

Report 2006-2007



International Federation
of Red Cross and Red Crescent Societies

Turkey and Southern Caucasus

Appeal No. MAA69001

3 April 2008

This report covers the period of 01/01/2006 to 31/12/2007 of a two-year planning and appeal process.



Azerbaijan Red Crescent health promoters visit an elderly woman living alone to measure her blood pressure. Photo: Azerbaijan Red Crescent

In brief

Programme summary: In 2006 and 2007 the International Federation of Red Cross and Red Crescent Societies assisted the National Societies of Armenia, Azerbaijan and Georgia to address their organizational challenges and deliver efficient, effective and sustainable services to the people in need.

The health and care programmes of the National Societies placed special emphasis on countering the spread of HIV and Tuberculosis, promoting healthy lifestyles and reducing stigma and discrimination through educational activities and public awareness campaigns targeting the key populations at higher risk such as schoolchildren, students, sex workers, inmates of penitentiary institutes and patients of skin-venereal hospitals.

Public campaigns, training sessions and simulation exercises were also conducted in the field of disaster management in order to build safer and more resilient communities. This proved to be of particular importance in responding to an outbreak of **avian influenza** in the region in 2006, when the Red Cross and Red Crescent Societies were actively involved as auxiliaries to their governments in raising the extremely low awareness levels of populations at higher risk.

The Armenian Red Cross's contingency plan which analyses the country's vulnerability to disasters and its risky environment, the legislative base of the organization, as well as its disaster preparedness and response capacity was developed. In late 2006, the **Azerbaijan Red Crescent** signed a Memorandum of Understanding (MoU) with the Ministry of Emergency which will help the National Society achieve clearly defined roles and responsibilities in the areas of disaster management and health and care.

In Georgia, the **National Society's statutes** passed by the general assembly were finally registered within the national authorities in October 2006. The plan of action for short- and long-term reforms, including the draft long-term strategic plan for 2007-2011 was developed.

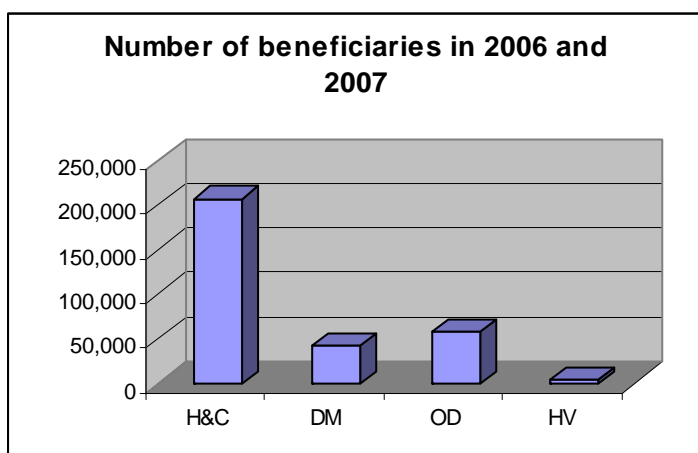
Goal: The National Societies' capacities have been strengthened and they have developed into valued members of the broader civil society. Reforms have been initiated to transform the Red Cross and Red Crescent into more resilient organizations; supporting the separation of governance and management functions, strengthening financial management as well as improving the National Societies' preparedness for disasters.

Needs: Total 2006-2007 budget was CHF 6,937,908 (USD 6,205,642 or EUR 4,204,793), out of which 64 per cent was covered. The main donors were the Norwegian, the Finnish, the American, the Canadian, the Danish and the Singapore Red Cross Societies, the Turkish Red Crescent, and the International Federation's Capacity Building Fund (CBF).

While the overall coverage of the appeal was 64 per cent, the shortfall meant that not all planned programmes and activities could be carried out. Those programmes that were priorities continued while others like the disaster management programme in Georgia and the integrated management of childhood illnesses (IMCI) in Armenia were not implemented at all. The volunteer management project in Armenia could not run in 2007. In Azerbaijan, some activities within disaster management, health and care and organizational development were postponed and will be carried out in 2008. Click here to go directly to the attached financial reports: [Report 2006](#); [Report 2007](#); and [Report 2006-2007](#).

No. of people we help: In total **310,669** people benefited from the International Federation's programme interventions in the three countries in 2006 and 2007.

Year	Programme area	Number of people assisted	Women (%)	Men (%)	Children under 18 (%)	Elderly (%)
2006-2007	Health and Care	206,604	56	44	23	30
	Disaster Management	41,611	54	46	73	3.6
	Organizational Development	58,720	63	37	27	18
	Humanitarian Values	3,734	47	53	54	18
	TOTAL (average %)	310,669	55	45	44.5	17



Our partners:

The International Federation's country representations and the National Societies of the region work with a number of local, government-based, non-government-based, international, United Nations agencies and other development organizations as well as partners within the International Red Cross and Red Crescent Movement. The number of partners by National Society is: Armenia 16; Azerbaijan 46; and Georgia 33.

Current context

Despite the economic growth and the reforms that have occurred in the last decade within Armenia, Azerbaijan and Georgia, there are still many humanitarian needs. High levels of poverty, aggravated by high unemployment and insufficient social services, lead to problems of poor health and limited access to food. People living on less than four US dollars per day constitute 77 per cent of the population in the three countries according to UNDP's Human Development Report. Especially vulnerable are elderly people living alone, since the pension and the social security allowance is insufficient to sustain them.

Due to the unresolved situation over Nagorno-Karabakh on the border of Armenia and Azerbaijan the CIA World Fact Book estimates that around one million refugees and displaced people are living in the two countries. High rates of emigration and widespread corruption threaten the social stability and undermine the sustainable economic growth of all three countries. Some of these challenges are being addressed by the Red Cross Red Crescent work, but needs prevail.

The region is prone to a range of **natural disasters** such as earthquakes, floods, storms and landslides. In 2006 and 2007 flooding occurred in parts of Armenia, affecting around 60 communities. Some 270 people were assisted by the National Society, working closely with the government bodies.

One of the main emergency situations in the region in 2006 was an outbreak of **avian influenza**. The first incidence was among birds on the Caspian shore, and later the virus spread to humans with 21 cases confirmed in Azerbaijan and Turkey; five of them being fatal. Governmental structures and non-governmental organizations (NGOs) were insufficiently prepared to respond to this situation. The Red Cross Red Crescent Societies in the region were actively involved, as auxiliaries to their governments, in raising the extremely poor awareness levels among groups at higher risk such as workers in poultry farms, primary health care workers, public catering establishments, custom house workers and transport service workers and women and children, thus reducing the risk of further infections

The number of **people living with HIV** (PLHIV) especially among injecting drug users, is growing in the region. According to the statistics from the Azerbaijan National Centre in Response to AIDS for December 2007 the registered number of PLHIV is 1,232. In Georgia there are around 1,100 officially registered cases. However, the number of people living with the virus is actually higher, probably between 3,000 and 5,600 according to the United Nations' progress report titled *Humanitarian Situation and Transition to Development 2006* of Georgia. The CIA Fact Book puts the number of PLHIV in Armenia at 2,600.

The spread of **Tuberculosis** (TB) remains a big concern. Over the years, the prevention capacity has increased, but challenges still remain; insufficient control of the treatment being a major one. This contributes to the evolution of multidrug-resistant forms (MDR) of the disease, which act as a base for the spread of the disease.

Progress towards objectives

All programmes were implemented directly by the National Societies through their networks of branches and volunteers. The International Federation had been providing technical support and monitoring of the implementation to ensure that resources were deployed as planned.

Health and Care

Objective: The Red Cross and Red Crescent Societies have contributed to the improved health of vulnerable people.

Around 71,300 people in the region (5,000 in Armenia, 63,300¹ in Azerbaijan and 3,000 in Georgia) were reached through the Red Cross Red Crescent effort to reduce the spread of **HIV**, promote healthy lifestyles and decrease stigma and discrimination associated with PLHIV. This was achieved through numerous educational activities and public awareness campaigns targeting the key populations at higher risk such as schoolchildren, students, sex workers, inmates of penitentiary institutes and patients of skin-venereal hospitals. Direct contact and cooperation with PLHIV has been established in Armenia and Azerbaijan which contributed to a better understanding of their needs and the problems this group of people faces. Data from the knowledge-attitude-practice survey on HIV, conducted by the Armenian Red Cross in 2006, shows that there is a high level of knowledge about HIV transmission and prevention, as well as about AIDS among the Red Cross youth and among the youth that took part in training sessions run by the Red Cross. On the contrary, the level of knowledge among youth that was not targeted by the Red Cross education activities was considerably lower.

The National Societies of Armenia and Azerbaijan expressed their intention to scale up the HIV programmes by participating in the first meeting of the Global Alliance on HIV organized by the Europe Zone for the National Societies of Europe in November 2007. The alliance, launched by the International Federation on World AIDS Day on 1 December 2006, is a collective worldwide commitment to “do more and to do better” to reduce vulnerability to HIV and its impact. The National Society of Georgia has also shown interest in joining the alliance.

Harm reduction activities were carried out in Armenia and Georgia. A total of 30 injecting drug users (IDUs) were reached by the pilot needle exchange project in Georgia, while the Armenian Red Cross needle exchange centre distributed 5,000 sterile needles and 600 condoms to 54 IDUs. The centre also provided a consultancy service to IDUs through a social worker and a consultant narcologist. Additionally, two volunteers regularly distribute needles, condoms and Red Cross educational materials on HIV and AIDS at the places where IDUs usually get together. The Armenian Red Cross, jointly with the National Centre for AIDS Prevention, organized HIV testing and interviewed 34 IDUs on the behavioural aspects of HIV and drug use. The tests showed that none were HIV-infected.

In Azerbaijan, 71 trained **health promoters** spread messages on **preventive health** among women, the elderly, youth, disabled children and orphans in Baku and six other regions of the country including the Sabirabad southern refugee camps. In the refugee camps as a result of Red Crescent family planning sessions the number of abortions was reduced. The National Society is a partner of the health authorities in the measles campaign which has resulted in 93 per cent of the population being immunized.

The National Societies of the region conducted public awareness campaigns and home visits to **TB patients** and their families to observe their treatment and provide information on TB prevention. All 107 TB patients who were regularly visited in their families by the Armenian Red Cross and provided with information on TB prevention, some treatment and food parcels, along with information on HIV prevention, nutrition and basic hygiene standards, successfully completed their treatment. The Azerbaijan Red Crescent started a pilot project within which 49 TB patients and their family members were visited. In Georgia, 2,400 people were reached in the communities and got the message on TB prevention and transmission.

In total **12,800 socially vulnerable people** benefited from the psychosocial consultations, medical check-ups, including measuring of blood pressure and glucose, and intramuscular injections, in 13 social centres of the Armenian Red Cross. Additionally, the Armenian Red Cross volunteers have provided 160 home-bound beneficiaries with home care and food. The Georgian Red Cross delivered food and non-food items to 1,500 elderly people living alone to improve their nutrition and hygiene levels.

¹ Besides peer education activities carried out by 918 trained peer educators, the Azerbaijan National Society organizes big HIV public campaigns, art competitions and concerts through which a large population is reached.

As a result of **blood donor recruitment campaigns** in Azerbaijan 1,513 people became blood donors and were referred to the national blood transfusion centres. The percentage of voluntary, unpaid blood donors for the blood bank in Baku increased from 48 per cent in 2002 to 76 per cent in 2005. The National Society has established “Club 25” which aims to have voluntary and non-remunerated young people who donate blood 25 times before they turn 25 years of age. Club 25 is designed for young people not only to give blood to save life, but also to attend blood centres, learn about leading healthy lifestyles and share what they have learned with their communities.

In the past two years the Azerbaijan National Society has been re-establishing its first-aid programme. **Community-based first aid** training sessions have been organized for 3,872 schoolchildren, internally displaced persons (IDPs) and refugees throughout the country.

All three National Societies of the region worked closely with their authorities to prepare the population for an outbreak of avian flu through public awareness campaigns targeting specific groups at risk. In Azerbaijan, the programme has been funded through the national health education programme, while in Georgia and Armenia through the International Federation’s global appeal *Avian influenza: preparedness, mitigation and response* (Appeal MAA00018).

Challenges/ Constraints: In Georgia, the plans to deliver monthly services to the elderly who live on their own and are often immobile have been hampered by a lack of funding for transportation for volunteers and the provision of necessary relief items. In Armenia, the lack of sustainable funding hinders the effectiveness and the quality of the projects and affects the trust of beneficiaries as well as the positive image of the Armenian Red Cross among the general population. However, the National Society is trying to tackle these issues while developing its resource mobilization and communication strategies.

Restrictive legislation on drug use impedes the contact with drug users. PLHIV remain a difficult-to-reach group and are often reluctant to contact official bodies or even Red Cross members. The absence of a substitute or rehabilitation therapy for drug users diminishes the motivation of IDUs to visit the Armenian Red Cross needle exchange centre and utilize the provided services.

Disaster Management

Objective: The impact of disasters on vulnerable population has decreased.

In order to respond to the lack of a regional response mechanism in the Caucasus region, the first regional disaster response team (RDRT) training to reinforce the existing RDRT rosters was organized for 35 staff from 7 National Societies and 9 representations from Europe and the Middle East North Africa regions. Memoranda of Understanding (MoUs) for the utilization of the RDRT members have also been developed and shared with the National Societies. The process is on-going and endorsements have not yet been given by the National Societies.



Children in one of the schools in Yerevan enhance their knowledge on disasters through a ‘Children’s Quiz’.

The **Armenian Red Cross’s contingency plan** which analyses the country’s vulnerability to disasters and its risky environment, the legislative base of the organization, as well as its disaster preparedness and response capacity was developed. In late 2006, the **Azerbaijan Red Crescent Society has signed a Memorandum of Understanding (MoU)** with the Ministry of Emergency which will help the National Society establish clearly defined roles and responsibilities in the areas of disaster management and health and care.

In total, **40,985 people** (35,574 in Armenia and 5,411

Azerbaijan) are now more aware of the natural and man-made disasters that are prevalent in the region. The National Societies also worked on boosting the coping mechanisms through public awareness campaigns, educational training sessions and simulation exercises with schoolchildren and students. Additionally, the Armenian Red Cross reached **20,000 people** through simulation exercises and drills organized by the National Rescue Service. How to react during an earthquake, a fire, a radioactive leak were the main areas of the sessions.

Jointly with the German Red Cross, the Armenian Red Cross lifeguard regulation was developed and adopted. Following a training for 35 volunteers in lifeguard skills, the newly established **mountain rescue team** of the Armenian Red Cross rescued 7 people in 2006. In cooperation with the United Nations Children's Fund (UNICEF) and the United Nations Development Programme (UNDP) and the US Embassy in Armenia, nine Red Cross instructors were trained on mine risk education and mine risk reduction. They disseminated the information to some **1, 200 people** in mining communities.

In Azerbaijan, the National Society's disaster management capacity was strengthened through a series of training sessions on the International Federation standard disaster management modules particularly on disaster preparedness and response, emergency needs assessment, increasing community disaster awareness, usage of IT equipment. This has contributed to a faster and more effective response to several small-scale disasters like floods, fires, earthquakes all over the country. Needs assessments were conducted and non-food items were delivered to 1,360 affected people.

Challenges or Constraints: The Armenian Red Cross's contingency plan needs to be tested in practice to make it operational. Advocating for its integration into the government's plan and defining its auxiliary role during emergencies will be a major focus of the National Society's follow-up work.

Organizational Development

Objective: The Red Cross and Red Crescent Societies of the region are better-functioning organizations able to provide efficient, effective and sustainable services and contribute to the development of civil societies in their countries.

Governance and Management

In Georgia, the **National Society's statutes** passed by the general assembly were finally registered with the national authorities in October 2006. In order to carry out the reform process and to create a platform for transparent elections, additional documents complementing the statutes were developed in close cooperation with the joint commission of the International Federation and the International Committee of the Red Cross (ICRC). The plan of action for short- and long-term reforms, including the draft long-term strategic plan for 2007-2011 was developed. The elections for the heads of local branches and the members of local and national governing boards were held in November 2007. The current president of the Georgian Red Cross was re-elected for a second term of four years.

In the Azerbaijan Red Crescent Society, the role of governance and management was clarified. The **Azerbaijan Red Crescent law**, adopted in 2007, determines the statutes, rights and activity directions of the National Society, as well as its relationships with the government, NGOs and local authorities. It envisions increased support from the government for carrying out its humanitarian work. A new strategic plan for 2008-2010 was developed along with internal regulations such as codes of conduct, voluntary and youth policies (still to be adopted), and financial guidelines for local branches.

Participatory Community Development (PCD)

The National Societies of Azerbaijan and Georgia used the PCD methodology in several branches in their efforts to reduce the vulnerability of local communities. The branches benefited from increased capacity to deal with vulnerable groups, while the vulnerable communities benefited from the increased knowledge about health issues and disaster preparedness, as well as from the vocational trainings. Within the frame of the project, two rehabilitation centres for disabled children and for disabled youth were established in two towns of Georgia.

Volunteer Management and Youth Development

In the Azerbaijan Red Crescent, **1,570 new Red Crescent volunteers** were registered in the past two years, bringing the total number of volunteers to 18,377 (in 2005 this number was 15,717). At the same time, **500 new volunteers** have been recruited by the Armenian Red Cross. Both the Azerbaijan and the Armenian Red Cross **youth** was actively involved in carrying out numerous National Society programmes and activities, including assistance to elderly refugees ([click here to read a story about Armenian youth volunteers work](#)), raising health and ecological awareness, promoting humanitarian values and International Humanitarian Law. This had a strong impact on motivating the voluntary movement throughout the country. The National Society developed volunteer registration and application forms and a **Volunteers in Emergency Recruitment Mechanism** to regulate the mobilization of spontaneous volunteers in case of emergency. At the same time, a volunteer policy is being developed with the active participation of volunteers throughout the country.

Financial and Resource Development

As a result of the Azerbaijan Red Crescent's attempts to diversify its funding base, some **CHF 180, 000 was collected** in the course of the last two years through different fund-raising activities. The funds were used to provide lonely elderly people, indigent families and internally displaced people with food parcels and financial assistance. Apart from the projects supported through the International Federation, the Polish Red Cross contributed to the development of five Red Crescent branches with 80,000 US dollars in 2006. Three of the branches have initiated income generating projects due to this support. One branch in Ismayilli purchased 30 beehives with the project funds and focused on honey production, while the other two have established computer clubs that aim at generating income through symbolic fees from running computer classes. Since 2007 the National Society is paying the core position staff salaries and some administrative costs which were previously funded by the International Federation. It is expected that the National Society will gradually scale up its own fund-raising activities and contribute more to its programme running costs.

In Armenia, along with the process of strengthening financial management which has already resulted in improved transparency and accountability of the National Society, fund-raising activities are implemented in order to minimize the National Society's dependency on foreign assistance. The **fund-raising strategy** is being developed, while 50 **charity boxes** have been installed throughout the country. The first-aid programme of the National Society is self-sustainable, although this is still not the case with other programmes.

Challenges/Constraints: The PCD methodology was perceived more as a branch development tool rather than a tool to empower vulnerable communities. The main challenge is to ensure the active involvement of the community at all stages of the PCD cycle. Although PCD was used as a tool for the pilot branch development projects, the involvement of the communities in the projects have mostly failed to be *participatory* but remained at the *beneficiary* level.

Limited funding meant that an external audit was not carried out at the Armenian Red Cross. The three Caucasus National Societies are perceived as rich organizations by the general public (due to the international support received over many years), which makes national fund-raising difficult.

Humanitarian Values

Objective: The Red Cross and Red Crescent Societies have stepped up their efforts to advocate for the respect of human dignity and to promote a culture of non-stigmatization and tolerance towards marginalized communities.

All three National Societies carried out activities to promote tolerance and reduce discrimination and stigmatization associated to PLHIV and people living with TB, elderly people, orphans, disabled people and other marginalized groups. The first regional anti-stigma campaign was held in December 2006, attracting the attention of large parts of the population to PLHIV and helped raise voices on their behalf.

The National Societies of the region conducted trainings, round-table discussions, picnics and drawing competitions using humanitarian values-related topics. The Azerbaijan Red Crescent used **Red Cross Red Crescent Day** to promote its services and to disseminate the principles of the Movement to the public and key stakeholders during a jazz concert with the International Federation and ICRC. The Red Crescent law was also passed by the national parliament on 8 May; a fine gesture on the Red Cross Red Crescent Day.

Following the Danish Red Cross's visit to the region with the aim of exploring new and further cooperation within the framework of the European Red Cross Red Crescent Cooperation in Response to Trafficking in Human Beings, a **sub-regional trafficking workshop** was held at the beginning of 2007 in Georgia. The National Societies identified the gaps and needs in the area of human trafficking, and defined their role and involvement in meeting these gaps and needs. Recommendations and follow-up actions of the workshop were:

- The National Societies of Armenia, Azerbaijan, Georgia and Turkey need to include the area of human trafficking in their strategies and policies.
- Plans of action for anti-trafficking activities at country and regional levels need to be developed based on the outcomes, as well as the scale and scope of the funds available.

Working in partnership

The International Federation's country representations and the National Societies of the region work with numerous local, national and international partners. These include the ministries of health and the ministries responsible for disaster management, the national institutes for HIV, AIDS and TB, UN agencies, the World Health Organization (WHO), the Global Fund to Fight AIDS, Tuberculosis and Malaria (GFATM), International Relief Development (IRD), Save the Children, and other national and local NGOs. Within the Movement, the main partners besides the International Federation and the ICRC are the Norwegian Red Cross, the British Red Cross, the Turkish Red Crescent, the Italian Red Cross, the German Red Cross and Magen David Adom.

In 2007 the cooperation agreement between the Armenian Red Cross and IRD was renewed and within this agreement 36,192 items of second-hand clothing for 8,760 people were received. As a result of the cooperation in disaster management, the National Society became a member of the UN Disaster Management Team Technical Group. A MoU was signed with the Ministry of Youth and Culture to secure cooperation between the youth state centre and Red Cross youth, while a three-year agreement was signed with the Ministry of Health as a sub-contractor in the national TB programme funded by GFATM.

The Azerbaijan Red Crescent signed a MoU with the Ministry of Health through which more support will be granted to the National Society in the area of health promotion. The National Society also renewed the MoU with the scientific research institute named after B.A. Eyvazov on blood issues.

At the regional level, cooperation was established with the UN agencies and national authorities for civil-military coordination in Armenia and Georgia. The Black Sea Initiative Albatross 2006 has been an extensive complex disaster exercise conducted in Georgia for testing the coordination mechanism between the government, the military and major humanitarian actors including UN, the Movement, and the rest of the civil society.

Contributing to longer-term impact

The International Federation, including the National Societies of the region, contribute towards the commitments made at the 7th European Regional Red Cross Red Crescent Conference especially in

the areas of health and social care and the strengthening of capacities and cooperation.

All three National Societies consider gender balance in all of their projects and activities and also when selecting beneficiaries (*see the breakdown of beneficiaries in the In Brief section*). Although there are no specific regulations on gender balance in any of the National Societies, the balanced participation of men and women in the decision-making process, project implementation, planning and education opportunities is always taken into account. The percentage of men and women working in the management of the National Societies is around 50-50.

Looking ahead

As of November 2007, the National Societies of Armenia, Azerbaijan and Georgia, also assisted by the International Federation's country representations, are supported by the regional representation for central Europe and southern Caucasus in Budapest replacing the regional representation based in Ankara.

The National Societies' programmes and plans are being adjusted to incorporate lessons learned, while at the same time they are building on the main achievements and successes from the past two years. The following approaches will be given special attention in the coming two years:

- In the area of health and care, more emphasis will be given to harm reduction activities in Georgia and to empowering of PLHIV by including them in the planning and implementation of the projects.
- The use of PCD methodology will be increased, especially within the Armenian Red Cross.
- Financial resource mobilization will be more seriously addressed in order to achieve a more diversified funding base for the National Societies and less dependency on foreign donors.
- In 2007, the social support project in Georgia was reviewed. Based on the recommendations, the National Society plans to strengthen the social centres, develop and organize various social activities from health promotion and advocacy to education sessions. Mobilizing elderly people so that they feel empowered to present their concerns to the authorities and to take a more active and participatory role will also be high on the list of priorities.

The regional representation and the country representations will focus on assisting the National Societies to strengthen their capacities to better contribute to the Global Agenda Goals and to take forward the *Istanbul Commitments* of the 7th European Regional Red Cross and Red Crescent Conference, as well as to follow up on International Conference, General Assembly, Council of Delegates decisions, declarations and pledges.

How we work	
All International Federation assistance seeks to adhere to the Code of Conduct and is committed to the Humanitarian Charter and Minimum Standards in Disaster Response (Sphere) in delivering quality and accountable assistance to the most vulnerable. For support to or for further information concerning Federation programmes or operations in this or other countries, or for a full description of the national society profile, please access the Federation's website at http://www.ifrc.org	
The International Federation's activities are aligned with its Global Agenda, which sets out four broad goals to meet the Federation's mission to "improve the lives of vulnerable people by mobilizing the power of humanity".	Global Agenda Goals: Reduce the numbers of deaths, injuries and impact from disasters. Reduce the number of deaths, illnesses and impact from diseases and public health emergencies. Increase local community, civil society and Red Cross Red Crescent capacity to address the most urgent situations of vulnerability. Reduce intolerance, discrimination and social exclusion and promote respect for diversity and human dignity.

Contact information

For further information on this Appeal, contact:

- **Armenia Country Office:** Susanna Harutyunyan, Head of Office/Programme Coordinator, phone: +37410 53 94 43, fax: +37410 53 92 17; email: susanna.harutyunyan@ifrc.org
- **Azerbaijan Country Office:** Sabina Suleymanova, Head of Office, phone : + 994 124 368237, fax: + 994 12 436 82 39; email: sabina.suleymanova@ifrc.org
- **Georgia Country Representation:** Elkhan Rahimov, Federation Representative, phone: + 995 3229 3659, fax: + 995 3220 5049; email: elkhan.rahimov@ifrc.org
- **Central Europe and Southern Caucasus Regional Representation:** Elias Ghanem, Regional Representative, Budapest, phone: + 36 1 248 33 00, fax: + 36 1 248 33 22; email: elias.ghanem@ifrc.org
- **Europe Zone Office:** Leon Prop, Deputy Head, Budapest, phone: +361 248 33 00; fax: +361 248 33 22; email: leon.prop@ifrc.org