

Report 2006-2007



International Federation
of Red Cross and Red Crescent Societies

Central Europe

Appeal No. MAA66001

3 April 2008

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



Rapid appraisal in a Roma community in Macedonia as part of the participatory community development programme. Photo: the Macedonian Red Cross

In brief

Programme summary: The National Societies of central Europe, as part of their health and care activities, set the prevention of HIV and TB as high priorities. The International Federation of Red Cross and Red Crescent Societies supported the transfer of skills and knowledge by ensuring that professional medical experts, health institutions, Red Cross volunteers and targeted direct beneficiaries were involved in all phases of the project planning, implementation and monitoring. This approach also had a positive impact on attracting new Red Cross volunteers. Fighting stigma and discrimination towards people living with HIV and TB has also been a priority area, addressed by numerous public campaigns.

An important achievement is the progress made towards developing **the regional contingency plan**. The electronic disaster management database – which is an integral part of the plan - gives information on the capacity within the region, and helps the National Societies to achieve better cooperation between neighbouring countries in case of disaster.

Serious flooding and landslides in April 2006 across parts of Romania and Serbia once again called the **regional disaster response team (RDRT)** into action. In June and November 2007, minor flooding also occurred in Bulgaria, Romania, Serbia (including Kosovo) and Montenegro as a result of heavy rains. RDRT members were deployed further afield to assist in Romania, Pakistan (earthquake) and Moldova (drought).

The population movement programme in Croatia has continued to assist the most vulnerable returnees in rebuilding their lives and helping them in the social reintegration.

Other noteworthy landmarks of the past two years has seen a more diversified funding base achieved in the Albanian and Macedonian Red Cross Societies through increased governmental funding and income-generating activities such as commercial first aid. The National Societies of Croatia and Bulgaria have achieved financial sustainability and become donor National Societies. These successes can be seen as the fruits of a lot of hard work from the National Societies themselves, and targeted support from the International Federation's regional representation.

As of November 2007, the regional representation covers the three Caucasus National Societies of Armenia, Azerbaijan and Georgia that are also supported by the International Federation's country representations in these countries. To reflect these important changes, the new name is the regional representation for Central Europe and Southern Caucasus.

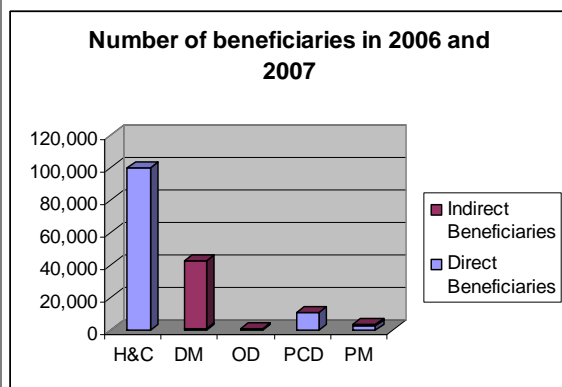
Goal: The focus of the work with the Red Cross Societies of the central European region was on:

- Strengthening their role and capacity in health and care and disaster management programmes to reduce the number of deaths, illnesses and impact from diseases and disasters as viable partners of their governments.
- Achieving a stronger and more responsive organization that can better respond to the needs of vulnerable communities and groups through its organizational development programme, and in empowering local vulnerable communities by means of participatory community action through its participatory community development (PCD) programme.
- Reducing intolerance, social exclusion and promoting respect for diversity and human dignity.

Needs: Total 2006-2007 budget was 4,073,677 Swiss francs (USD 3,643,718 or EUR 2,468,895), out of which 78 per cent covered. The main donors were the Norwegian, Swedish and Finnish Red Cross Societies, the International Federation's Capacity Building Fund and the UK's Department for International Development (DFID). Click here to go directly to the attached financial reports: [Report 2006](#); [Report 2007](#); and [Report 2006-2007](#).

No. of people we help:

Programme area	Direct Beneficiaries ¹	Indirect Beneficiaries
Health and Care	100,100	NA
Disaster Management	1,003	42,000
Organizational Development	250	400
Participatory Community Development	10,800	300
Population Movement	2,960	200
Total	115,113	42,900



Our partners: The regional representation worked with some 20 direct partners. For more details, see *Working in partnership* section of the report.

¹ Direct beneficiaries receive support or gain something directly from the programmes, whereas indirect beneficiaries are people who are affected, even if not targeted, by the programmes.

Current context

In 2006, the region was affected by two significant **socio-political events** - the separation of Serbia and Montenegro in May, and Bulgaria's and Romania's preparation for the European Union (EU) accession on 1 January 2007. With the emergence of a new Red Cross Society in Montenegro it was necessary to appoint suitable coordinators to manage and oversee projects. In cooperation with its country representation in Belgrade and the regional representation in Budapest, the International Federation of Red Cross and Red Crescent Societies actively supported the re-recognition and recognition processes of the Red Cross Societies of Serbia and of Montenegro.

In terms of natural events, 2006 and 2007 were relatively calm compared to 2005, when 11 disasters hit the central European region. **Flooding and landslides** did, however, affect parts of Romania and Serbia in April 2006 and the RDRT was deployed. Due to the mild winter and very little snow, the severe flooding that usually happens during the spring never materialized in 2007. Only minor flooding occurred in Bulgaria, Romania, Serbia (including Kosovo) and Montenegro following heavy rains in both June and then again in November. In fact, it was extreme climatic conditions of a different kind – **drought and heat wave** - during July and August of 2007 that most adversely affected the region. [Click here to read more about the heat wave in central Europe and the Red Cross response](#). To respond to these natural hazards, several requests were submitted during the two years to the International Federation's Disaster Relief Emergency Fund (DREF), and a total amount of 770,486 Swiss francs was allocated to assist some 42,000 beneficiaries in Bosnia and Herzegovina, Montenegro, Serbia (including Kosovo) and Romania.

Responding to some **avian influenza** cases in a number of countries, the regional representation kept the National Societies informed and prepared them to deal with this threat. At the national level, the National Societies of Albania, Bosnia and Herzegovina, Croatia and Serbia established partnerships with their governments and participated jointly in prevention activities while the other National Societies in the region- Bulgaria, Macedonia, Montenegro and Romania- distributed promotional materials and brochures to their branches and volunteers and to the general public.

Progress towards objectives

Health and Care

Objective: The National Societies' health and care programmes are well-functioning in identifying and responding to the needs in the country.

The Red Cross Societies of the region have contributed to the prevention of **HIV and Tuberculosis** (TB), largely through conducting educational activities and public campaigns. The transfer of skills and knowledge was ensured by involving professional medical experts, health institutions, Red Cross volunteers and targeted direct beneficiaries in all phases of the project planning, implementation and monitoring. This approach had a favourable impact on strengthening the Red Cross branches' capacity in their HIV, AIDS, and TB projects, as well as on attracting new, and for the most part young, Red Cross volunteers.

All National Societies have been actively working on the prevention of TB and supporting DOTS (Directly Observed Treatment, Short Course) within the framework permitted by their respective national legislations. This is largely done, in countries like Macedonia, through visiting people with TB, inquiring about their status and advising them to take their prescribed therapy or medication. In Serbia, the Red Cross implements a project on TB control funded by the Global Fund to Fight AIDS, Tuberculosis and Malaria (GFATM) to reduce the burden of TB in Serbia from the current incidence rate of 37 per 100,000 to 25 per 100,000 by the end of 2009. The emphasis of the project is also on improving TB control among specific populations at higher risk, especially Roma communities. A

representative sample from Belgrade for 2006 shows that out of 309 people with TB visited, 88 per cent had recovered from the disease, 5 per cent had treatment interruption, while 6 per cent died. In Romania, **psychological support** for TB patients in general, and especially for multi-drug resistant (MDR) TB patients, contributed to decreased treatment failure rates and to a decreased number of psycho-somatic disorders.

During the last European Red Cross Red Crescent Network on AIDS and TB (ERNA) meeting held in Tallinn, Estonia in September 2007, all National Societies, including those from Croatia, Bulgaria, Serbia and Romania, committed themselves to open their doors to vulnerable communities since empowerment is seen as a cure to their vulnerability. As of January 2008, the ERNA secretariat, until now hosted by the Slovak Red Cross, will be hosted by the Serbian Red Cross.

On World AIDS Day, 1 December 2006, the International Federation launched its Global Alliance on HIV as a collective worldwide commitment to “do more and to do better” to reduce vulnerability to HIV and its impact. With this goal the Europe Zone organized the first meeting of the alliance for the National Societies in Europe in November 2007. Among the participants of this meeting was Serbia, which expressed its intention to scale up the HIV programme it runs.

Harm reduction activities, especially needle exchange for injecting drug users, are successfully implemented in the National Societies of Croatia, Macedonia and Romania while there is an increasing interest to start similar initiatives in the National Societies of Bosnia and Herzegovina and Serbia. For example in Croatia, there are three needle exchange centres in three towns continuously reaching new beneficiaries. Currently some 700 people benefit from the needle exchange activities, as well as from the anonymous and free HIV, hepatitis B and hepatitis C tests. Consultations, counselling, distribution of condoms and promotional materials are also regular activities of these centres.

One of the most important activities in central Europe is combating **stigma and discrimination** that surrounds people living with HIV (PLHIV), people living with TB and drug users. During 2006, campaigns and national events were launched marking World TB Day on 24 March and World AIDS Day on 1 December. Informal feedback from the participants suggested that these events do tackle the issue of stigma and discrimination present in the communities, and are an important step in combating it. Every National Society has at least one anti-stigma promotional activity each year and a number of HIV and TB prevention activities at both national and local level.

As a result of a regional workshop on the recruitment of **voluntary non-remunerated blood donors** (VNRBD) in March 2007, Club 25 has been created as a pilot in a number of National Societies in the region. Club 25 aims to attract people around the world to donate blood 25 times before they reach the age of 25. It is designed for young people to learn about healthy lifestyles and share what they have learned with their community. Blood donors can also be active in health promotion activities around HIV, substance abuse and other behaviour that raises the risk of infection as well as promoting first aid, good nutrition and physical exercise campaigns.

Out of the 29 Red Cross Societies which participated in this year's First Aid Convention in Europe (FACE), six were from the region. The Serbian Red Cross won the top prize for the second year in a row while the Bulgarian Red Cross came second.

Challenges or Constraints: The involvement of people living with TB and PLHIV into programme planning and implementation is still not sufficient since they often prefer not to get involved and to stay anonymous. However, there are some good examples and initiatives, such as in the Macedonian Red Cross where someone living with HIV was involved in the anti-stigma campaign and spoke publicly about his life and the Red Cross work and assistance that had brought dignity to his life. In some countries getting a political commitment and holding discussions regarding stigma and discrimination towards HIV and TB is slow. This creates difficulties for the National Societies to maintain programme development.

With economic changes and the privatization process many companies do not allow employees to give blood during working hours, which has caused problems for blood donor clubs. The main constraint to the effectiveness of National Societies is the reluctance, or in some cases, the inability of governments to truly support VNRBD with legislation.

Disaster Management

Objective: The disaster response capacity of the National Societies in the region is strengthened through the development of disaster preparedness plans and a regional disaster management strategy, including a contingency plan and regional cooperation.

Thanks to extensive investment in training, coupled with constant support, the advances in the National Societies' disaster management capacity as well as in the regional network and cooperation is evident. When disaster response is required, both the affected National Societies and the RDRT work effectively together to provide quick and appropriate support to the affected people. Significant improvement in terms of rapid assessment, coordination and providing basic relief items to the affected population was observed during the operations following the floods in Montenegro, Serbia and Romania and the drought in Bosnia and Herzegovina over the past two years.

The expertise of RDRT members was tested during simulations, assessments and relief missions in their own countries and during international missions in Pakistan and Romania in 2006 and in the Moldova drought operation in 2007. Currently the regional representation has 85 RDRT members with different skills on its roster trained and ready to be deployed in the event of a disaster anywhere in the region, and internationally if needed. The network of disaster management coordinators is functioning and the knowledge sharing between the respective National Societies is increased.

Another important achievement is the progress made towards developing **the regional contingency plan**. The electronic disaster management database – which is an integral part of the plan - gives information on the capacity within the region. This includes general contact details for each National Society, disaster management staff, RDRT members and their skills, logistics capacity within the societies, emergency stocks and the quantity which could be given to neighbouring societies when needed. At the national level, a contingency plan was developed in Macedonia, with the national contingency plans of Serbia and Montenegro expected to be completed at the beginning of 2008. Those for Croatia, Albania and Bosnia and Herzegovina are expected to be made during 2008.

There is a good network of both Vulnerability Capacity Assessment (VCA) and Participatory Community Development (PCD) trainers in the region. Both methodologies are used in disaster preparedness activities as several National Societies' PCD coordinators and VCA trained staff are members of the RDRT which ensures the transfer of expertise into disaster management.

The first **cross-regional disaster management meeting** held in Moscow, in November 2007 resulted in the exchange of knowledge, peer support as well as the vision of a strong cross-regional, Europe-wide capacity in disaster management. These outcomes are the main motives behind initiating another meeting to be held in central Europe in the spring of 2008.

Constraints or challenges: Personnel changes in the disaster management departments of some National Societies slowed down the process of developing capacity at the national level. Therefore, much more support from the regional representation will be needed in these Red Cross Societies in the coming months and years. The Red Cross Societies of Romania, Bosnia and Herzegovina, Montenegro and Serbia and the Red Cross units of Kosovo will be supported most closely. In some countries of the region, the governmental response to issues of disaster management remains weak and disaster preparedness planning at the national level is underdeveloped. In others, the plan on paper is too often not translated into action in real life situations. Only a few countries have signed the **cross-border cooperation agreements** while the others are still under negotiation. The governments

of Croatia and Bosnia and Herzegovina have such an agreement signed, but the two National Societies still do not. The Macedonian Red Cross has signed an agreement with the Red Cross Societies of Bulgaria, Serbia, Albania, Montenegro and Bosnia and Herzegovina. However at the governmental level, agreements signed within the Stability Pact Disaster Preparedness and Prevention Initiative (DPPI) are still not functioning in practice.

Organizational Development

Objective: Stronger and responsive National Societies with a good image, finance management, planning, sustainable programmes, appropriate structures and people.

While the level of success of this programme differs from National Society to National Society, considerable improvements such as an **increased level of transparency and accountability** can be seen. These are reflected in improved planning and reporting, increased levels of funding from national and local sources as well as in the positive public image enjoyed by the majority of National Societies. Furthermore, new initiatives launched by some National Societies prove that there is an increased commitment and readiness of the leadership to strengthen their respective National Societies. For example, in Poland the Red Cross implemented its recovery plan resulting in a substantial reduction in overhead costs, a strategic plan for 2006-2009 that provides a framework for new and existing programmes in disaster management, first aid, blood recruitment, HIV and AIDS and landmine campaigns.

In total, 70 per cent of the National Societies targeted by this appeal have appropriate **strategic and operational plans** in place. Furthermore, the National Societies of Albania, Bulgaria, Latvia and Macedonia produce their plans in English, so demonstrating a keen international dimension.

A more **diversified funding base** has been achieved in the Albanian and Macedonian Red Cross Societies through increased governmental funding and income-generating activities such as commercial first aid, while the National Societies of Croatia and Bulgaria have achieved financial sustainability and become donor National Societies. The Croatian Red Cross raised funds for people affected by the Peru earthquake, the devastating cyclone Sidr that hit Bangladesh and for the people affected by heavy floods in Mexico. In 2006, the Croatian government, through the Croatian Red Cross, donated money to the International Committee of the Red Cross to help the people affected by the Middle East conflict. The Bulgarian Red Cross also responded to several appeals for support to other Red Cross societies, especially in neighbouring countries - the Kosovo crisis and the earthquakes in Turkey and in Greece are only a few examples. In Latvia, one of the major impacts from the long-term organizational development programme supported by the International Federation's Capacity Building Fund (CBF) has been better programme planning and fund-raising through applications to state and European funding sources.

Results from a public image survey conducted in Macedonia, Albania and Poland show that the National Societies are among the most recognized humanitarian actors in their countries. In Albania and Macedonia the Red Cross is the best known, while in Poland the Red Cross is the second best known humanitarian organization. Also worth noting is that the majority of the population has a positive opinion about their National Societies.

In the area of human resources, improvements are visible as well. Open positions within the National Societies, including those at management level, are increasingly being advertised externally. However, certain personnel aspects, such as career development and salary scale, need to be consolidated in the future, particularly as high staff turnover affects several Red Cross Societies.

In the area of volunteer management, the Bulgarian Red Cross, with support from the regional representation, developed and implemented its volunteer policy and was consequently awarded during the General Assembly of the International Federation for its efforts in *"taking volunteering seriously"*. There is an opportunity for capitalizing on this positive experience by using it in similar processes in

other Red Cross Societies.

Constraints or challenges: In the Romanian Red Cross, a new president and board members were elected in April 2007, while at the same time several senior managers left. High turnover of the staff in the Romanian and Latvian Red Cross Societies remains a major challenge. It is still too early to judge what the effect of the capacity building support provided to the Latvian, Polish and Romanian societies will be, and which type of assistance will be required to ensure continuous internal development as well-functioning National Societies.

Participatory Community Development

Objective: National Societies in the region are working with local vulnerable communities in a participatory way, aiming at reducing vulnerability and strengthening the process of social integration of marginalized groups.

In the past two years, some 10,800 direct beneficiaries in 16 communities benefited from the community-based projects implemented by the 7 National Societies from the region- Bosnia and Herzegovina, Bulgaria, Croatia, Macedonia, Montenegro, Romania and Serbia. The majority of the micro-projects developed by the communities, based on their priorities, focused on improving health conditions, better access to clean water, establishing educational opportunities and social centres for children, youth and adults. The majority of targeted populations were vulnerable Roma communities, but also other marginalized groups such as children in isolated communities, juvenile delinquents and Arab migrants.

On the other hand, all seven National Societies that have implemented PCD methodology benefited, as secondary beneficiaries, from the increased efficiency in carrying out participatory needs assessment and from establishing new links with different stakeholders. By advocating on behalf of vulnerable communities, the National Societies have contributed to better recognition of the problems that exist in vulnerable communities and have encouraged the social integration of Roma people and other marginalized groups into the society.

Greater involvement of the targeted communities in the entire PCD cycle, as well as the involvement of all relevant stakeholders- like local authorities, health providers, schools, local non-governmental organizations (NGOs)- made vulnerable communities part of the change they wanted to see and led to the sustainability of implemented micro-projects. For example, in Croatia, the mayor employed eight people from one Roma community while in another community a bank donated four computers to the community centre established as a result of a micro-project.

Population Movement

Objective: Multiethnic local communities within the return areas in Croatia have increased their capacities to integrate the most vulnerable returnee families and to ensure basic conditions for sustainable return.

Through various community-based activities this programme in Croatia focuses on providing basic services to people returning to their homes after spending years as refugees in other countries. The Croatian Red Cross has significantly strengthened its role as an important partner in assisting the most vulnerable returnees and supporting them in rebuilding their lives and facilitating their inclusion in a totally new environment. In the last two years, **approximately 2,959 people** in 11 communities benefited from 41 small community projects implemented by the local branches. Interaction within the multiethnic community was improved, thus significantly promoting tolerance and trust. The Red Cross volunteers regularly provided information to all returnees on various issues and referred them to other organizations and institutions depending on their needs. The establishment of local Red Cross committees consisting of representatives from local institutions, volunteers of different ethnic backgrounds, returnees and NGOs enabled efficient needs assessment of the communities and contributed to better monitoring of the implemented activities.

Although no major constraints occurred during the implementation of the programme, the needs of target communities were much greater than the capacity of the Red Cross to respond. Therefore, the needs were prioritized together with the targeted beneficiaries and small projects were implemented accordingly.

Promoting Humanitarian Values

Objective: The protection of, and respect for, the dignity of vulnerable and affected groups is embedded in all National Society programmes.

Bearing in mind the existing needs and capacities as well as the commitments of the National Societies from the 7th European Conference to “*address the needs and vulnerabilities of people affected by migration in order to better protect, support and assist them*”, the majority of the National Societies from the region, apart from Albania, and the regional representation have been actively participating in the meetings of the European Red Cross Red Crescent Cooperation in Response to Human Trafficking. The National Societies of the region have been continuously developing new initiatives in this field and reaching more and more people. [Click here for more information on the National Societies' activities and projects.](#) The National Societies of Croatia, Serbia, Ukraine, Belarus and Denmark have made a joint application to AENESA (EU financial and technical assistance to third countries in the field of migration and asylum) for three years that targets prevention, assistance and education related to trafficking in human beings.

The regional representation, in cooperation with the National Societies implementing PCD, developed the *Red Cross Guidelines on Working with Vulnerable Roma and Other Marginalized Groups in Europe* in 2006. The guidelines provide practical input for the local Red Cross branches and are meant to encourage branches to start working with Roma and other marginalized groups. Furthermore, all the National Societies have been active in organizing activities related to promoting tolerance and respect to decrease stigma and discrimination associated with PLHIV. *Please see the Health and Care section of this report for more details.*

Working in partnership

Coordination and Implementation

Objective: Effective and efficient resource mobilization and management in the region for maximum benefit to vulnerable communities and individuals

In the area of disaster management, there is good cooperation between the regional representation, the national governmental authorities, ICRC, the Red Cross Climate Centre, the Austrian Red Cross and DPPI. At the national level, good cooperation exists with the governmental bodies responsible for disaster preparedness and response, especially in Albania, Bosnia and Herzegovina, Croatia, Macedonia and Montenegro. Thanks to the well-performed disaster response activities of the National Societies during the flood operations in their countries and the participation of representatives from governmental bodies in Red Cross trainings and meetings, the relations with governments in each country improved. Consequently, the governments of each country invited the National Societies to join them and participate as one team in IDASSA² exercise, which was organized by the National Protection and Rescue Directorate of Croatia and NATO in Croatia in 2007.

In the HIV and TB prevention work, the regional representation is supporting the National Societies develop partnerships to access funding directly. Key partners in the health and care area are the ministries of health, national blood transfusion centres, TB and HIV/AIDS institutes, as well as the Global Fund to Fight AIDS, Tuberculosis and Malaria. In Macedonia, the National Society benefited

² IDASSA is the ancient name for Zadar, the town where the exercise took place.

from an Open Society grant to implement their harm reduction programme. These partnerships are enabling the National Society initiatives to contribute to national poverty reduction strategies, in turn feeding into the Millennium Development Goals. Other key partners include the Eastern European and Central Asian Union of People living with HIV and AIDS and the Global Network on People Living with HIV.

Examples of inter-regional cooperation abound. RDRT members assisted the National Societies of Romania in 2006 and Moldova in 2007 during the flood operations. The Macedonian Red Cross youth visited the Armenian Red Cross youth to exchange experience in the field of promoting humanitarian values. The PCD practitioner from Kosovo helped the Albanian Red Cross in initial PCD trainings, while the Macedonian PCD coordinator assisted the Croatian Red Cross.

The main partners are the eight Red Cross Societies of the region, the ICRC, and the Swedish, Norwegian, Danish, Finnish, Austrian and German Red Cross Societies. The Danish Red Cross coordinates the European anti-trafficking network and assisted in developing the Red Cross guidelines on working with vulnerable Roma and other marginalized groups in Europe. The Swedish and Norwegian Red Cross Societies have been long and supportive partners to the work of the International Federation for many years. The Austrian Red Cross worked closely with the regional disaster management programme, on water and sanitation issues. The Icelandic Red Cross supported the Polish Red Cross by making available its finance development consultant, while the German Red Cross also provided valuable support to the Polish Red Cross and worked closely with the regional representation during the implementation of activities funded by CBF. Regular meetings, notably the regional National Societies Leadership meeting, and exchange of information between the partners ensures quality assistance and rational use of resources.

Contributing to longer-term impact

All programmes of the regional representation and the National Societies are aligned with the *Global Agenda Goals* as well as with the *Framework for Action's ten areas for improvements* and *Key Actions 2006-2010*. For example, the PCD programme seeks to address Global Agenda Goal three and Global Agenda Goal four as it promotes respect for diversity and human dignity and strives to reduce intolerance, discrimination and social exclusion. As a participatory methodology for working with vulnerable communities in various Red Cross programmes, PCD has also been addressing Global Agenda Goal two. For instance, in Macedonia the PCD methodology has been used in working with people with TB and their families; whereas the Red Cross Society of Serbia utilized the participatory approach in its home care programme. Additionally, PCD micro-projects often target health issues such as health education and health screening, in case these issues are recognized as priorities for the vulnerable communities and the communities decide to address them.

In all programmes, gender equality is promoted, ensuring the involvement of all groups as well as possible. For example, the Croatian Red Cross has been raising awareness of domestic violence among returnees as part of the population movement programme. In cooperation with UNHCR, the Red Cross staff and volunteers will be further trained in the field of public health, psychological assistance and basic legal issues when special needs of women are concerned.

Looking ahead

As of November 2007, the regional representation covers the three Caucasus National Societies of Armenia, Azerbaijan and Georgia that are also supported by the International Federation's country representations in these countries. To reflect these important changes, the new name is the regional representation for central Europe and southern Caucasus.

The newly expanded representation will focus on assisting the National Societies 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. The regional representation will work actively with the National Societies in central Europe and southern Caucasus to follow up on International Conference, General Assembly, Council of Delegates decisions, declarations and pledges. In all of the regional programmes the way of working will be characterized by active promotion and linking to the available regional and cross-regional networks, information sharing, advocating for peer support and providing relevant training and advice as indicated in the *International Federation's Secretariat Support Strategy for Central Europe 2006-2009*.

In the area of disaster management, effort will be put into risk reduction and community-based disaster prevention activities. Community-based tools such as PCD and VCA will be promoted and used, along with risk awareness campaigns and training that the National Societies will carry out in disaster-prone areas. The regional representation will continue to strengthen the links between the National Societies and governmental bodies in the region through joint workshops, trainings and active participation of DPPI Stability Pact initiative.

How we work	
<p>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</p>	
<p>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".</p>	<p>Global Agenda Goals:</p> <ul style="list-style-type: none"> • 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	
<p>For further information on this Appeal, contact:</p> <ul style="list-style-type: none"> • 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 	