between IHL and Islamic law at dissemination sessions or workshops organized by the ICRC in their countries or elsewhere. The ICRC produced a booklet on the points of correspondence between IHL and Islam, which was published in English and in the local languages.

Students and other members of the academic community in Hungary, Kosovo, North Macedonia, Serbia and Slovenia participated, with the ICRC's support, in IHL-related events, such as a moot court competition in IHL and refugee law in Ljubljana, Slovenia. In Kosovo, the ICRC provided IHL reference materials for the law faculty of the University of Pristina. Two professors were sponsored to attend an advanced IHL seminar in Geneva, Switzerland. In partnership with six universities in Bosnia-Herzegovina, the ICRC launched a programme, under which financial and expert support would be given to students and academics doing research on the psychological and social consequences – for the families concerned and the wider community – of the disappearance of people. The ICRC approved scholarships for 13 research projects. Over 20 students of law and political science learnt

about IHL at an ICRC seminar. Students and professors in Bulgaria learnt about IHL, and contemporary challenges for it, at an ICRC seminar. In Serbia, the ICRC and the Red Cross of Serbia organized round tables on IHL, which were attended by some 200 government officials and university students.

People are kept informed of issues of humanitarian concern

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

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

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

RED CROSS AND RED CRESCENT MOVEMENT

The ICRC provided support for National Societies and Red Cross structures to continue to develop their organizational and public-communication capacities and strengthen their ability to deliver humanitarian services in line with the Safer Access Framework.

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

Children, migrants, and others in Bosnia-Herzegovina learnt how to protect themselves from mines/ERW through educational activities organized by the National Society and financed by the ICRC.

MAIN FIGURES AND INDICATORS: PROTECTION

CIVILIANS		Total			
RCMs and other means of family contact			UAMs/SC		
RCMs collected		68			
RCMs distributed		46			
Phone calls facilitated between family members		891			
Names published on the ICRC family-links website		8,264			
Tracing requests, including cases of missing persons			Women	Girls	Boys
People for whom a tracing request was newly registered		57	10	12	16
Tracing cases closed positively (subject located or fate established)		191			
Tracing cases still being handled at the end of the reporting period (people)		8,150	1,203	121	341
PEOPLE DEPRIVED OF THEIR FREEDOM					
ICRC visits			Women	Minors	
Places of detention visited		20			
Detainees in places of detention visited		6,466	135	198	
Visits carried out		39			
			Women	Girls	Boys
Detainees visited and monitored individually		123			
	<i>of whom newly registered</i>	35			
RCMs and other means of family contact					
RCMs collected		2			
RCMs distributed		5			
Phone calls made to families to inform them of the whereabouts of a detained relative		3			
Detainees visited by their relatives with ICRC/National Society support		3			
People to whom a detention attestation was issued		85			

BRUSSELS

COVERING: Institutions of the European Union, NATO, Belgium

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

YEARLY RESULT

Level of achievement of ICRC yearly objectives/plans of action

HIGH

EXPENDITURE IN KCHF

Protection	831
Assistance	-
Prevention	2,614
Cooperation with National Societies	335
General	45
Total	3,825
<i>Of which: Overheads</i>	233

IMPLEMENTATION RATE

Expenditure/yearly budget	87%
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PERSONNEL

Mobile staff	2
Resident staff (daily workers not included)	25

CONTEXT

The European Union (EU) remained involved in crisis management and conflict resolution throughout the world. It paid particularly close attention to the situation in the Syrian Arab Republic (hereafter Syria), Iraq, Ukraine and the Sahel region of Africa. At year's end, 17 civilian or military missions within the framework of the EU's Common Security and Defence Policy were in progress – in the Central African Republic, Georgia, Libya, Somalia and elsewhere.

The EU handled humanitarian affairs primarily through the European Commission's Directorate-General for European Civil Protection and Humanitarian Aid Operations (ECHO). The Council of the EU tackled humanitarian issues through its Working Parties on Humanitarian Aid and Food Aid and on International Public Law.

Elections to the European Parliament were held, and a new European Commission under a new president took office, in 2019.

NATO continued to be engaged in defence and security-related endeavours. It trained and advised local security forces in Afghanistan, and built capacities among local forces in Iraq that were seeking to stabilize the country after the end of large-scale hostilities with the Islamic State group.

Belgium remained committed to supporting principled humanitarian action, and to developing and promoting IHL. Its capital, Brussels, continued to be a hub for diplomats, international civil servants, academics, NGOs and media organizations.

ICRC ACTION AND RESULTS

The ICRC continued to engage with the EU, NATO, the Belgian authorities and other influential parties in Brussels on the humanitarian situation in conflict-affected countries, the ICRC's activities in those places and other issues of common interest. It sought to ensure that humanitarian and IHL-related considerations were taken into account in their policies, decisions and operations, and to secure operational, legal, political and financial support for its mandate and activities.

The EU draws on the ICRC's expertise in humanitarian affairs

The ICRC maintained its engagement with EU institutions – especially the Council of the EU and its relevant Working Parties and presidency, the European Commission and the European Parliament – and initiated dialogue with newly elected or appointed EU officials. The topics discussed included: compliance with IHL; the importance of preserving principled humanitarian activities from the consequences of sanctions and other counter-terrorism measures; the inclusion

of IHL-related considerations in efforts by the EU and States to fight “terrorism”; the treatment of people from Europe alleged to have been involved in fighting in the Middle East, and that of their families; IHL-related issues and humanitarian perspectives on digitalization, particularly regarding data protection and new technologies in warfare; the plight of migrants; missing people; and the humanitarian-development-peace nexus. At the Third Brussels Conference on Syria, hosted by the EU and the UN, the ICRC's president reiterated the necessity for parties to the conflict to comply with IHL and permit humanitarian actors to reach people in need.

In November, the Council of the EU adopted the Council Conclusions on Humanitarian Aid and IHL, which reaffirmed its support for ensuring respect for and promoting IHL and principled humanitarian action, and reinforced the ICRC's dialogue with EU bodies on topics such as IHL compliance and the protection of people seeking or providing health care in conflict-affected areas.

The ICRC's interaction with the Red Cross EU Office, and with forums involving European National Societies, enabled them to coordinate activities and discuss matters of common concern, such as meeting the humanitarian needs of migrants and preparations for the 33rd International Conference.

NATO expands its engagement with the ICRC

NATO and the ICRC worked to strengthen their engagement on IHL-related issues – such as cyber warfare and urban warfare – and on integrating IHL into NATO's military doctrine, planning, training and operations. Where possible, the ICRC discussed, with senior NATO officials and Member States, its initiative aimed at persuading those supporting parties to armed conflicts to urge the parties they are supporting to comply with IHL. NATO worked to integrate provisions from its protection-of-civilians policy into its operations and training with ICRC support; in particular, the ICRC provided technical expertise for the drafting of a NATO handbook.

The ICRC provided expert assistance as NATO revised its standards and doctrine in line with its lessons-learned process for its operations in Afghanistan. Recommendations from the ICRC's 2016 report supporting this process were also taken into consideration by NATO when it revised its rules of engagement.

Within the framework of its 2012 agreement with NATO's strategic commands, the ICRC participated in training sessions, predeployment briefings and other related events. During the year, NATO and the ICRC broadened the scope of their engagement, creating more opportunities for the ICRC to participate in military training and exercises and to strengthen dialogue with key military personnel at planning and operational levels.

Belgian authorities and the ICRC discuss IHL-related issues

The Belgian authorities and the ICRC engaged in dialogue on matters such as safeguarding medical personnel and facilities in conflict-affected areas, the protection-related needs of people alleged to have participated in fighting in the Middle East, and of their families, and ICRC activities for them.

In April, the Belgian authorities and the ICRC organized a conference on urban warfare at which IHL-related issues and the humanitarian consequences of conflict or other situations of violence in populated areas were discussed. The conference aimed to broaden awareness of these matters among diplomats, and representatives of NGOs and other organizations.

The ICRC visited places of detention in Belgium, in accordance with its standard procedures, paying particular attention to those held in connection with “terrorism”. These visits were carried out in line with a memorandum of understanding signed with the Minister of Justice in 2018. Afterwards, the ICRC communicated its findings and recommendations confidentially to the authorities.

The Belgian Red Cross and the ICRC continued to cooperate in IHL-related and humanitarian matters.

Members of civil society learn more about humanitarian issues and IHL

The ICRC organized courses, seminars and other events with academic institutions – particularly the College of Europe and the Network on Humanitarian Assistance – and the Belgian Red Cross, to help EU and NATO officials and staff, academics, experts and other members of civil society expand their knowledge of IHL. It held meetings with Brussels-based NGOs and think-tanks on topics such as the humanitarian-development-peace nexus.

The ICRC also relayed humanitarian messages to the public through traditional and social media. It conducted joint communication campaigns – a short film on protecting medical personnel and facilities, and a photo exhibition on the plight of missing people’s families, for example – with ECHO and Movement partners.

GEORGIA

The ICRC has been present in Abkhazia, Georgia proper 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 Red Cross Society of Georgia strengthen its capacities.

YEARLY RESULT

Level of achievement of ICRC yearly objectives/plans of action

HIGH

KEY RESULTS/CONSTRAINTS IN 2019

- The two ICRC-chaired coordination mechanisms dealing with missing-persons cases linked to past conflicts continued their work. Little progress was made in exhumations, owing to a dearth of new information on possible gravesites.
- The Georgian authorities created an inter-agency commission to search for and recover the remains of people reported missing in connection with past conflicts, and to support their families.
- Local partners gave missing people's families psychosocial support, particularly during difficult moments, and the families developed their capacities in advocacy. The ICRC continued to provide assistance for these activities.
- People affected by the closure or demarcation of the administrative boundaries obtained urgently needed medical treatment, reunited with their relatives, or met their basic needs, with the ICRC's help.
- The ICRC monitored the treatment and living conditions of people detained at a number of facilities in Georgia proper and South Ossetia, and helped them to stay in touch with their families.
- The Georgia Red Cross Society, aided by the ICRC, continued to strengthen its operational capacities. After evaluating its emergency response during protests in June, it revised its contingency plans accordingly.

EXPENDITURE IN KCHF

Protection	5,594
Assistance	712
Prevention	849
Cooperation with National Societies	145
General	124
Total	7,424
<i>Of which: Overheads</i>	453

IMPLEMENTATION RATE

Expenditure/yearly budget	95%
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PERSONNEL

Mobile staff	15
Resident staff (daily workers not included)	99



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

PROTECTION	Total
CIVILIANS	
Restoring family links	
RCMs collected	152
RCMs distributed	147
Phone calls facilitated between family members	2
Tracing cases closed positively (subject located or fate established)	44
People reunited with their families	15
PEOPLE DEPRIVED OF THEIR FREEDOM	
ICRC visits	
Places of detention visited	8
Detainees in places of detention visited	4,696
<i>of whom visited and monitored individually</i>	29
Visits carried out	22
Restoring family links	
RCMs collected	13
RCMs distributed	9
Phone calls made to families to inform them of the whereabouts of a detained relative	2

ASSISTANCE	2019 Targets (up to)	Achieved
CIVILIANS		
Economic security		
Food consumption	Beneficiaries 315	401
Living conditions	Beneficiaries 337	476
Capacity-building	Beneficiaries 6	46

CONTEXT

Relations between Abkhazia and Georgia proper, and between Georgia proper and South Ossetia, were at one of their lowest points since the armed conflict in South Ossetia in 2008. Because of various restrictions, crossing the administrative boundary lines, which separates Abkhazia from Georgia proper and Georgia proper from South Ossetia, was more difficult than at any other point since the 2008 conflict.

The closure or demarcation of administrative boundaries restricted access to farmland and other resources, and made it difficult for people to stay in touch with their relatives or obtain medical treatment. Some of the people affected – elderly or physically disabled people in South Ossetia, and elderly people in the isolated Kodori Gorge in Abkhazia – could not provide for themselves.

Some 2,400 people were still missing in connection with the 1992–1993 conflict in Abkhazia and the conflicts of the 1990s and 2008 in South Ossetia.

In Tbilisi, in June, political protests resulted in injuries to a number of protesters and police officers.

In Abkhazia, Georgia proper and South Ossetia, people were detained, allegedly, for crossing administrative boundaries without permission, or for security reasons.

ICRC ACTION AND RESULTS

In 2019, the ICRC continued to assist people in Abkhazia, Georgia proper and South Ossetia who were coping with the effects of past conflicts, and to broaden awareness of their needs. The ICRC was still the only international organization doing humanitarian work in South Ossetia.

The ICRC maintained its support for efforts to clarify the fate of people missing in connection with past conflicts – in particular, through the Abkhaz–Georgian coordination mechanism dealing with cases linked to the 1992–1993 conflict, and the Georgian–Russian–South Ossetian equivalent for cases linked to the conflicts of the 1990s and 2008. The coordination mechanisms continued their work, despite the deterioration of relations between the parties. The ICRC continued to urge the pertinent authorities to set up or strengthen local mechanisms for addressing the issue of missing people. In October, the Georgian authorities established an inter-agency commission to work on the issue.

By year's end, the remains of 23 people had been identified; 22 sets of remains were handed over to families in Abkhazia and Georgia proper. Because of the paucity of new information, little or no progress was made in resolving other cases. The ICRC reached out to various potential sources of information, and media coverage of the issue encouraged a number of people to approach the ICRC.

The ICRC continued to encourage local involvement and help develop local expertise in resolving missing-persons cases and assisting the families concerned. Forensic specialists

underwent advanced training and took part in site assessments and excavations. Local partners were trained to give families psychosocial support, and families carried out activities to broaden awareness of their plight. A group of academics in Georgia proper made preparations to conduct a study on the “ambiguous loss” experienced by missing people's families.

Vulnerable people, including those affected by the closure or demarcation of administrative boundaries, received household essentials, food and other forms of aid. With the ICRC's assistance, the *de facto* authorities in South Ossetia readied themselves to take over, by the end of 2020, the provision of support to vulnerable people.

Acting as a neutral intermediary, the ICRC helped people cross the administrative boundary between Georgia proper and South Ossetia to obtain urgent medical care. It also delivered RCMs and official documents, and reunited people with their relatives, across boundary lines.

The ICRC visited detainees at a number of facilities in Georgia proper and South Ossetia to monitor their treatment and living conditions; it communicated its findings and recommendations confidentially to the pertinent authorities. At a high-security facility in Georgia proper, detainees and their relatives were able to make physical contact during family visits because of renovations carried out by the ICRC. Georgian officials were helped to strengthen their capacities in prison management and design.

The Georgian military, aided by the ICRC, continued to conduct IHL training for its troops. The *de facto* military in Abkhazia, and various *de facto* agencies in South Ossetia, learnt more about IHL through events organized by the ICRC.

The ICRC maintained its support for the work of the national IHL committee, and for IHL teaching at local universities.

The Georgia Red Cross Society continued to improve its humanitarian services and work towards financial sustainability, with the ICRC's help. Supported by Movement partners, the National Society provided emergency response during the protests in Tbilisi; afterwards, it incorporated the lessons learnt in its contingency plans.

CIVILIANS

The ICRC continued to discuss, with the pertinent authorities, the humanitarian concerns of various groups of vulnerable people, including the families of missing persons; people affected by the closure or demarcation of the administrative boundaries; and the relatives of Georgian nationals affected by conflict abroad.

Efforts to resolve missing-persons cases continue

Despite the deterioration of relations between Abkhazia and Georgia proper, and between Georgia proper and South Ossetia, the two ICRC-chaired coordination mechanisms continued their work to resolve missing-persons cases linked to past conflicts: one involving Abkhaz and Georgian participants, for disappearances in connection with the 1992–1993 conflict;

and the other involving Georgian, Russian and South Ossetian participants, for disappearances in connection with the conflicts in the 1990s and 2008.

The Georgian authorities and the *de facto* authorities in Abkhazia and South Ossetia continued to receive support for fulfilling their obligation under IHL to provide answers to missing people's families and to ensure the proper management of human remains. The ICRC also stressed the importance of handling information linked to missing-persons cases in accordance with internationally accepted standards for protecting personal data. It continued to encourage the pertinent authorities to set up or strengthen institutions with a specific mandate to ensure a coordinated, multidisciplinary approach, at the local level, to the issue of missing people. In October, the Georgian authorities created an inter-agency commission to work on this issue (see *Actors of influence*).

The remains of 23 people were identified during the year; 22 sets of remains were handed over to families in Abkhazia and Georgia proper. Preparations were under way to hand over another set of remains to a family in South Ossetia.

To aid in further efforts to identify human remains, the ICRC collected DNA samples from missing people's relatives living in Ukraine and – with the help of the *de facto* authorities in South Ossetia, and an NGO – in the Russian Federation.

The dearth of new information – for instance, on possible gravesites – limited progress in resolving missing-persons cases. The ICRC reached out to potential sources of such information, such as war veterans and local officials, and personnel at hospital and police archives; it urged the pertinent authorities to do more in this regard. Some information was obtained from families who approached the ICRC after a surge in media coverage of the issue (see *Actors of influence*).

The ICRC set up a new genetic-analysis team in Tbilisi to assist in the identification of human remains, as part of efforts to resolve missing-persons cases around the world.

Local forensic specialists advance their skills

The ICRC carried out assessments and excavations at several potential gravesites in Abkhazia, in coordination with the *de facto* authorities; local ICRC-trained forensic specialists (see below) were actively involved. In Georgia proper, one site was excavated, with some participation from local specialists. There were no excavations in South Ossetia, as there was no new information on potential gravesites.

Forensic specialists in Abkhazia received support for developing their capacities; several of them were trained at a laboratory in Cyprus for a month. In coordination with the *de facto* authorities, and with the ICRC's assistance, the specialists sought the help of various international organizations to set up an NGO to raise funds for their work on missing-persons cases. Personnel from the *de facto* ministry of emergency situations in Abkhazia were given the training necessary to deal with weapon contamination at potential gravesites. Ten forensic specialists in South Ossetia benefited from the ICRC's capacity-building support; one of them was sponsored to attend an international

conference in the Russian Federation. Owing to administrative obstacles, the ICRC was unable to provide support for training forensic specialists in Georgia proper.

Missing people's families expand their capacities in advocacy

At ICRC information sessions, missing people's families learnt more about the process of recovering and identifying human remains. ICRC-trained local partners – a family association in Abkhazia; and NGOs, branches of the Georgian Red Cross, and individual psychologists in Georgia proper – gave families psychosocial support, particularly during difficult moments such as the exhumation, handover and reburial of their relatives' remains. In South Ossetia, an ICRC psychologist provided such support.

Training and guidance from the ICRC enabled family associations to strengthen their capacities in advocacy. In Georgia proper, several associations applied for and received grants from non-profit organizations for projects to raise their public profile. A family association in Abkhazia and a local NGO, supported by the ICRC, began working on a book to commemorate the missing; the association also worked with the ICRC to mount a multimedia exhibit that was shown in seven towns. In South Ossetia, at a meeting organized by the ICRC, families and local architects discussed ideas for a commemorative monument. In Abkhazia, Georgia proper and South Ossetia, nearly 900 people attended events to mark the International Day of the Disappeared.

Sponsored by the ICRC, representatives from an Abkhaz family association and two Georgian NGOs attended a conference in Bosnia and Herzegovina on the needs of missing people's families (see *Balkans*). An expert workshop on the subject, initially planned for 2019 in Tbilisi, was rescheduled for 2020.

An ICRC-supported group of academics continued their preparations for a study on the "ambiguous loss" experienced by people with missing relatives. The group held workshops, lectures and dissemination sessions on the subject for some 200 students at four universities.

People obtain medical care across administrative boundaries

The ICRC enabled people in urgent need of medical treatment to reach health facilities on the other side of the administrative boundary between Georgia proper and South Ossetia. It acted as a neutral intermediary to facilitate their passage in both directions; it also provided assistance for the return to South Ossetia of the bodies of patients who did not survive. Disabled people in South Ossetia received walking aids or wheelchairs; two people were assisted to travel to a hospital in the region for rehabilitative care.

The closure of the administrative boundary between Georgia proper and South Ossetia made it even more difficult for members of separated families to stay in touch. Partly because of this, the ICRC received more requests than in previous years from people wishing to reunite with their families. By year's end, 13 families had been reunited across the administrative boundary between Georgia proper and South Ossetia. In addition, the ICRC helped two people from Abkhazia to join their relatives in Georgia proper.

As in past years, the ICRC delivered RCMs and official documents across administrative boundaries, and registered and followed up missing-persons cases linked to armed conflicts not dealt with by the two coordination mechanisms mentioned above. The National Society sought to improve its family-links services through ICRC training for its personnel.

National Society and ICRC personnel visited the families of several people affected by conflict abroad. The families were given winter clothes and referred to a National Society clinic.

Several people formerly held at the US detention facility at the Guantanamo Bay Naval Station in Cuba were in Georgia proper. The ICRC discussed their status with the Georgian authorities, and arranged a family visit for one of them.

Vulnerable people meet their most pressing needs

In South Ossetia, the ICRC helped impoverished elderly or disabled people to meet their basic needs. It provided 476 people with household essentials – hygiene items, blankets, mattresses, stoves and firewood; 361 people received food. The families of 27 disabled people were given help to obtain social benefits; 14 elderly people living alone were assisted with domestic tasks and accompanied on their visits to health facilities.

With ICRC assistance, the *de facto* authorities in South Ossetia continued to prepare for taking over the provision of aid to vulnerable people by the end of 2020. The ICRC conducted a workshop for 36 social workers on giving psychosocial support to stress-afflicted or emotionally traumatized people.

After assessing the needs of vulnerable people in the Kodori Valley, Abkhazia, the ICRC extended its support to more people than planned; it provided hygiene items in addition to its planned food assistance, and increased the quantity and variety of the food it provided. A total of 40 people benefited.

PEOPLE DEPRIVED OF THEIR FREEDOM **Detainees stay in touch with their families**

The ICRC visited detainees at seven places of detention in Georgia proper and one in South Ossetia; 29 detainees in Georgia proper were followed up individually. It monitored detainees' treatment and living conditions, and communicated its findings and recommendations confidentially to the pertinent authorities. The ICRC provided personnel at a detention facility in South Ossetia with material assistance for developing their capacities, benefiting 15 detainees.

Several detainees in Georgia proper and South Ossetia reconnected with their relatives through RCMs. The ICRC carried out renovations at one high-security facility: for instance, glass barriers in several rooms used for family visits were removed, to enable physical contact between detainees and their relatives. The ICRC also facilitated video calls between Georgian detainees and their families. Citing security concerns, the Georgian authorities postponed plans to provide video calls for foreign detainees; this led the ICRC to discuss, with the justice ministry, the possibility of permitting detainees and their families to exchange pre-recorded videos.

In South Ossetia, the ICRC visited a Georgian man who had been detained from November to December for crossing the administrative boundary. It passed RCMs and a parcel between the detainee and his family.

Aided by the ICRC, the Georgian authorities continued to strengthen their capacities in prison management. The ICRC also helped to expand their capabilities in two other areas: assessing risks associated with extended periods of solitary confinement and other restrictive detention procedures, and formulating alternatives to such procedures. Two officials were sponsored to attend a workshop in Slovenia on prison design.

ACTORS OF INFLUENCE

Georgian authorities create a commission to address the issue of missing people

The ICRC continued to meet with and organize various events for the Georgian authorities, the *de facto* authorities in Abkhazia and South Ossetia, representatives of the international community, and other key parties – in order to explain its humanitarian role and activities, and gather support for them.

The ICRC continued to advocate the creation of strong legal frameworks for addressing the issue of missing people. Georgian government officials attended an ICRC workshop on the subject; two officials were sponsored to attend an international conference in Cyprus (see *Operations*). A decree issued by the Georgian authorities, in October, led to the creation of an inter-agency commission. The commission was given a number of tasks: searching for and recovering the remains of people reported missing; creating support mechanisms for missing people's families; keeping the families abreast of all pertinent developments; and broadening public awareness of the issue.

In Abkhazia, the *de facto* authorities helped the ICRC conduct a study tour for officials from Ukraine (see *Ukraine*). The visitors were shown various aspects of the work being done to resolve missing-persons cases, including forensic activities.

An ICRC-commissioned study, on current legislation concerning the issue of missing people, was nearing completion in Georgia proper.

Local media draw attention to issues of humanitarian concern

The ICRC maintained its engagement with local media – for example, by organizing a seminar on humanitarian reporting for 20 journalists in South Ossetia. Media coverage – such as interviews of missing people's relatives and ICRC personnel, and feature articles on ICRC-supported events marking the International Day of the Disappeared – helped draw attention to the issue of missing people; because of this, several families approached the ICRC for the first time and provided information about their missing relatives or potential gravesites. The ICRC continued to use social media to engage with the public.

In Georgia proper and South Ossetia, media coverage of the ICRC's visits to a Georgian man detained in South Ossetia (see *People deprived of their freedom*) helped broaden awareness of its role as a neutral intermediary.

Weapon bearers learn more about IHL

The Georgian military, with the ICRC's assistance, continued to conduct IHL training for its personnel, including one train-the-trainer workshop, and began to monitor and evaluate its programme of IHL instruction. The *de facto* armed forces in Abkhazia took part in one IHL workshop conducted by the ICRC; more workshops had been planned, but scheduling constraints prevented these from taking place. In South Ossetia, the ICRC held two briefings to explain its humanitarian work to representatives from the *de facto* police and security forces, border guards and penitentiary personnel, and other agencies.

The ICRC continued to assist the national IHL committee in various endeavours: advancing the incorporation of key IHL provisions in domestic law; and preparing for and participating in the 33rd International Conference. After consultations with the Georgian Red Cross and the ICRC, the committee incorporated their recommendations in its plans of action for 2019 and 2020.

Sponsored by the ICRC, university students and professors from Georgia proper travelled abroad to participate in IHL-related events. The ICRC continued to encourage academics to teach IHL; an interview with the head of the ICRC's delegation in Tbilisi was featured on one university's website.

RED CROSS AND RED CRESCENT MOVEMENT

The National Society strengthens its capacities in emergency response

The Georgian Red Cross continued, with technical and financial assistance from the ICRC, to enhance its emergency preparedness, particularly its first-aid capacities. It conducted first-aid training for community members and its own volunteers – including train-the-trainer workshops – and organized public events to increase awareness of the value of first aid.

Support from Movement partners enabled the National Society to assemble teams to provide first aid, psychosocial first aid, and medical evacuation during the protests in Tbilisi. Subsequently, it held a workshop to evaluate its actions during the protests, and incorporated the findings in its plans for responding to large-scale violence. The International Federation and the ICRC conducted a training session for National Society personnel on managing social media during a crisis.

The National Society continued to offer first-aid training to paying clients; this was one aspect of its ongoing efforts to strengthen its financial sustainability. It hired a new staff member to manage this training programme.

Movement components in Georgia proper continued to coordinate their plans and activities, including their preparations for the 33rd International Conference, through a working group led by the Georgian Red Cross.

MAIN FIGURES AND INDICATORS: PROTECTION

CIVILIANS		Total			
RCMs and other means of family contact			UAMs/SC		
RCMs collected		152			
RCMs distributed		147			
Phone calls facilitated between family members		2			
Reunifications, transfers and repatriations					
People reunited with their families		15			
People transferred or repatriated		396			
Human remains transferred or repatriated		36			
Tracing requests, including cases of missing persons			Women	Girls	Boys
People for whom a tracing request was newly registered		67	11		1
	<i>including people for whom tracing requests were registered by another delegation</i>	1			
Tracing cases closed positively (subject located or fate established)		44			
Tracing cases still being handled at the end of the reporting period (people)		2,368	385	29	27
	<i>including people for whom tracing requests were registered by another delegation</i>	1			
Documents					
People to whom official documents were delivered across borders/front lines		32			
PEOPLE DEPRIVED OF THEIR FREEDOM					
ICRC visits			Women	Minors	
Places of detention visited		8			
Detainees in places of detention visited		4,696	360	38	
Visits carried out		22			
			Women	Girls	Boys
Detainees visited and monitored individually		29	2		
	<i>of whom newly registered</i>	1	1		
RCMs and other means of family contact					
RCMs collected		13			
RCMs distributed		9			
Phone calls made to families to inform them of the whereabouts of a detained relative		2			

MAIN FIGURES AND INDICATORS: ASSISTANCE

CIVILIANS			Total	Women	Children
Economic security					
Food consumption	Beneficiaries		401	169	113
	<i>of whom IDPs</i>		1		
Living conditions	Beneficiaries		476	209	125
	<i>of whom IDPs</i>		1		
Capacity-building	Beneficiaries		46	5	
PEOPLE DEPRIVED OF THEIR FREEDOM					
Economic security					
Capacity-building	Beneficiaries		15		

LONDON (regional)

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

Set up in 2003, the London regional delegation 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 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 the Movement.

YEARLY RESULT

Level of achievement of ICRC yearly objectives/plans of action

HIGH

EXPENDITURE IN KCHF

Protection	1,993
Assistance	-
Prevention	1,861
Cooperation with National Societies	576
General	53
Total	4,483
<i>Of which: Overheads</i>	<i>274</i>

IMPLEMENTATION RATE

Expenditure/yearly budget	87%
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PERSONNEL

Mobile staff	4
Resident staff (daily workers not included)	24

PROTECTION

Total

CIVILIANS

Restoring family links

Tracing cases closed positively (subject located or fate established)	3
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PEOPLE DEPRIVED OF THEIR FREEDOM

ICRC visits

Places of detention visited	9
Detainees in places of detention visited	6,741
<i>of whom visited and monitored individually</i>	<i>71</i>
Visits carried out	14

CONTEXT

In Ireland and in the United Kingdom of Great Britain and Northern Ireland (hereafter UK), the authorities engaged other States in dialogue on matters of common concern, including humanitarian issues and – where possible – how to address them. They contributed to mobilizing support for IHL, both domestically and within multilateral organizations or forums. Both Ireland and the UK helped to finance humanitarian activities beyond their territories.

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

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

The UK prepared to leave the European Union by January 2020, as per a referendum held in June 2016.

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

ICRC ACTION AND RESULTS

Governments are encouraged to respect IHL and support humanitarian action

The ICRC kept up its dialogue with decision makers in Ireland and the UK on issues of humanitarian concern, to help ensure that operational, legal, and policy decisions reflected humanitarian considerations, respect for IHL and support for the ICRC’s activities. During briefings and high-level meetings, the ICRC gave the authorities an overview of the perspective of people it assisted in conflict-affected areas, particularly in Africa and the Middle East. It also raised topics of relevance in addressing these people’s needs and concerns, such as: the importance of maintaining space for humanitarian action; and the application of IHL, particularly among parties over whom the British or Irish government had influence, or in relation to weapons and new technologies. The ICRC also participated in conferences on these topics, such as the Wilton Park conference on mitigating risks in using digital platforms for humanitarian work.

The ICRC discussed with the British armed forces – at strategic, operational and policy levels – IHL and humanitarian considerations related to its operations overseas. Officer cadets at military academies learnt more about the ICRC’s activities and the challenges faced by aid workers in the field; military personnel bound for missions overseas did so during pre-deployment briefings. The ICRC’s virtual reality film on the effects of urban warfare, *The Right Choice*, was shown to selected military personnel.

At events it organized or attended, the ICRC discussed – with policy-makers, academics, and representatives of NGOs, think-tanks and community organizations – topics such as digital risks faced by people affected by armed conflict and other violence. The British Red Cross and the ICRC published a study on the negative impact of mandatory reporting on victims/survivors of sexual violence. Online articles, videos and other informational materials on issues of humanitarian concern – produced by the ICRC or by media organizations with whom it was in touch – informed various audiences of the ICRC’s work and expanded support for it among them.

Detainees in Ireland and the UK receive ICRC visits

The ICRC visited, in accordance with its standard procedures, one high-security prison in Ireland and eight prisons in the UK. It monitored the situation of 71 detainees individually; some of them were being detained under anti-terrorism legislation. Findings and recommendations were communicated confidentially to authorities from the two countries, in support of their efforts to ensure that detainees’ treatment and living conditions complied with domestic law and met internationally recognized standards.

During meetings and advisory panels, detaining authorities in England and Wales received ICRC input concerning measures to address detainees’ mental-health needs. In Northern Ireland, the ICRC and detaining authorities continued to discuss the latter’s efforts to address systemic issues, such as broadening detainees’ access to education. Financial support from the ICRC enabled a prison officer and health workers from Northern Ireland to attend events abroad on health care in prisons.

Released detainees in Northern Ireland, families of people detained under anti-terrorism legislation or alleged to have been involved in fighting abroad, and the organizations representing these people were interviewed by the ICRC, with a view to discussing their concerns with the pertinent authorities.

Community-based organizations are supported to help violence-affected people in Northern Ireland

Financial and technical support from the ICRC helped six community-based organizations in Northern Ireland to bolster their capacities in preventing violence or mitigating its consequences; for example, the ICRC guided them in acting as neutral intermediaries in defusing threats made by paramilitary groups against individuals. The ICRC gave these organizations advice for operating independently and sustainably; two of them secured alternative sources of funding. Neutral intermediaries from these organizations were also given psychosocial support and training in psychological self-care.

The ICRC continued to discuss the situation of violence-affected communities – and the humanitarian activities of the Movement and community-based organizations in Northern Ireland – with the authorities and the police. Workshops on the ICRC’s *Roots of Restraint in War* study examined the dynamics within paramilitary groups in Northern Ireland, which enabled participants to reflect on factors influencing the behaviour of weapon bearers.

National Societies and the ICRC work together to restore family links

The ICRC gave the National Societies in Ireland and the UK more support for restoring family links. The British Red Cross and the ICRC provided tracing services, particularly for families in the UK with relatives in camps and places of detention in Syria (see *Syrian Arab Republic*). Irish Red Cross personnel involved in restoring family links had their salaries covered by the ICRC.

The National Societies in Ireland and the UK worked with the ICRC to spread knowledge of IHL and the Movement, and to raise funds. The ICRC and the British Red Cross – acting in line with the Safer Access Framework – carried out activities in response to humanitarian needs in Northern Ireland and wherever else both organizations had a presence.

MAIN FIGURES AND INDICATORS: PROTECTION

CIVILIANS		Total			
Tracing requests, including cases of missing persons			Women	Girls	Boys
People for whom a tracing request was newly registered		2	1	1	
	<i>including people for whom tracing requests were registered by another delegation</i>	2			
Tracing cases closed positively (subject located or fate established)		3			
	<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)		1	1		
PEOPLE DEPRIVED OF THEIR FREEDOM					
ICRC visits			Women	Minors	
Places of detention visited		9			
Detainees in places of detention visited		6,741			
Visits carried out		14			
			Women	Girls	Boys
Detainees visited and monitored individually		71			
	<i>of whom newly registered</i>	30			

MOSCOW (regional)

COVERING: Belarus, Republic of Moldova, Russian Federation

The Moscow delegation was opened in 1992. In the countries covered, it promotes the implementation of IHL and other relevant norms; fosters understanding of the ICRC's mandate and work; and helps National Societies build their capacities, particularly in the fields of emergency preparedness and restoring family links.

YEARLY RESULT

Level of achievement of ICRC yearly objectives/plans of action

HIGH

EXPENDITURE IN KCHF	
Protection	1,656
Assistance	328
Prevention	3,860
Cooperation with National Societies	1,272
General	127
Total	7,242
<i>Of which: Overheads</i>	<i>442</i>
IMPLEMENTATION RATE	
Expenditure/yearly budget	81%
PERSONNEL	
Mobile staff	14
Resident staff (daily workers not included)	64

PROTECTION	Total
CIVILIANS	
Restoring family links	
RCMs collected	14
RCMs distributed	68
Phone calls facilitated between family members	33
Tracing cases closed positively (subject located or fate established)	258
PEOPLE DEPRIVED OF THEIR FREEDOM	
Restoring family links	
RCMs collected	1
RCMs distributed	1

CONTEXT

The Russian Federation continued to play a prominent role in international affairs – in particular, as a permanent member of the UN Security Council. It maintained its influence in the region, for instance, through its role in the Commonwealth of Independent States (CIS) and the Collective Security Treaty Organization (CSTO).

Together with the Islamic Republic of Iran and Turkey, the Russian Federation facilitated the Astana peace process to end the armed conflict in the Syrian Arab Republic (hereafter Syria; see *Syrian Arab Republic*); it continued to provide support – including military operations – for the Syrian government. It continued to take part in the work of the Trilateral Contact Group on Ukraine to settle the conflict in eastern Ukraine (see *Ukraine*). The Russian Federation and Ukraine simultaneously released and transferred detainees in September.

Migrants, including refugees and asylum seekers, were present in Belarus and the Russian Federation.

ICRC ACTION AND RESULTS

Civilian and military authorities discuss issues of humanitarian concern

The ICRC pursued dialogue with the authorities in the countries covered, and in regional bodies, to secure their support for its humanitarian work around the world, particularly in Syria, Ukraine and other contexts of common concern; it enlisted the support of key parties, including religious leaders, think-tanks, academics and the media, in this regard.

In its meetings with the authorities and other influential parties, the ICRC focused on the necessity of protecting and assisting civilians. For instance, people's humanitarian needs in connection with the conflict in Syria were discussed with Russian government officials and other key parties.

The 2019 Senior Workshop on International Rules governing Military Operations took place in the Russian Federation (see *International law and policy*); the ICRC's president hosted a forum at the workshop and met with senior Russian officials to discuss the humanitarian situation in Syria, Ukraine and other contexts. The ICRC took part in the eighth Moscow Conference on International Security, hosted by the Russian defence ministry, and an international conference on counter-terrorism, organized by the CSTO. It presented the findings of its study on weapon bearers' conduct during war to an audience that included representatives from the Russian defence ministry and parliament, and from the CSTO.

The ICRC continued to encourage the countries covered, and regional bodies, to integrate IHL into military decision-making. Military officers from the countries covered, from CIS Member States, and from a CSTO working body took part in ICRC events or were sponsored to attend IHL training abroad.

Issues of humanitarian concern were highlighted through events that the ICRC held at its Moscow Humanitarium and other venues. For instance, together with a Russian think-tank,

the ICRC organized a forum on the needs of conflict-affected people in Syria, and in neighbouring countries, for Russian government officials, policy experts, academics and journalists. With a Russian NGO, the ICRC organized a course for Belarusian and Russian journalists, and representatives from the Russian Orthodox Church, on safe practices during armed conflict and other emergencies.

In the Republic of Moldova, the ICRC continued to encourage the Moldovan authorities to tackle the threat of unplanned explosions at ammunition storage sites; it enlisted support from other parties, including representatives of the international community, to address this issue. Authorization for the ICRC's planned activities to broaden awareness of this issue among civilians remained pending.

In Belarus, people who had fled the conflict in Ukraine, and started small businesses in 2018 with help from the Red Cross Society of Belarus and the ICRC, received a final round of technical guidance.

National and regional authorities advance IHL implementation

With the Belarusian justice ministry, the ICRC hosted an annual regional seminar on IHL implementation; government officials from the countries covered, and from the CIS and the CSTO, participated. The ICRC continued to guide the CIS in drafting model laws to help its Member States incorporate key IHL provisions in their domestic legislation; the CSTO and the ICRC agreed, at their annual high-level staff talks, to cooperate in similar endeavours. The countries covered received the ICRC's assistance to prepare for the 33rd International Conference. The Russian Federation continued to draft a law on the role of the National Society, and on the protection of the red cross emblem; consultations with the ICRC, by parliamentarians and others, were part of the process.

Academics and university students from the countries covered were sponsored to take part in international events on IHL.

National Societies strengthen their ability to assist vulnerable migrants

The ICRC continued to help the National Societies in the countries covered to develop their ability to promote the Fundamental Principles and the Movement's work, provide family-links services, and aid vulnerable migrants. As in past years, the Belarusian Red Cross visited detained migrants and provided them with free phone calls to their families. It discussed detained migrants' humanitarian needs at a seminar that it conducted for government officials. The St Petersburg branch of the Russian Red Cross Society continued to make a hotline, a social worker and a legal consultant available to vulnerable migrants. Nine National Societies participated in a meeting organized by the ICRC, in Belarus, on family-links services for migrants; they discussed how to align these services with professional standards for protection work.

A Russian think-tank, a Russian university, and the ICRC organized an international conference on migration policy; academics, international organizations, NGOs and think-tanks took part.

The ICRC provided assistance for developing regional capacities in dealing with the issue of missing persons. Forensic specialists from the Russian Federation and Tajikistan discussed best practices at a meeting organized by the ICRC in Moscow. A Russian NGO continued to receive technical assistance for following up missing-persons cases. The ICRC facilitated the collection of DNA samples from people in the

Russian Federation whose relatives had been reported missing in connection with past armed conflict in the wider region (see *Georgia*).

People made use of the ICRC's family-links services to contact or locate relatives separated from them by armed conflict abroad or by other circumstances.

MAIN FIGURES AND INDICATORS: PROTECTION

CIVILIANS		Total			
RCMs and other means of family contact			UAMs/SC		
RCMs collected		14			
RCMs distributed		68			
Phone calls facilitated between family members		33			
Tracing requests, including cases of missing persons			Women	Girls	Boys
People for whom a tracing request was newly registered		540	116	151	189
<i>including people for whom tracing requests were registered by another delegation</i>		5			
Tracing cases closed positively (subject located or fate established)		258			
<i>including people for whom tracing requests were registered by another delegation</i>		17			
Tracing cases still being handled at the end of the reporting period (people)		3,233	255	201	300
<i>including people for whom tracing requests were registered by another delegation</i>		28			
Documents					
People to whom travel documents were issued		4			
PEOPLE DEPRIVED OF THEIR FREEDOM					
RCMs and other means of family contact					
RCMs collected		1			
RCMs distributed		1			
People to whom a detention attestation was issued		1			

PARIS (regional)

COVERING: Andorra, Cyprus, France, Greece, the Holy See, Hungary, Italy, Malta, Monaco, Portugal, San Marino, Spain (with specialized services for other countries)

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

YEARLY RESULT

Level of achievement of ICRC yearly objectives/plans of action

HIGH

EXPENDITURE IN KCHF¹

Protection	7,103
Assistance	960
Prevention	2,404
Cooperation with National Societies	465
General	86
Total	11,018
<i>Of which: Overheads</i>	<i>672</i>

IMPLEMENTATION RATE

Expenditure/yearly budget	86%
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PERSONNEL¹

Mobile staff	18
Resident staff (daily workers not included)	47

PROTECTION

	Total
CIVILIANS	
Restoring family links	
RCMs collected	35
Phone calls facilitated between family members	12,569
Tracing cases closed positively (subject located or fate established)	104
People reunited with their families	1
PEOPLE DEPRIVED OF THEIR FREEDOM	
ICRC visits	
Places of detention visited	25
Detainees in places of detention visited	3,304
<i>of whom visited and monitored individually</i>	<i>119</i>
Visits carried out	36
Restoring family links	
RCMs collected	3

ASSISTANCE

	2019 Targets (up to)	Achieved
CIVILIANS		
Economic security		
Living conditions	Beneficiaries	12
PEOPLE DEPRIVED OF THEIR FREEDOM		
Economic security		
Living conditions	Beneficiaries	6,048

1. Includes Hungary. See report under *Balkans (regional)*.

CONTEXT

European countries continued to play a significant role in international affairs, as individual States or via multilateral bodies; they drove diplomatic initiatives and influenced policy debates and decision-making on matters affecting humanitarian action. France and other European countries participated in military operations overseas.

Security remained high on the agenda of European States; arrests linked to “terrorism” continued. Some people alleged to have been involved in fighting abroad were returning to their countries of origin.

Migrants – including refugees and asylum seekers – continued to cross the Mediterranean Sea to reach Europe. They were vulnerable to abuse along the migration route and often lost contact with their families; some perished in maritime accidents. Insufficient data and coordination made it difficult for authorities and forensic services to identify human remains recovered at sea.

Roughly 74,600 people arrived in Greece in 2019, according to UNHCR estimates. Many of them were stranded on Lesbos and other Greek islands, partly because of tightened travel restrictions following the European Union–Turkey Statement; they lacked access to basic services. Migrants in Greece and in Hungary were often held at special facilities, where their movements were restricted.

ICRC ACTION AND RESULTS

The ICRC broadens support for IHL and humanitarian action

The ICRC engaged in humanitarian diplomacy throughout the region to promote IHL and gather support for its work among national authorities, armed forces, multilateral organizations and other influential parties – the Holy See and the ICRC engaged in a policy dialogue on humanitarian issues for the first time. It communicated its position on key issues – for instance, on partnered military operations, counter-terrorism and cyber weapons – to ensure that authorities’ decision-making reflected humanitarian considerations. The Organisation internationale de la Francophonie and the ICRC renewed their joint plans to promote IHL among francophone countries. Public-communication initiatives helped foster awareness of IHL and humanitarian issues, such as missing people and the plight of their families.

The ICRC’s Paris regional delegation organized or supported IHL-related events for students, such as an international moot court competition in France, and helped the ICRC’s regional delegation in Belgrade, Serbia (see *Balkans*) to organize similar events for academics, including a conference on refugee law in Slovenia.

The ICRC pursued dialogue on IHL with European militaries, including those active overseas (see, for example, *Mali*); French soldiers were given predeployment briefings on the ICRC and its activities in the Sahel region. Greek military officers, cadets and legal advisers expanded their knowledge of IHL at ICRC workshops.

European National Societies and the ICRC worked together to promote IHL and its domestic implementation. At a round table in Spain, the Spanish Red Cross, authorities, medical professionals and the ICRC exchanged best practices in collecting data on violence against those seeking or delivering health care.

The ICRC continued to urge authorities to address the humanitarian concerns (e.g. maintaining family contact) of European citizens alleged to have been involved in fighting abroad, as well as the needs of their families, in accordance with existing legal frameworks.

The ICRC responds to the humanitarian consequences of migration

The ICRC adapted its set-up in the region in response to shifting needs. In Greece, it opened an office in Mytilini, Lesbos, and upgraded its mission in Athens to a separate delegation at year’s end; it closed its mission in Budapest, Hungary, in June, as fewer migrants were entering the country, and handed over its protection-related activities for migrants in that country to its Balkans regional delegation (see *Balkans*).

The ICRC continued to monitor the situation of migrants – particularly those who had crossed into Greece from Turkey and into Hungary from Serbia – and documented their protection-related concerns. It discussed, with the pertinent authorities, the humanitarian consequences of their migration policies, and urged them to address migrants’ needs and clarify the fate of missing people; it lent technical support to the French Red Cross for its advocacy efforts for migrants.

With various National Societies, the ICRC helped migrants – including detainees – to contact their relatives. It ensured the continued provision of family-links services in Greece until the suspension of the Hellenic Red Cross from the International Federation was lifted in December. The ICRC worked with National Societies to implement the Trace the Face campaign – an online photo tracing service with a centralized database, focusing on migrants who went missing en route to Europe – and supported their other efforts to reunite dispersed families.

The ICRC provided capacity-building support for forensic services and National Societies in managing and identifying the remains of people who had perished at sea, including in a shipwreck in the Mediterranean in 2015, and continued to discuss such matters with the authorities. At an ICRC round table, Greek authorities explored ways to standardize procedures in human remains management. In Cyprus and Portugal, authorities and forensic and medico-legal professionals exchanged best practices – related to mechanisms for clarifying the fate of missing people, and humanitarian forensics – at ICRC-organized regional workshops, as part of an institutional project to establish professional standards in these and other related fields (see *Operations*).

Detained migrants are visited by the ICRC

The ICRC visited, in accordance with its standard procedures, detained migrants in Greece, and, until the closure of the ICRC's Budapest mission, migrants held in facilities in Hungary; findings were communicated confidentially to the authorities, to help them improve detainees' treatment and living conditions. In Greece, it also provided some support, such as hygiene items and other essentials, and referrals for legal assistance, where appropriate. The ICRC continued to support health authorities in Greece, for instance, by donating medicines to a State-owned agency providing health-care services for detained migrants.

The ICRC visited people detained or convicted by international tribunals based in The Hague, Netherlands, and discussed detainees' needs with the pertinent authorities. Dialogue with the authorities concerned, on access to people detained in France and Italy in connection with "terrorism" or with conflict abroad, continued.

The ICRC continued to follow up the situation of people formerly held at the US detention facility at the Guantanamo Bay Naval Station in Cuba and resettled in Europe, to support their integration into their host countries.

MAIN FIGURES AND INDICATORS: PROTECTION

CIVILIANS	Total			
RCMs and other means of family contact		UAMs/SC		
RCMs collected	35			
Phone calls facilitated between family members	12,569			
Reunifications, transfers and repatriations				
People reunited with their families	1			
People transferred or repatriated	2			
Tracing requests, including cases of missing persons		Women	Girls	Boys
People for whom a tracing request was newly registered	860	207	161	210
<i>including people for whom tracing requests were registered by another delegation</i>	9			
Tracing cases closed positively (subject located or fate established)	104			
<i>including people for whom tracing requests were registered by another delegation</i>	2			
Tracing cases still being handled at the end of the reporting period (people)	1,140	252	230	272
<i>including people for whom tracing requests were registered by another delegation</i>	55			
Documents				
People to whom official documents were delivered across borders/front lines	1			
PEOPLE DEPRIVED OF THEIR FREEDOM				
ICRC visits		Women	Minors	
Places of detention visited	25			
Detainees in places of detention visited	3,304	138	374	
Visits carried out	36			
		Women	Girls	Boys
Detainees visited and monitored individually	119	2	4	43
<i>of whom newly registered</i>	103	1	4	43
RCMs and other means of family contact				
RCMs collected	3			
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

CIVILIANS		Total	Women	Children
Economic security				
Living conditions	Beneficiaries	12		
PEOPLE DEPRIVED OF THEIR FREEDOM				
Economic security				
Living conditions	Beneficiaries	6,048	393	240
Health				
Places of detention visited by health staff	Structures	2		

TASHKENT (regional)

COVERING: Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan, Uzbekistan

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

YEARLY RESULT

Level of achievement of ICRC yearly objectives/plans of action

HIGH

KEY RESULTS/CONSTRAINTS IN 2019

- Missing people's families, and relatives of people allegedly involved in fighting abroad, obtained psychosocial care and referrals to service providers through an ICRC-supported accompaniment programme in Tajikistan.
- In Tajikistan, the ICRC supported the reintegration of 106 children of people allegedly involved in fighting abroad: 22 received mental-health and psychosocial services while 84 benefited from family visits and material assistance.
- At regional military exercises, the ICRC briefed multinational contingents on IHL and on the application of humanitarian considerations in the conduct of military operations, including peacekeeping.
- In Kyrgyzstan, the State Service for the Execution of Punishments (GSIN) and the ICRC established a working group to ensure the takeover of the TB programme for detainees by the GSIN.
- Doctors and other medical personnel in the region strengthened their capacities in emergency trauma care through courses, including train-the-trainer sessions, organized by the ICRC or facilitated by local instructors.
- Owing to administrative obstacles, several planned forensic activities in Kyrgyzstan and Tajikistan were postponed or cancelled.

EXPENDITURE IN KCHF

Protection	3,192
Assistance	3,583
Prevention	2,451
Cooperation with National Societies	1,098
General	213
Total	10,537
<i>Of which: Overheads</i>	<i>643</i>

IMPLEMENTATION RATE

Expenditure/yearly budget	92%
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PERSONNEL

Mobile staff	17
Resident staff (daily workers not included)	165



PROTECTION	Total
CIVILIANS	
Restoring family links	
RCMs collected	114
RCMs distributed	59
Phone calls facilitated between family members	2,921
Tracing cases closed positively (subject located or fate established)	95
PEOPLE DEPRIVED OF THEIR FREEDOM	
ICRC visits	
Places of detention visited	10
Detainees in places of detention visited	4,876
<i>of whom visited and monitored individually</i>	95
Visits carried out	14
Restoring family links	
Phone calls made to families to inform them of the whereabouts of a detained relative	1

ASSISTANCE	2019 Targets (up to)	Achieved
CIVILIANS		
Economic security		
Income support	Beneficiaries	60
PEOPLE DEPRIVED OF THEIR FREEDOM		
Economic security		
Living conditions	Beneficiaries	604
Water and habitat		
Water and habitat activities	Beneficiaries	4,456
		8,077
WOUNDED AND SICK		
Medical care		
Hospitals supported	Structures	19
		7

CONTEXT

Central Asian countries continued to develop bilateral and regional initiatives in such areas as security and counter-terrorism. The five countries remained involved, to varying degrees, with multilateral bodies such as the Collective Security Treaty Organization (CSTO), the Commonwealth of Independent States, the Eurasian Economic Union, the European Union, NATO and the Shanghai Cooperation Organization (SCO).

The governments of Kazakhstan, Tajikistan and Uzbekistan repatriated citizens alleged to have been involved in fighting abroad – particularly in Iraq and the Syrian Arab Republic – and/or their families.

Demarcation of borders and competition for natural resources remained sources of tension in the region and occasionally, of violence as well. The fighting in Afghanistan sometimes reached areas near the border with Tajikistan. Migration and various other issues – socio-economic and political – were sources of regional concern.

Communities in areas along Tajikistan's borders with Afghanistan and Uzbekistan remained at risk from mines and explosive remnants of war (ERW).

ICRC ACTION AND RESULTS

The ICRC strove to address the needs of various groups of people: detainees in Kyrgyzstan; families of people missing in relation to migration, past conflict or other situations of violence; and relatives of people allegedly involved in fighting abroad. The ICRC opened an office in Nur-Sultan, Kazakhstan. It strengthened its engagement with authorities, military and security forces personnel and other influential actors in the region; the aim was to broaden acceptance for its work and secure support for IHL and other relevant norms. During regional military exercises, it briefed multinational contingents on IHL and on the application of humanitarian considerations in the conduct of military operations, including peacekeeping.

In Kyrgyzstan, the ICRC – in accordance with its standard procedures – visited places of detention under the authority of the internal affairs ministry and the State Service for the Execution of Punishments (GSIN). Kyrgyz authorities drew on ICRC expertise to improve the treatment and living conditions of detainees and the management of detention facilities. In Uzbekistan, the possibility of conducting standard visits to detainees was discussed with the authorities.

In Kyrgyzstan, projects carried out by the ICRC with the health and internal affairs ministries, and the GSIN, made primary-health-care services available to people held in police stations and places of permanent detention. In October, the ICRC handed over to the GSIN full responsibility for medically screening detainees at two places of permanent detention. A working group, consisting of officials from the health and internal affairs ministries and the Mandatory Health Insurance Fund (MHIF), endeavoured to ensure the takeover by the authorities of the above-mentioned health project at police stations in 2020.

Detention facilities and laboratories – with material and technical support from the ICRC – continued to provide TB diagnostic services. Detainees who tested positive for TB were registered for treatment. TB patients received counselling from an ICRC psychologist, who also trained prison medical staff to provide counselling independently. The GSIN and the ICRC established a joint working group to ensure the handover – to the GSIN, by the end of 2020 – of the bulk of the activities implemented or financed by the ICRC under the TB programme for detainees.

Members of families separated by migration, detention or other circumstances restored or maintained contact through Movement family-links services. The ICRC discussed with Central Asian governments the treatment or fate of people allegedly involved in fighting abroad – and the consequences for their families; it offered these governments its humanitarian assistance. In Tajikistan, the ICRC supported the reintegration of 84 children of people allegedly involved in fighting abroad; the Tajik government had repatriated these children from Iraq and placed them in a centre. The ICRC provided the centre with material assistance and supported family visits for these children. The ICRC continued to implement an accompaniment programme with the Red Crescent Society of Tajikistan and local NGOs. The programme made psychosocial support, and referrals to service providers, available to missing people's families and relatives of people allegedly involved in fighting abroad. With a view to supporting their reintegration, the ICRC provided mental-health and psychosocial services – including home visits and counselling sessions – for 22 children of people allegedly involved in fighting abroad; like the 84 children mentioned above, these children had also been repatriated to Tajikistan. The ICRC trained two psychologists, and other personnel from the Ministry of Emergencies and Civil Defence in Tajikistan, in the provision of psychological and psychosocial support during emergencies.

Material assistance from the ICRC helped hospitals in Tajikistan treat wounded people, including casualties of the fighting in Afghanistan or of clashes along Tajikistan's border with Kyrgyzstan. Aided by the ICRC, the pertinent National Societies conducted first-aid training, and train-the-trainer workshops for community members, National Society staff and volunteers, weapon bearers and others. Medical personnel in the region strengthened their capacities in initial trauma care and emergency-room trauma care, and/or wound surgery, through training organized by the ICRC or facilitated by local instructors with ICRC support.

Owing to administrative obstacles, several planned forensic activities in Kyrgyzstan and Tajikistan were postponed or cancelled.

With the ICRC's assistance, National Societies in the region expanded their emergency response capacities and consolidated their legal bases. The Red Crescent Society of Tajikistan continued to conduct risk-education sessions for mine-affected communities.

CIVILIANS

The ICRC supports the reintegration of children repatriated from Iraq to Tajikistan

Members of families separated by migration, detention or other circumstances – such as alleged involvement in fighting abroad – restored or maintained contact through RCMs, tracing and other Movement family-links services. The ICRC discussed with Central Asian governments the treatment or fate of people allegedly involved in fighting abroad – and the consequences for their families; it offered these governments its humanitarian assistance. In Tajikistan, the ICRC supported the reintegration of 84 children of people allegedly involved in fighting abroad; the Tajik government had repatriated these children from Iraq and placed them in a centre. The ICRC covered the transportation, accommodation and other expenses of family members visiting the repatriated children in the centre or seeking clarification from the authorities about their whereabouts. The ICRC also provided the centre with material assistance.

Training and other assistance from the ICRC helped staff and/or volunteers of Central Asian National Societies to strengthen their family-links capacities. The ICRC provided the Red Crescent Society of Kyrgyzstan with technical support for assessing needs among the families of missing migrants.

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

In Tajikistan, an accompaniment programme implemented by the Red Crescent Society of Tajikistan, the ICRC and local NGOs enabled 1,131 people whose relatives were missing in connection to past conflict/other violence or migration – or allegedly involved in fighting abroad – to obtain psychosocial care through support groups, home visits or other means. The programme also referred 346 people to service providers for economic, legal and other assistance. The ICRC provided 'accompaniers' under this programme with training and guidance. It helped missing people's families organize events to commemorate their missing relatives. To broaden awareness

of the issue of missing people, the ICRC conducted information sessions for the police on its activities to ascertain the fate of missing people and assist their families.

With a view to supporting their reintegration, the ICRC provided mental-health and psychosocial services – including home visits and counselling sessions – for 22 children of people allegedly involved in fighting abroad; like the 84 children mentioned above, these children had also been repatriated to Tajikistan.

The ICRC trained two psychologists, and other personnel from the Ministry of Emergencies and Civil Defence in Tajikistan, in the provision of psychological and psychosocial support during emergencies.

Forensic professionals from Kyrgyzstan and Tajikistan exchanged best practices with their peers at an ICRC event in Moscow, Russian Federation. In Tajikistan, first responders bolstered their capacities in managing human remains through training sessions organized by the Ministry of Emergencies and Civil Defence with financial and technical support from the ICRC. In Kyrgyzstan, standard procedures for managing human remains, adjusted with the ICRC's assistance, were translated into Kyrgyz, and sent to the emergency committee for approval. Owing to administrative constraints, several planned forensic activities in Kyrgyzstan and Tajikistan were either postponed or cancelled.

People in mine-affected areas learn safe practices

Around 37,500 people in mine-affected communities in Tajikistan learnt safe practices through information sessions and other activities organized by the Tajikistan Red Crescent with ICRC support. ICRC training enabled National Society staff to become more aware of the dangers of weapon contamination, and of safe practices around mines. The National Society and the ICRC participated in coordination meetings and other mine-action events organized by the authorities and/or others.

CIVILIANS	Kazakhstan	Kyrgyzstan	Tajikistan
RCMs and other means of family contact			
RCMs collected	1	5	108
RCMs distributed	4	1	54
Phone calls facilitated between family members	2,905		16
Tracing requests, including cases of missing persons			
People for whom a tracing request was newly registered	22	233	571
<i>of whom women</i>	7	60	50
<i>of whom minors at the time of disappearance - girls</i>	6	78	47
<i>of whom minors at the time of disappearance - boys</i>	3	79	60
<i>including people for whom tracing requests were registered by another delegation</i>			4
Tracing cases closed positively (subject located or fate established)	9	3	83
<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)	42	306	2,078
<i>of whom women</i>	14	68	75
<i>of whom minors at the time of disappearance - girls</i>	10	82	48
<i>of whom minors at the time of disappearance - boys</i>	10	83	141
<i>including people for whom tracing requests were registered by another delegation</i>			6

PEOPLE DEPRIVED OF THEIR FREEDOM

In Kyrgyzstan, the ICRC visited – in accordance with its standard procedures – places of detention under the authority of the internal affairs ministry and the GSIN, to monitor detainees' treatment and living conditions. Findings and/or recommendations from the visits were discussed confidentially with the authorities. A total of 95 inmates with specific vulnerabilities were monitored individually. The ICRC continued to seek access to all detainees within its purview, particularly those in facilities under the authority of the State Committee for National Security.

In Uzbekistan, the possibility of conducting standard visits to detainees was discussed with the authorities.

Detainees in Kyrgyzstan, Tajikistan and Uzbekistan were visited by relatives; the ICRC covered transportation and other expenses. The Kazakh Red Crescent Society, with the ICRC's assistance, enabled migrants in immigration detention centres to phone their families.

The authorities take over medical screening of new detainees at two places of detention

Kyrgyz authorities continued to draw on ICRC expertise to improve the treatment and living conditions of detainees and the management of detention facilities. The ICRC supported the establishment of online court sessions, with a view to ensuring that detainees did not have to endure prolonged stays in places of temporary detention. At ICRC training sessions, investigators and officers attached to the internal affairs ministry learnt about international standards for the treatment of prisoners and international policing standards.

Projects carried out by the health and internal affairs ministries, the GSIN and the ICRC made primary health care available to people held in ten police stations and at two places of permanent detention. New inmates were medically screened; those with medical conditions were followed up. ICRC training and other support strengthened capacities among medical personnel: they became more capable of medically screening new detainees, diagnosing or treating common ailments, and/or managing drug supplies. At ICRC dissemination sessions, prison staff learnt about the protection due to people seeking or providing health services. The ICRC guided the authorities in consolidating detainees' medical records. Doctors and nurses serving the police stations benefited from financial incentives provided by the ICRC. As a result of advocacy and mobilization efforts by the health ministry, the MHIF and the ICRC, the Kyrgyz government issued a decree enabling the MHIF to make a budgetary allocation to fund financial incentives for medical staff serving police stations. In October, the ICRC officially handed over full responsibility to the GSIN for medically screening detainees at two places of permanent detention. A working group, consisting of officials from the health and internal affairs ministries and the MHIF, endeavoured to ensure the authorities' takeover of the above-mentioned health project at police stations in 2020.

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

The GSIN and the ICRC established a joint working group to ensure the handover – to the GSIN, by the end of 2020 – of the bulk of activities implemented or financed by the ICRC under the TB programme for detainees. The objectives and deliverables of the working group were set out in the terms of reference agreed upon by both parties. The ICRC discussed with the prison authorities the minimum budget required to maintain TB-management activities in prisons, and reminded them that they must allocate funds accordingly.

Detention facilities and laboratories – with material and technical support from the ICRC – continued to provide TB diagnostic services. Thousands of detainees were screened for TB; those who tested positive were registered for treatment. The ICRC provided food and hygiene items for 174 TB patients, as incentives to complete their treatment. TB patients received counselling from an ICRC psychologist, who also trained prison medical staff to provide counselling independently. Medical staff expanded their TB-management capacities through ICRC training in such areas as TB case detection, sputum collection, budgetary planning and operational research on TB. ICRC-supported maintenance teams oversaw the functioning of equipment and infrastructure at Penal Institution (PI) 31 and pre-trial detention centre 1 (SIZO-1); the ICRC provided PI 2 with assistance for expanding its health facility. Personnel at PI 31 and SIZO-1 – with the ICRC's support – maintained a TB case-management database. The ICRC gave 36 ex-detainees material assistance and other forms of support to continue TB treatment after their release.

The ICRC constructed and/or renovated sewage systems, rooms for family visits, and other basic facilities at various prisons; 8,077 detainees benefited. Prison authorities maintained or renovated other facilities with the ICRC's financial, technical and material assistance. The ICRC provided detainees with essential items; inmates under life sentences at one detention facility received recreational items.

WOUNDED AND SICK

Aided by the ICRC, National Societies in the five countries covered conducted first-aid training, and train-the-trainer workshops for community members, religious leaders, National Society staff and volunteers, peacekeepers, and border troops and other weapon bearers.

Doctors and other medical personnel in the region strengthened their capacities in initial trauma care and emergency-room trauma care, and/or wound surgery, through training courses, including train-the-trainer sessions, organized by the ICRC or facilitated by local instructors with ICRC support. The train-the-trainer sessions were organized with a view to creating a pool of local trainers who could conduct courses in emergency trauma care independently. The ICRC successfully concluded such efforts in Kazakhstan and Kyrgyzstan, having helped establish such pools of local trainers in these countries. The health authorities also formally recognized the existence of these trainers and included information from ICRC training into the standard curricula of medical students.

In line with the goals of the Health Care in Danger initiative, participants in the training courses mentioned were also told about the protection due to people seeking or providing health care, and about the necessity of delivering timely and impartial medical assistance.

In Tajikistan, medical equipment and/or supplies from the ICRC enabled seven hospitals to provide adequate and timely care for wounded people – such as casualties of the fighting in Afghanistan or of clashes along Tajikistan’s border with Kyrgyzstan. The ICRC also upgraded an emergency room at the Ishkashim district hospital.

The activities of the ICRC MoveAbility Foundation in Tajikistan were formally incorporated in the ICRC’s physical rehabilitation programme; this was scheduled to take effect in January 2020.

ACTORS OF INFLUENCE

The ICRC opened an office in Nur-Sultan, Kazakhstan. It strengthened its engagement with authorities, military and security forces personnel and other influential actors in the region; the aim was to broaden acceptance for its work and secure support for IHL and other relevant norms.

The ICRC emphasizes humanitarian considerations at regional military exercises

The ICRC participated in two major military exercises in the region: Steppe Eagle 2019 in Kazakhstan and Enduring Brotherhood 2019 in Tajikistan (a CSTO exercise). At both, it briefed multinational contingents on IHL and on the application of humanitarian considerations in the conduct of military operations, including peacekeeping.

The authorities and military and security forces personnel in the five countries covered learnt more about the ICRC, IHL and other applicable norms, and international policing standards through ICRC seminars and customized courses organized by the ICRC, which often included first-aid training. The ICRC sponsored military officials from Kazakhstan, Turkmenistan and Uzbekistan to attend an IHL workshop for senior officers in Moscow (see *International law and policy*). In Kazakhstan, the defence ministry and the ICRC held a high-level meeting to establish a platform for periodic institutional discussions on key strategic and operational issues of common interest.

In Uzbekistan, officials from the armed forces of Central Asian countries and of the CSTO discussed the progress they had made in integrating IHL into their military doctrines, and exchanged best practices in this regard, at a round table organized by the defense ministry with ICRC support. At an SCO conference in Tashkent, the ICRC’s deputy regional director for operations in Europe and Central Asia delivered a speech that described the legal frameworks applicable to counter-terrorism operations and offered a humanitarian perspective on the manner in which people allegedly involved in fighting abroad, and their families, should be treated.

Kazakhstan ratifies the Treaty on the Prohibition of Nuclear Weapons

The ICRC continued to organize various events and activities for and with authorities and national IHL committees in the region, with a view to advancing implementation of IHL and related treaties. Following consultations with the ICRC, Kazakhstan ratified the Treaty on the Prohibition of Nuclear Weapons. At an ICRC workshop in Turkmenistan, government officials, academics and others discussed the implementation of the Hague Convention on Cultural Property. Local experts in Tajikistan, with the ICRC’s support, published a commentary on domestic laws concerning the emblems protected under IHL. The ICRC sought to involve academics in IHL promotion and other IHL-related activities. For instance, in Kyrgyzstan, a local university, with support from the ICRC, organized a conference on IHL for students.

In Kyrgyzstan, an interministerial working group, aided by ICRC expertise, completed its analysis of the various legal issues surrounding the subject of missing people. The working group – which was in charge of developing and implementing legislation protecting the rights of missing people and their families – drafted proposals to address gaps identified by its analysis. The ICRC continued to urge the Tajik authorities to advance legislation concerning missing people and their families.

Religious leaders learn more about their potential to contribute during emergencies

Religious and community leaders, and members of civil society, learnt about the Movement’s work at information sessions – which were often accompanied by first-aid training – and other events organized by the ICRC and the pertinent National Societies. At ICRC workshops in Kyrgyzstan and Tajikistan, religious leaders learnt more about their potential to contribute during emergencies – for example, by providing psychosocial support for community members.

The ICRC trained personnel from National Societies in Kyrgyzstan and Tajikistan in communication during emergencies.

RED CROSS AND RED CRESCENT MOVEMENT

Various forms of ICRC support enabled Central Asian National Societies to become more capable of responding to emergencies in line with the Safer Access Framework. For instance, the Red Crescent Society of Uzbekistan strengthened its first-aid capacities by reinforcing its pool of first-aid trainers and conducting refresher training for first-aid instructors (see *Wounded and sick*).

National Societies in the countries covered worked towards consolidating their legal bases with guidance from the ICRC. The Kazakh Red Crescent Society took steps to implement a roadmap for the adoption of a law clarifying its legal status. The Red Crescent Society of Kyrgyzstan worked with State agencies to implement a law setting out the legal bases of its activities. The revised statute of the Red Crescent Society of Tajikistan was registered by the justice ministry.

The National Societies continued, with ICRC support, to promote the Movement’s work and/or IHL via dissemination sessions, public communication and other means.

MAIN FIGURES AND INDICATORS: PROTECTION

CIVILIANS	Total			
RCMs and other means of family contact		UAMs/SC		
RCMs collected	114			
RCMs distributed	59			
Phone calls facilitated between family members	2,921			
Tracing requests, including cases of missing persons		Women	Girls	Boys
People for whom a tracing request was newly registered	826	117	131	142
<i>including people for whom tracing requests were registered by another delegation</i>	4			
Tracing cases closed positively (subject located or fate established)	95			
<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)	2,426	157	140	234
<i>including people for whom tracing requests were registered by another delegation</i>	6			
PEOPLE DEPRIVED OF THEIR FREEDOM				
ICRC visits		Women	Minors	
Places of detention visited	10			
Detainees in places of detention visited	4,876	453	10	
Visits carried out	14			
		Women	Girls	Boys
Detainees visited and monitored individually	95	16		1
<i>of whom newly registered</i>	8	3		1
RCMs and other means of family contact				
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	435			

MAIN FIGURES AND INDICATORS: ASSISTANCE

CIVILIANS		Total	Women	Children
Economic security				
Income support	Beneficiaries	60	28	4
PEOPLE DEPRIVED OF THEIR FREEDOM				
Economic security				
Living conditions	Beneficiaries	604	23	2
Water and habitat				
Water and habitat activities	Beneficiaries	8,077		
Health				
Health facilities supported in places of detention visited by health staff	Structures	9		
WOUNDED AND SICK				
Hospitals				
Hospitals supported	Structures	7		
Services at hospitals not monitored directly by ICRC staff				
Weapon-wound admissions (surgical and non-surgical admissions)		10		
First aid				
First-aid training				
	Sessions	62		
	Participants (aggregated monthly data)	984		

UKRAINE

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

YEARLY RESULT

Level of achievement of ICRC yearly objectives/plans of action

HIGH

KEY RESULTS/CONSTRAINTS IN 2019

- People along the line of contact met their urgent and long-term needs with ICRC aid. However, security constraints and lack of the necessary agreements prevented the ICRC from carrying out some of its planned activities.
- Wounded, sick and physically disabled people obtained adequate care at health facilities that received comprehensive support from the ICRC.
- Families of missing people coped with their ordeal with psychosocial and cash assistance provided with ICRC support. The Ukrainian government had not yet established a commission to implement the law on the status of missing persons.
- The ICRC visited detention facilities run by the Ukrainian government; the parliament adopted a law formalizing the ICRC's access to pre-trial detainees. People held in areas not under government control remained inaccessible.
- Parties to the conflict were reminded by the ICRC of their IHL obligations to protect civilians and civilian infrastructure and to ensure people's access to basic services. The Ukrainian government endorsed the Safe Schools Declaration.
- The Ukrainian Red Cross Society worked with the ICRC to conduct mine-awareness sessions and other humanitarian services for conflict-affected people and to implement the Safer Access Framework in all its activities.

EXPENDITURE IN KCHF

Protection	9,264
Assistance	53,713
Prevention	3,043
Cooperation with National Societies	3,030
General	531
Total	69,581
<i>Of which: Overheads</i>	<i>4,106</i>

IMPLEMENTATION RATE

Expenditure/yearly budget	100%
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PERSONNEL

Mobile staff	92
Resident staff (daily workers not included)	475



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

PROTECTION	Total
CIVILIANS	
Restoring family links	
RCMs collected	10
RCMs distributed	4
Phone calls facilitated between family members	5
Tracing cases closed positively (subject located or fate established)	94
PEOPLE DEPRIVED OF THEIR FREEDOM	
ICRC visits	
Places of detention visited	36
Detainees in places of detention visited	22,228
<i>of whom visited and monitored individually</i>	652
Visits carried out	78
Restoring family links	
RCMs collected	25
RCMs distributed	37
Phone calls made to families to inform them of the whereabouts of a detained relative	135

ASSISTANCE	2019 Targets (up to)	Achieved	
CIVILIANS			
Economic security			
Food consumption ¹	Beneficiaries	579,090	223,731
Food production	Beneficiaries	51,270	32,072
Income support	Beneficiaries	9,111	11,524
Living conditions ¹	Beneficiaries	714,498	334,960
Water and habitat			
Water and habitat activities	Beneficiaries	1,661,000	1,409,176
Health			
Health centres supported	Structures	64	69
PEOPLE DEPRIVED OF THEIR FREEDOM			
Economic security			
Food consumption	Beneficiaries		2,500
Living conditions	Beneficiaries	10,000	8,983
Water and habitat			
Water and habitat activities	Beneficiaries	11,500	14,155
WOUNDED AND SICK			
Medical care			
Hospitals supported	Structures	30	30
Physical rehabilitation			
Projects supported	Projects	7	8
Water and habitat			
Water and habitat activities	Beds (capacity)	2,100	2,787

1. The target figure for this indicator was mainly based on the estimated quantity of goods for distribution. The number of actual beneficiaries is significantly lower than the target, as most people often benefited from multiple rounds or types of assistance.

CONTEXT

Armed conflict continued in the Donetsk and Luhansk regions of eastern Ukraine. People living along the line of contact – which separated areas controlled by the Ukrainian government from those that were not – remained at risk of injury or death from the hostilities and from mines and explosive remnants of war (ERW). The fighting damaged basic infrastructure and hindered economic activity. A trade blockade of areas not controlled by the government exacerbated the situation.

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

On both sides of the line of contact, people were detained in connection with the hostilities.

Reportedly, hundreds of people were still missing in connection with the conflict.

Within the framework of the Trilateral Contact Group (TCG) on Ukraine, under the chairmanship of the Organization for Security and Co-operation in Europe, the stakeholders in the conflict continued to discuss how to resolve the fighting through diplomatic means. Three new disengagement areas were set up, and detainees were simultaneously released and transferred. The Russian Federation and Ukraine also conducted a simultaneous release and transfer of some detainees.

Ukraine elected a new president and parliament.

ICRC ACTION AND RESULTS

The ICRC continued working in proximity to conflict-affected people in Ukraine, prioritizing efforts to protect and assist people on either side of the line of contact. It strove to ensure respect for IHL and gather support for its humanitarian activities among parties to the conflict and other influential actors. In its dialogue with these parties, it emphasized the necessity of protecting civilians and ensuring their access to basic services. The ICRC guided the Ukrainian military and police to integrate IHL and other international norms, and international policing standards, into their respective training and operations; it also helped government officials to implement IHL provisions. Ukraine endorsed the Safe Schools Declaration, to protect students, teachers and educational facilities during conflict.

Whenever possible with the Ukrainian Red Cross Society and other local partners, the ICRC delivered humanitarian assistance to conflict-affected people on both sides of the line of contact, drawing on feedback from these people to tailor its response. However, security issues and lack of agreements with the pertinent parties prevented it from fully implementing some of its planned activities.

As it continued to help cover the urgent needs for food, shelter and household items of the elderly, students and other vulnerable populations, the ICRC also gradually implemented more livelihood initiatives. Its support enabled households, including

those of detainees or missing people, to maintain or boost their food production or income. The ICRC continued to provide water-supply companies, public facilities and crossing points with the support necessary for delivering basic services to people affected by the hostilities.

Comprehensive assistance from the ICRC helped primary and other health facilities across the line of contact to provide timely and adequate treatment to the wounded and to people with diabetes and other chronic illnesses. Staff at one hospital in an area controlled by the government received technical input, which strengthened that facility's emergency department. The ICRC supported projects in areas not controlled by the government to develop their ability to provide rehabilitative care and advance social inclusion for physically disabled people. ICRC-trained community members and National Society volunteers gave conflict-affected people the psychosocial support they needed.

The ICRC helped to protect people from mines/ERW through information sessions on safe practices, and by supporting local actors who surveyed, marked and cleared contaminated areas.

Members of families separated by conflict or detention kept in touch through the Movement's family-links services. The ICRC continued to aid the efforts of representatives from both sides of the line of contact to ascertain the fate of missing people; for example, it conducted workshops and training in the management of human remains. The ICRC advised government officials on the implementation of the law on missing persons; however, a commission to implement the law was not yet established. It assisted missing people's families to meet their financial and other needs.

In accordance with its standard procedures, the ICRC visited people held in facilities run by the government to check on their treatment and living conditions. The Ukrainian parliament adopted a law formalizing the ICRC's access to people in pre-trial detention; however, people being held in areas not controlled by the government remained inaccessible to the organization. Various forms of ICRC support helped improve living conditions and health care for detainees at selected places of detention.

In coordination with other Movement components, the ICRC continued to help the National Society develop its ability to carry out its humanitarian work in safety and to pursue organizational development.

CIVILIANS

The ICRC made confidential representations to the parties to the conflict, urging them to meet their obligation under IHL to protect civilians and civilian property and to ensure civilians' access to health care, education and other basic services.

People along the line of contact meet urgent and long-term needs

The ICRC strove to provide humanitarian assistance to people on both sides of the line of contact, whenever possible, with the Ukrainian Red Cross. It gave the National Society training and

material support to bolster its capacity to conduct mine-risk education, implement economic-security projects and provide family-links services. However, security issues and lack of agreements with the pertinent parties prevented the ICRC from fully implementing some of its planned activities, which mainly affected its response in areas not controlled by the government: the organization therefore shifted its resources to areas where needs were found to have changed or increased.

ICRC technical, material and financial support enabled one community to implement measures to protect themselves against conflict-related risks. The community identified focal points in charge of storing and using first-aid kits and established a venue within the community for buying and exchanging food items to help reduce community members' travel costs and exposure to risks while travelling to and from the market.

Over 24,100 people – including children – learnt about the threat of mines/ERW through information sessions, and plays staged in schools or community centres, conducted or sponsored by the National Society and/or the ICRC. Demining and explosive ordnance disposal specialists attended ICRC training courses on surveying and clearing contaminated areas and treating blast injuries. ICRC material support helped pertinent actors mark contaminated places.

The ICRC delivered emergency relief to conflict-affected people along the line of contact. At the same time, it gradually implemented more livelihood initiatives, especially in areas controlled by the government. It gave 223,731 people material and cash assistance to reduce their expenses for food and to improve their diet: roughly 87,000 people received monthly food parcels or cash for buying food; some 135,000 elderly people and others benefited from hot and cold beverages while queuing at crossing points; and public institutions received bulk food rations or farming implements or equipment to grow their own food (benefiting 1,219 people).

Some 334,900 people restored or maintained their living conditions, particularly during the cold season, with the help of ICRC-distributed hygiene kits, energy-efficient LED lights, heating fuel, insulation materials and other household items, and cash or vouchers to buy these items or to make repairs to their shelters. Roughly 192,200 of these beneficiaries received these items from ICRC-supported institutions; they included students who also received school supplies.

Some 14,800 households (around 32,000 people) used cash or in-kind grants, such as poultry, beekeeping and drip-irrigation kits, from the ICRC to produce food and/or preserve it throughout the winter.

ICRC financial, material and technical support enabled people and cooperatives (benefiting roughly 11,500) to maintain or increase their income or to cover educational, medical, transportation and other expenses. Beneficiaries included relatives of missing people (731 people), or those wounded or killed in the conflict (394 people). Some of the breadwinners who

received such support resumed or started livelihood activities, employing people from their communities or offering services previously unavailable in the area.

Over 1.4 million people had better basic facilities and shelters because of various kinds of ICRC support. Water companies delivered safe water to 850,000 people and reduced water loss thanks to technical and material assistance, such as equipment and water-treatment chemicals. The TCG on Ukraine asked the ICRC to facilitate an audit of the main water company in the Donetsk region, which was aimed at providing a neutral and independent set of data for the TCG stakeholders to conduct diplomatic negotiations so that the company can ensure a reliable water supply and strengthen its financial viability. Some 547,500 people benefited from repairs or upgrades to public facilities and crossing points, such as the installation of anti-blast film in schools and the renovation of a DNA laboratory. Construction of or repairs to shelters protected 11,662 people from extreme weather conditions.

Conflict-affected people obtain treatment for chronic illnesses and other medical conditions

Using drugs and other supplies from the ICRC, 18 primary-health-care centres and their 49 satellite facilities treated people along the line of contact; ten of these centres also benefited from medical equipment. Two additional facilities received similar support on an ad hoc basis.

Acting as a neutral intermediary, and in coordination with its partners and the pertinent parties, the ICRC transported drugs and other supplies for treating TB and HIV/AIDS to health facilities in areas not controlled by the government; roughly 16,600 people benefited.

With ICRC support, academic institutions and other local actors in an area not controlled by the government organized seminars on the treatment of non-communicable diseases for nearly 150 health personnel. The ICRC supported the measurement of average blood glucose levels of around 1,900 vulnerable diabetics.

Some 200 ICRC-trained community members and National Society volunteers provided psychosocial support for missing people's relatives, schoolchildren, and other conflict-affected people along the line of contact; ten instructors refreshed or expanded their capacities in teaching how to provide such support. Assessments of planned ICRC mental-health services for ex-detainees and relatives of detainees were under way.

Efforts to support families of missing persons pursued

Separated family members reconnected through the Movement's family-links services. The ICRC covered transportation costs for 12 people who rejoined their relatives, and facilitated the transfer of official documents for seven others.

During bilateral discussions, and through study tours and other events in Ukraine and elsewhere (see *Georgia* and *Paris*), the ICRC emphasized to representatives from both sides of the line of contact the necessity of addressing the issue of missing people and supporting the families concerned in a

coordinated manner. It advised government officials on the implementation of the law on missing people and on amending provisions of the criminal code concerning the management of human remains. Due to changes in the government, successive decrees to establish a commission to implement the law on missing persons were passed; however, the creation of the commission did not materialize, and the related by-laws were not implemented, as at the end of the year. The government adopted by-laws to establish search groups and a register of missing people.

Forensic professionals and law enforcement officials bolstered their capacities to manage and identify human remains during ICRC workshops and with supplies and equipment provided by the organization.

Families of missing people learnt about the identification process and its results at meetings organized by the pertinent agencies, with ICRC financial support. The ICRC helped these families cope with their ordeal through psychosocial care, cash assistance (see above) and commemorative events.

PEOPLE DEPRIVED OF THEIR FREEDOM **Ukrainian parliament formalizes the ICRC's access to pre-trial detainees**

The ICRC visited, in accordance with its standard procedures, 36 facilities run by the government. It monitored detainees' treatment and living conditions, including access to health care and family-links services; close attention was paid to people held in connection with the conflict. The ICRC discussed its findings and any recommendations confidentially with the officials concerned. In December, the parliament adopted a law granting the ICRC unrestricted access to people in pre-trial detention. The ICRC continued to seek access to people held in areas not under government control.

Detainees on both sides of the line of contact, and detained migrants, stayed in touch with their relatives through family-links services provided, respectively, by the ICRC and by the National Society, with ICRC funds and advice.

Detainees access improved facilities

In areas controlled by the government, the ICRC continued to help officials and staff improve prison management and services, for instance, by organizing workshops for them, sponsoring their attendance at pertinent events abroad, or providing them with material and infrastructural assistance.

Sixty-three health staff from nine priority prisons refined their knowledge of life-saving and primary health care at training sessions organized by national medical universities and the ICRC. Staff at five of these facilities benefited from ICRC guidance; infirmaries at three of the priority prisons received medical supplies and equipment.

Through infrastructural and material support, the ICRC helped renovate facilities in 12 prisons, which benefited 14,155 detainees. The facilities included a bathing area, heating system, pharmacy and TB laboratory. ICRC-distributed household items, such as hygiene kits and thermoses, eased

the circumstances of some 8,900 detainees; roughly 70 of them also received winter clothes. The ICRC donated food in bulk to help improve the diet of 2,500 inmates.

The families of people held in connection with armed conflict, or those newly released (570 people in all), received financial and technical assistance to cover their daily expenses or start small businesses (see *Civilians*).

The ICRC conducted pre-departure interviews for, and gave material support to, detainees who were part of the simultaneous release and transfers (see *Context*).

WOUNDED AND SICK **Health staff and facilities expand their capacities**

The ICRC continued to urge the pertinent parties to ensure unimpeded access to appropriate treatment for wounded and sick people (see *Civilians*).

Approximately 1,000 community members and other emergency responders, and 100 National Society instructors, in areas controlled by the government participated in basic or train-the-trainer workshops on first aid, organized by the National Society with ICRC support; some of them received basic supplies and equipment. The ICRC paid for the repair of 15 ambulances.

Thirty hospitals on both sides of the line of contact maintained or improved their operations with ICRC-provided surgical supplies. Ten of them also benefited from medical equipment, while 17 received additional supplies for emergencies. Health facilities in areas not controlled by the government received insulin for 11,300 diabetics, and blood-bank supplies. Nearly 40 wounded people received one-off cash assistance to cover miscellaneous hospital expenses.

In areas controlled by the government, some 130 health workers attended ICRC training sessions in basic and advanced life support. Over 50 of these workers came from one of the ICRC-supported hospitals mentioned above, the Bakhmut hospital, which also benefited from ICRC advice for developing its emergency department.

Nearly 30 facilities (2,787 beds) along the line of contact that had been damaged during the hostilities benefited from ICRC infrastructural repairs or upgrades. The design of the Bakhmut hospital's emergency department was finalized, and construction scheduled to begin in 2020.

Disabled people obtain suitable care

In areas not controlled by the government, the ICRC provided – based on identified needs and requests for assistance – various forms of support to institutions serving disabled people: two physical rehabilitation centres, a hospital offering physiotherapy services, three disabled people's organizations, a sports centre and local officials.

A physical rehabilitation centre in Donetsk received supplies and equipment for producing assistive devices, and guidance for improving its services; four orthopaedic technicians from the centre attended courses abroad with ICRC sponsorship. The ICRC donated wheelchairs and walking aids to the local authorities.

With ICRC material and financial assistance, two disabled people's organizations and the sports centre arranged sporting and other events, including a wheelchair marathon, to advance the social inclusion of their members.

ACTORS OF INFLUENCE

Influential parties and conflict-affected communities learn about ICRC activities in Ukraine

The ICRC broadened awareness of and support for IHL, and its own humanitarian activities in Ukraine, among political and religious leaders, the military and security forces, members of civil society, other influential actors and the general public, during meetings and various events and through traditional and social media. In December, the Swiss embassy in Ukraine and the ICRC organized an event to celebrate the 70th anniversary of the Geneva Conventions; senior officials from the Ukrainian government attended. These efforts helped the ICRC maintain its access to most of the people living along the line of contact (see *Civilians*). Ukrainian officials periodically invited the ICRC to participate in discussions on IHL and on such issues as missing people and weapon contamination.

Conflict-affected people learnt more about the humanitarian services available to them through different forms of media used by the ICRC. They let the ICRC know of their needs through hotlines, text messages and social media channels, enabling the organization to design or adapt activities to match these needs.

The National Society, with training and guidance from the ICRC, developed its ability to conduct public-communication campaigns – for instance, to promote respect for the red cross emblem.

Ukraine endorses the Safe Schools Declaration

Current and future prosecutors, judges and diplomats expanded their knowledge of IHL through ICRC training sessions. Parliamentarians and other government officials drew on ICRC expertise to advance ratification of the Rome Statute and other IHL instruments, and implementation of laws on missing people (see *Civilians*) and mine action. The National Society and the ICRC participated in meetings of the national IHL committee; the latter provided the committee with technical guidance. Ukraine endorsed the Safe Schools Declaration, an inter-governmental commitment to protect students, teachers and educational facilities during conflict.

Ukrainian armed forces and police personnel learnt more about IHL and international policing standards, and about the integration of these norms and standards into their training and operations, through ICRC courses or through discussions with the ICRC. The defence ministry and the ICRC signed an agreement under which the ICRC would expand its IHL training for troops. Similar ICRC activities in areas not controlled by the government remained limited.

Sponsored by the ICRC, university students demonstrated their grasp of IHL at moot court competitions in Ukraine and elsewhere. The Ukrainian translation of a reference work on IHL was scheduled for publication in 2020.

RED CROSS AND RED CRESCENT MOVEMENT

The Ukrainian Red Cross continued to strengthen its operational capacities, and pursue organizational development, with the support of Movement partners. As per an updated partnership agreement, the ICRC provided the National Society with training, technical guidance, funds and material support.

The National Society took steps to incorporate the Safer Access Framework more fully in its activities: it conducted several workshops on the Framework for its staff, including instructors, and volunteers. Following a self-assessment of its disaster-management capacities, it implemented a related plan of action.

The National Society continued to draft standard procedures to improve volunteer management and ensure greater transparency and accountability in its activities. A National Society committee pursued a review of the organization's legal base, and one of the organization's officials participated in a meeting of National Society legal advisers abroad.

Movement components in Ukraine met regularly to coordinate their activities. They drafted a framework on ensuring the security of all Movement components in the country.

MAIN FIGURES AND INDICATORS: PROTECTION

CIVILIANS	Total			
RCMs and other means of family contact		UAMs/SC		
RCMs collected	10			
RCMs distributed	4			
Phone calls facilitated between family members	5			
Tracing requests, including cases of missing persons		Women	Girls	Boys
People for whom a tracing request was newly registered	110	21		1
<i>including people for whom tracing requests were registered by another delegation</i>	2			
Tracing cases closed positively (subject located or fate established)	94			
<i>including people for whom tracing requests were registered by another delegation</i>	2			
Tracing cases still being handled at the end of the reporting period (people)	752	44	1	7
<i>including people for whom tracing requests were registered by another delegation</i>	50			
Documents				
People to whom travel documents were issued	9			
People to whom official documents were delivered across borders/front lines	7			
PEOPLE DEPRIVED OF THEIR FREEDOM				
ICRC visits		Women	Minors	
Places of detention visited	36			
Detainees in places of detention visited	22,228	1,399	100	
Visits carried out	78			
		Women	Girls	Boys
Detainees visited and monitored individually	652	24		
<i>of whom newly registered</i>	402	9		
RCMs and other means of family contact				
RCMs collected	25			
RCMs distributed	37			
Phone calls made to families to inform them of the whereabouts of a detained relative	135			
Detainees visited by their relatives with ICRC/National Society support	8			
People to whom a detention attestation was issued	1			

MAIN FIGURES AND INDICATORS: ASSISTANCE

CIVILIANS		Total	Women	Children
Economic security				
Food consumption	Beneficiaries	223,731	100,232	37,230
	<i>of whom IDPs</i>	101,602	41,508	19,630
Food production	Beneficiaries	32,072	14,121	5,483
	<i>of whom IDPs</i>	2,140	1,071	255
Income support	Beneficiaries	11,524	5,472	1,949
	<i>of whom IDPs</i>	2,190	998	437
Living conditions	Beneficiaries	334,960	150,140	62,239
	<i>of whom IDPs</i>	101,386	42,599	18,553
Water and habitat				
Water and habitat activities	Beneficiaries	1,409,176	493,212	436,844
Health				
Health centres supported	Structures	69		
Average catchment population		426,141		
Consultations		1,194,435		
	<i>of which curative</i>	1,194,435	465,608	252,847
Referrals to a second level of care	Patients	38,255		
	<i>of whom gynaecological/obstetric cases</i>	2,626		
PEOPLE DEPRIVED OF THEIR FREEDOM				
Economic security				
Food consumption	Beneficiaries	2,500	1,250	
Living conditions	Beneficiaries	8,983	540	33
Water and habitat				
Water and habitat activities	Beneficiaries	14,155	2,123	
Health				
Places of detention visited by health staff	Structures	11		
Health facilities supported in places of detention visited by health staff	Structures	9		
WOUNDED AND SICK				
Hospitals				
Hospitals supported	Structures	30		
Services at hospitals not monitored directly by ICRC staff				
Surgical admissions (weapon-wound and non-weapon-wound admissions)		16,363		
Weapon-wound admissions (surgical and non-surgical admissions)		14	2	
Weapon-wound surgeries performed		11		
Patients whose hospital treatment was paid for by the ICRC		8		
First aid				
First-aid training				
	Sessions	110		
	Participants (aggregated monthly data)	1,295		
Water and habitat				
Water and habitat activities	Beds (capacity)	2,787		
Physical rehabilitation				
Projects supported		8		
People benefiting from ICRC-supported projects	Aggregated monthly data	103	71	
Referrals to social integration projects		86		
Walking aids delivered	Units	950		
Wheelchairs or postural support devices delivered	Units	130		